

Amina Hassan

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SUMMARY

Dedicated and customer-focused Flight Attendant with over 5 years of experience in providing exceptional service and ensuring passenger safety. Proven ability to manage in-flight services and handle emergency situations with efficiency and professionalism.

EXPERIENCE

Flight Attendant

Jan 2022 - Present

SkyHigh Airlines, Atlanta, GA

- Consistently achieved a 95% customer satisfaction rating through attentive service and effective communication.
- Trained over 20 new flight attendants on safety protocols and service standards, improving onboarding efficiency by 30%.
- Implemented a streamlined beverage service process, reducing service time by 15% and increasing passenger satisfaction.

Cabin Crew Member

May 2018 - Dec 2021

JetStream Airways, Orlando, FL

- Successfully managed in-flight emergencies, contributing to a 100% safety record over three years.
- Enhanced the in-flight shopping program, increasing sales by 25% through effective promotion and product knowledge.
- Received 'Employee of the Month' award four times for outstanding service and dedication.

Customer Service Representative

Jun 2016 - Apr 2018

Airline Services Inc., Miami, FL

- Resolved 95% of customer inquiries on the first call, enhancing customer experience and loyalty.
- Collaborated with flight crews to improve service delivery and communication, resulting in a 20% increase in team efficiency.
- Conducted training sessions for new hires on customer service protocols, reducing onboarding time by 40%.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of Florida, Gainesville, FL • GPA: 3.7

SKILLS

Technical Skills: Emergency procedures, Customer service excellence, In-flight safety protocols, Conflict resolution

Tools & Frameworks: Flight management software, Reservation systems, Safety equipment training tools