



Julie Cox

FLIGHT ATTENDANT

Profile

Personable, safety-oriented Flight Attendant with 3+ years of expertise with an international cabin crew. Achieved a consistently highest passenger satisfaction rating according to Skytrax surveys (99.28%). I am seeking to develop my flight attendant skills further and continue providing top guest service by joining American Airlines as the new Senior Flight Attendant.

Employment History

Flight Attendant, Delta Airlines, Boston

JANUARY 2018 – APRIL 2021

Tasked with managing and coaching ten junior cabin crew members during all international flights.

- Informed business- and first-class clients about the best beverage-pairing decisions based on taste and meal menus.
- Relayed communication to passengers and cabin crew from the flight deck in a professional and personable manner.
- Assisted passengers and instructed on passenger safety.
- Performed preflight, through-flight, and post-flight inspections of the aircraft's emergency, cabin, and galley equipment. Ensured the aircraft's interior was clean at all times.

Flight Attendant, American Airlines, Washington

JANUARY 2017 – DECEMBER 2018

Tasked with providing leadership, direction, and assistance during an emergency, including aircraft evacuation and administering first aid to ill or incapacitated passengers.

- Handled emergencies according to procedures. Performed orderly evacuation of passengers and crew. Provided emergency medical assistance where necessary.
- Supervised loading and offloading of aircraft passengers and baggage. Ensured access to escape exits was clear at all times.
- Communicated paperwork and detailed reports regarding incidents or discrepancies.
- Greeted passengers, assisted with carry-on baggage stowage, and delivered onboard announcements.

Education

The Crew Academy, IATA Cabin Crew Course, Denver

APRIL 2021 – APRIL 2021

BA in International Hospitality Management,, School of Hotel Administration, Ithaca

JANUARY 2019 – NOVEMBER 2020

Ridgefield High School, High School Diploma, Indian Trail

JANUARY 2017 – DECEMBER 2019

Details

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DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

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Skills

Passenger Management

Emergency Procedures

Flight Manifests

Food Safety

Serving Beverages

Languages

English

Italian

Spanish

Hobbies

Skydiving, Parachuting, Skating

Extra-curricular activities

- Obtained region-high passenger friendliness reviews according to exit surveys (98.89%).
- Identified alternative deplaning strategy, which increased offload efficiency by 17%.
- Obtained property-best client satisfaction score based on surveys (98.43%).
- Implemented an improved queuing strategy, leading to a 29% reduction in check-in times.