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Julie Cox, Flight Attendant

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.

Details

Driving license _____ Full Place of birth _____ San Antonio

Employment History

Flight Attendant at 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 at 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

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Skills

Passenger Management

Emergency Procedures

Flight Manifests

Food Safety

Serving Beverages

Languages

English Native speaker

Italian Highly proficient

Spanish Highly proficient

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.