

# SKYLER THOMPSON

Philadelphia, PA 12345 skylertthompson@example.com (123)456-7890 [LinkedIn](#) [Portfolio](#) 

A bilingual Flight Attendant with one year of experience at American Airlines as a crew member on both domestic and international flights. A proven track record of interfacing effectively with passengers and identifying opportunities to improve the Flight experience.

## EDUCATION

BACHELOR OF ARTS (B.A.)  
COMMUNICATION  
Temple University, Philadelphia, PA  
September 2017 — June 2021

## KEY SKILLS

- Customer Service
- Communication
- Passenger Safety
- French (Fluent)
- Emergency Evacuation Procedures
- Flight Operations

## CERTIFICATIONS

- ◆ Flight Attendant Certificate of Demonstrated Proficiency, FA A, 2023
- ◆ CPR Certified, American Heart Association, 2023

## PROFESSIONAL EXPERIENCE

FLIGHT ATTENDANT  
American Airlines, Philadelphia, PA  
July 2022 - Present

- Deliver high-quality customer service and support to passengers across various ethnicities and cultural backgrounds, communicate with empathy and patience, and provide solutions to passenger issues, resulting in a 93% satisfaction rating
- Conduct cabin preparations prior to flight departure and deliver presentations to passengers on safety protocols and flight etiquette
- Serve meals to pilots and passengers, provide information on menu items and ingredients, and address in-flight needs

AIRLINE CUSTOMER SERVICE  
AGENT  
American Airlines, Philadelphia, PA  
June 2021 - July 2022

- Coordinated with airline teams to ensure appropriate accommodations for passenger needs and resolve issues with compassion and understanding
- Managed check-in procedures to verify travel documents and ensured compliance with baggage weight restrictions before boarding