



BENJAMIN DURHAM

CUSTOMER SERVICE PROFESSIONAL

PROFESSIONAL PROFILE

Customer service professional with four years of experience providing extraordinary service to customers in a dynamic work environment.

ACCOMPLISHMENTS

- Received "The Brand" award out of 40 recently graduated United flight attendants
- Multiple passenger commendations submitted to United management

CONTACT DETAILS

Mobile: (941) 780-1054
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Location: Highland Park, NJ 08904

COMPETENCIES

- Critical thinker and problem solver
- Excellent communication skills
- Adaptable
- Goal oriented
- Team player

CAREER HISTORY

Flight Attendant

United Airlines | July 2016 - October 2020

- Lead flight attendant for passenger jets with 300+ occupancy
- Managed flights during high-risk situations, such as death onboard, mid-flight fire and emergency landing
- Completed rigorous 6-week training courses to learn how to manage difficult customer needs, medical emergencies and safety/security issues
- Delivered exceptional customer service to all passengers; receiving passenger and company commendations

Intern/ Art Critic

The Arts Beacon | October 2015 - January 2016

- Communicated with editor on gallery reviews and critiques
- Attended assigned shows/events at art galleries/museums
- Wrote and edited reviews about art events to be published on the company website

ACADEMIC BACKGROUND

Arizona State University

Bachelor of Arts | May 2016

Saint Stephen's Episcopal School

Class of 2011