

Aisha Patel

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SUMMARY

Dedicated and customer-focused individual with a passion for the aviation industry. Strong interpersonal skills combined with the ability to remain calm under pressure, seeking to leverage my experience in customer service to ensure a positive flying experience for passengers as an Entry Level Flight Attendant.

EXPERIENCE

Customer Service Representative

June 2021 - Present

Skyline Airlines, San Francisco, CA

- Achieved a 95% customer satisfaction rating through effective communication and problem-solving skills.
- Implemented a new feedback system that reduced response time to customer inquiries by 30%.
- Trained new hires on customer service protocols, enhancing team performance and service quality.

Hospitality Intern

Jan 2021 - May 2021

Bayview Hotel, San Francisco, CA

- Assisted in managing guest check-ins and check-outs, improving overall efficiency by 20%.
- Handled guest inquiries and complaints, ensuring a seamless and pleasant stay for over 200 guests weekly.
- Collaborated with the housekeeping team to maintain high cleanliness standards, contributing to a 4.5-star rating on review platforms.

Retail Associate

Sept 2019 - Dec 2020

Trendy Attire Boutique, San Francisco, CA

- Boosted sales by 15% during holiday seasons through effective merchandising and customer engagement.
- Developed strong product knowledge to assist customers with tailored recommendations, enhancing the shopping experience.
- Participated in inventory management, reducing stock discrepancies by 10%.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

San Francisco State University, San Francisco, CA • GPA: 3.7

SKILLS

Technical Skills: Conflict Resolution, Customer Service Excellence, Emergency Procedures Training, Multilingual Communication

Tools & Frameworks: CRM Software, Microsoft Office Suite, Feedback Management Systems