CURRICULUM VITAE

OF

MICHELLE REED

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**Attributes**

I believe I possess strong skills and experience in both Customer Service Excellence and Leadership. My experience in a dynamic and ever changing industry such as the airline industry has enabled me to develop a strong ability to adapt to different people across diverse cultures, and a communication style which is focused on what is best for customers and ensuring strong engagement with the team I lead.

My excellent time management skills has been developed through working in multiple different time zones, and enables me to ensure all tasks are achieved to a professional and timely standard. I value presenting a high standard of personal grooming and promoting a strong and positive image of myself and the company I work for. Possessing an approachable and responsive can do attitude focused on managing a high performing and solutions focused team.

**Qualifications**

* Year 12 Senior Certificate - Alexandra Hills Senior College
* Certificate 1V in Training and Assessment
* First Aid Certificate and CPR
* Certificate 111 and 1V in Personal Training
* Les Mill Body Pump Instructor

**Employment Experience**

June 2002 – May 2014 (voluntary redundancy)

**Qantas Airways Ltd**

**Customer Service Manager (Cabin Manager)**

* Lead the team on each flight to ensure they are focused on customer service excellence at all times.
* Training and coaching cabin crew
* Pre-flight and security check of the aircraft to ensure all emergency equipment is accounted for.
* Pre-Flight briefing to cabin crew discussing customer expectations, loads and safety.
* Mentor and coach the crew on each flight on their performance.
* Complete performance reports on crew members and work through improvement opportunities.
* Manage time expectations around “On Time Departures” which includes ensuring passengers board the flight on time and aircraft doors close for on time departure. Any delay I was accountable for.
* Communication with Flight Deck and Passengers on safety procedures.
* Resolve any passenger issues quickly and efficiently to ensure we retain customers for our business.
* Being able to meet and exceed company expectations every 6 months at Key Performance Indicator meeting
* Demonstrated ability as a safety leader by passing bi -annual proficiency tests
* Excellent working knowledge of Cabin Crew Procedures, Operations and manuals. Dangerous goods, CASA requirements
* Critical involvement in prevention of injuries and the safety of all crew and customers. Immediate reporting and following up
* Clear understanding of business updates and communicating them with other team members
* No negative feedback from crew or customers during my 18 years with Qantas
* Certified First Aider

March 1996 – June 2012

**Qantas Airways Ltd**

**Flight Attendant**

* Provided on board service to passengers through strong customer service skills
* Training and coaching new cabin crew
* Work within a team environment and adapt to multiple duties as required including meal service, equipment check, and safety procedures.
* Worked across multiple time zones and accessible 24/7.
* Engage with passengers and provide excellent customer service to ensure valued experience flying with Qantas.
* Up to date knowledge of procedures and operations.
* Passing bi-annual emergency proficiency tests
* Safety professional
* First Aider

**Employment Experience continued**

August 1993 – March 1996

**Flight West Airlines**

**Flight Attendant**

* Working as a sole flight attendant
* Training new flight attendants
* Responsible for all public announcements
* On time departures
* Customer service and all safety procedures
* Passed all yearly proficiencies

January 1993 – August 1993

**Giant Supermarkets**

**Receptionist**

* Face and voice of the company
* Answering calls and redirecting them
* Office duties, typing, filing

January 1989 – January 1993

**Kern Corporation**

**Accounts Clerk/Receptionist**

* Answering calls and redirecting them
* Office duties typing, filing
* Invoicing and reconciling accounts

**References**

Mr Dean Cullen – Cabin Crew Base Manager – Brisbane

0419 916 741 – deancullen@qantas.com.au

Mr Andrew Small – International Cabin Crew Base Manager – Brisbane

07 3867 3699 – andrewsmall@qantas.com.au