

Angela Ferris

Flight Attendant

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## Profile

Enthusiastic and experienced Flight Attendant with a true passion for travel. Offering over six years of experience as a Flight Attendant on both private and commercial aircrafts. Adept in assisting Pilots, Flight Professionals, and patrons, resulting in a positive experience for everyone. Bringing forth a positive attitude, and the desire to serve and assist with dedication. CPR and First Aid Certified, and experienced in working through challenges with a calm and productive demeanor.

## Work Experience

06/2011 - 09/2019, Flight Attendant, American Airlines, Chicago

Served as a dedicated Flight Attendant for American Airlines for over six years.

Assisted passengers, provided information, and handled concerns with care.

Followed terminal and aircraft rules and guidelines to achieve safety and success.

Handled various in-flight tasks to promote safety and traveler satisfaction.

Remained punctual and reliable at all times.

07/2009 - 04/2011, Airline Customer Service Agent, American Airlines, Chicago

Provided top of the line customer service to all airport patrons.

Worked with colleagues to ensure a smooth workflow and productivity.

Answered questions and concerns relating to travel and airport procedures.

Remained calm and professional during high-stress situations.

Assisted passengers with special needs, and served as a source of support.

Aimed to achieve complete customer satisfaction.

## **Education**

- 05/2009, FA Program, International Air and Hospitality Academy, Vancouver

09/2005 - 05/2009, Associate of Communications, Arizona State University, Tempe

## **Skills**

Reliability

Safety Rules and Regulations

CPR and First Aid Certified

Interpersonal Skills

Team Building Skills