



NICOLE CARTER

Bilingual flight attendant with experience serving as a crew member for United Airlines on domestic and international flights. Hostess, skilled in interfacing effectively with passengers and delivering excellent hospitality. Personable solution-finder known for finding creative, personal ways to elevate the flight experience.

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 City, ST

KEY SKILLS

- Bilingual – German and English
- Client service
- Cultural awareness
- Emergency equipment operation
- Safety demonstration

Professional Experience

FLIGHT ATTENDANT | UNITED AIRLINES, PHILADELPHIA, PA | JUNE 2021 - PRESENT

- Deliver high-quality, personalized customer service by finding creative ways to meet passengers' needs, resulting in a 95% satisfaction rating
- Communicate effectively with passengers, practicing cultural sensitivity and speaking the German language
- Serve meals to pilots and passengers and assist with menu selection by providing information about ingredients, noting potential allergens to concerned passengers

AIRLINE CUSTOMER SERVICE AGENT | AMERICAN AIRLINES, PHILADELPHIA, PA | MAY 2020 - MAY 2021

- Coordinated with airline teams to ensure proper accommodations for passengers' needs
- Resolved client concerns by compassionately finding solutions
- Managed check-in procedures and baggage requirements

Education

Bachelor of Arts (B.A.), Communications | TEMPLE UNIVERSITY, Philadelphia, PA | May 2020

Certifications

- Basic Life Support Certification (BLS) | National CPR Foundation | 2020
- CPR Certified | American Heart Association | 2019