

## Professional Summary

Results-driven AV10 professional with 12+ years of experience in aviation and hospitality, leveraging expertise in image consulting, personality development, and training to drive exceptional customer experiences. Proven track record of enhancing team performance and fostering a culture of excellence.

## Professional Experience

### Senior Service Excellence Manager - Aviation

Inazuma.co | January 2020 - Present

### Service Quality Manager

SkyPinnacle Airlines | June 2018 - December 2019

#### **Key Achievements:**

- Improved customer satisfaction ratings by 25% through targeted training initiatives.
- Developed and implemented a comprehensive service standards manual.

#### **Responsibilities:**

- Managed a team of service quality coordinators.
- Conducted regular service audits and provided actionable feedback.

### Training and Development Manager

Hospitality Haven | March 2015 - May 2018

#### **Key Achievements:**

- Designed and delivered a bespoke training program, resulting in a 30% increase in staff retention.
- Collaborated with the HR department to develop a competency framework for all staff levels.

#### **Responsibilities:**

- Created and implemented training plans for new hires and existing staff.
- Facilitated workshops on soft skills and customer service excellence.

### Instructor - Aviation Service Standards

Aviation Academy | September 2012 - February 2015

#### **Key Achievements:**

- Consistently received positive feedback from students for engaging and informative teaching style.
- Developed and taught modules on aviation service standards and safety protocols.

**Responsibilities:**

- Taught classes of up to 30 students.
- Assisted in curriculum development for new aviation service courses.

## Cabin Crew Member

FlyHigh Airlines | June 2010 - August 2012

**Key Achievements:**

- Received the 'Crew Member of the Month' award three times for outstanding service.
- Participated in the development of in-flight service procedures.

**Responsibilities:**

- Provided exceptional in-flight service to passengers.
- Ensured cabin safety and security protocols were followed.

## Education

### Bachelor of Science in Hospitality Management

University of Nevada, Las Vegas | June 2010

## Technical Skills

**Aviation:**

- Aviation Service Standards
- Safety Protocols
- Cabin Crew Operations

**Training and Development:**

- Adult Learning Principles
- Curriculum Design
- Workshop Facilitation

**Image Consulting and Personality Development:**

- Grooming and Etiquette
- Fashion Trends
- Soft Skills Coaching