

# Robert Smith

## *International Flight Attendant*

### PERSONAL STATEMENT

Dedicated and technically skilled business professional with a versatile administrative support skill, developed through 12 years of experience as a business owner, talent manager, and real estate broker. Excel in resolving challenges with innovative solutions, systems, and process improvements proved to increase efficiency, customer satisfaction, and the bottom line.

### WORK EXPERIENCE

#### *International Flight Attendant*

**ABC Corporation - June 1995 - October 2009**

##### *Responsibilities:*

- Dedicated to creating the best possible flight experience for each passenger.
- Experienced in working with government officials and Sports Team on passenger manifest issues.
- Assisted in delivering customer service on flights that were continuously voted the best in the industry.
- Assisted in maintaining the service schedule for each flight.
- Assisted in seeing to the personal needs of each passenger, especially those passengers with special medical needs.
- Specialized in international and cross-country flights.
- Verified that emergency equipment was in working order.

#### *International Flight Attendant*

**Delta Corporation - 1994 - 1995**

##### *Responsibilities:*

- First class service, meal preparation, Spanish and Portuguese translation, safety, paperwork.
- National Federation of LPNs Honor Society Western Suffolk BOCES Clinical Honor Roll Western Suffolk BOCES Attendance Honor Roll.
- Upheld and ensured protocols in customer service excellence, aircraft emergency evacuation, medical emergency situations and.
- Utilized my skills in conflict resolution, negotiating, communication, and analytical insightful thinking with disciplined execution to de-escalate.
- Recognized and awarded for Leadership and Service Excellence.
- Upheld and ensured protocols in customer service excellence, aircraft emergency evacuation, medical emergency situations, and.
- Utilized my skills in conflict resolution, negotiating, communication, and analytical insightful thinking with disciplined execution to de-escalate.

### Education

B.A. In French Language & Literature - 1982(Sogang University - Seoul, KR)

### **CONTACT DETAILS**

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### **SKILLS**

Management, Computer, Communication, Organizational.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)