

SOPHIE CHEN

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PROFESSIONAL SUMMARY

Customer-focused flight attendant with 5+ years in premium cabin service. Expertise in safety protocols, conflict resolution, and multilingual support. Proven ability to enhance passenger experience while maintaining strict regulatory compliance.

EXPERIENCE

Senior Flight Attendant | Star Alliance Airlines | 2020–Present

- Lead safety briefings and emergency drills for 200+ passengers on A330/B777 routes.
- Managed first-class service; achieved 95% customer satisfaction scores.
- Trained 20+ new hires on FAA safety regulations and service standards.

Flight Attendant | Horizon Airways | 2018–2020

- Provided service on regional jets (E175); handled medical emergencies and turbulence events.
- Coordinated with ground staff for seamless passenger connections.

SKILLS

Safety: FAA CFR Part 121 Compliance, Evacuation Procedures, First Aid

Service: Wine Pairing, Gourmet Meal Service, Conflict De-escalation

Languages: Fluent in English, Mandarin, and Japanese

CERTIFICATIONS

- FAA Flight Attendant Certificate
- CPR/AED Certified
- IATA Dangerous Goods Training
- Cultural Sensitivity Training (Star Alliance)