

Amina Johnson

amina.johnson@example.com • (555) 123-4567 • Atlanta, GA • linkedin.com/in/aminajohnson

SUMMARY

Dedicated Senior Flight Attendant with over 8 years of experience in providing exceptional in-flight service and ensuring passenger safety. Proven track record of enhancing customer satisfaction and operational efficiency in high-pressure environments.

EXPERIENCE

Senior Flight Attendant

Jan 2022 - Present

SkyHigh Airlines, Atlanta, GA

- Increased passenger satisfaction scores by 20% through personalized service and proactive problem-solving.
- Led a team of 15 flight attendants to streamline in-flight service processes, resulting in a 15% reduction in service time.
- Implemented a new safety training program that decreased in-flight incidents by 30%.

Flight Attendant

Mar 2018 - Dec 2021

JetStream Airways, Dallas, TX

- Achieved the highest passenger feedback rating in the region, with a 95% satisfaction rate.
- Assisted in the onboarding and training of over 50 new flight attendants, enhancing team performance.
- Conducted safety demonstrations and emergency procedures training, contributing to a 100% compliance rate.

Flight Attendant

Jun 2015 - Feb 2018

CloudWing Airlines, Miami, FL

- Maintained exceptional customer service amidst challenging situations, achieving a 90% resolution rate for passenger complaints.
- Collaborated with ground staff to optimize boarding processes, reducing turnaround time by 10 minutes per flight.
- Provided feedback on in-flight services and product offerings, leading to a 5% increase in sales revenue.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of Florida, Gainesville, FL • GPA: 3.7

SKILLS

Technical Skills: Customer Service Excellence, Safety Protocols, Conflict Resolution, In-flight Service Management

Tools & Frameworks: CRM Software, Emergency Response Systems, In-flight Entertainment Systems