

Olivia Marie Smith

📍North Canton, Ohio ✉️olivia.smith5@outlook.com ☎️(330)-704-0106 🌐
<https://www.linkedin.com/in/osmith5/>

EXPERIENCE

Flight Attendant

American Airlines

March 2015 - Present

- Led numerous flight attendant crews as the lead attendant. Established schedules for pre-departure services, inflight meals, safety briefings, and coordinating hotel pickup for flight crew. Ensure the safety of passengers by detailing safety procedures.
- Resolve customer concerns about delayed, canceled, or rerouted flights by creating unique customer service solutions with limited in-flight resources. Leverage excellent interpersonal skills to build rapport with customers, manage their expectations, and deliver real-time updates. Use of diplomacy and personal discretion to manage escalated situations.
- Identify, document, and analyze cabin maintenance issues to promptly report findings, utilizing safety and efficiency as primary metrics.
- Ensure adherence to American Airlines contractual agreements and Federal Aviation Administration guidelines by reviewing procedures, delivering briefings to flight crew, and maintaining a safe and secure flight environment.
- Collaborate with flight crew, gate agents, and maintenance teams while working in a fast-paced environment to ensure a world class customer service experience, as measured by customer feedback metrics.
- Execute flight logs, passenger action reports, and inventory paperwork with high attention to detail by including accurate, concise information, completing all fields, and maintaining consistent documentation.

Marketing Intern

Akron Summit Convention & Visitors Bureau

January 2014 - May 2014, Akron, Ohio

- Collaborated with cross-functional teams and event managers to develop and implement marketing initiatives for in-person events, including the creation of virtual ads and social media posts.
- Worked with design team on a variety of graphic assets for both internal and external marketing for communication efforts.
- Facilitated planning and hosting efforts for inhouse and external marketing events.

EDUCATION

Bachelor's of Science

Minor in Business & Management • Kent State University • Kent, Ohio • 2014

CERTIFICATIONS

Google Project Management: Professional Certificate – (In Progress)
American Red Cross (AED) and First Aid Certified

SKILLS

Industry Knowledge: Customer Service, Conflict Resolution, Sales, Marketing

Technical Skills: MS Office (Word, Excel, PowerPoint), MS Teams, Zoom, G-Suite, Skype, Windows, OS X