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| Rami Shoula  Flight Attendant | |
| |  |  | | --- | --- | |  | 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. |  |  |  | | --- | --- | |  | Employment HistoryFlight Attendant at American Airlines, Chicago June 2011 — September 2019   * 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.  Airline Customer Service Agent at American Airlines, Chicago July 2009 — April 2011   * 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. |  |  |  | | --- | --- | |  | EducationFA Program, International Air and Hospitality Academy, Vancouver May 2009 Associate of Communications, Arizona State University, Tempe September 2005 — May 2009 |  |  |  | | --- | --- | |  | ReferencesLinda Monahan from American Airlines [lmonahan@americanair.com](mailto:lmonahan@americanair.com) · 773-465-4498 Claudia Campano from American Airlines [ccampano@americanair.com](mailto:ccampano@americanair.com) · 773-764-5904 Alfred Ward from International Air and Hospitality Academy [ward.alfred@iahaorg](mailto:ward.alfred@iahaorg) · 604-532-1129 | | DetailsSkills  |  |  | | --- | --- | | Reliability | | |  |  |  |  |  | | --- | --- | | Safety Rules and Regulations | | |  |  |  |  |  | | --- | --- | | CPR and First Aid Certified | | |  |  |  |  |  | | --- | --- | | Interpersonal Skills | | |  |  |  |  |  | | --- | --- | | Team Building Skills | | |  |  | |