



NATALIE LIM

Senior-Level Flight Attendant

City, ST | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

PROFILE

Flight attendant supervisor with more than 8,000 flight hours of experience, specializing in passenger safety and team management. Skilled at training flight attendants, keeping up on the latest best practices and security requirements to ensure compliance and the best passenger experience. Collaborative leader with a track record of managing more than 175 flight attendants.

KEY SKILLS

- Evacuation protocols
- Flight operations
- Flight safety
- Team management
- Training and development

PROFESSIONAL EXPERIENCE

Flight Attendant Supervisor

United Airlines, Nashville, TN | May 2010

- Manage a team of 175 flight attendants, deliver training on safety protocols and emergency evacuation best practices, and create a culture of compassionate hospitality
- Spearhead performance evolutions and develop training programs to enhance passenger experience, resulting in a 95% customer satisfaction rating
- Collaborate with leadership to handle logistics such as managing baggage and passenger onboarding and offboarding efficiency, reducing late flight arrivals by 25%
- Address passenger concerns and work with airline staff to address issues, resulting in a 35% increase in repeat airline ticket sales

Flight Attendant

Delta Airlines, Nashville, TN | June 2006 - April 2010

- Supported passenger safety and comfort, delivering hospitable service resulting in an average 4.9-star rating
- Ranked Top Attendant for three consecutive years for earning the highest customer satisfaction scores
- Stayed up on the latest evacuation protocols to educate colleagues on important advances
- Conducted pre-flight inspections and delivered passenger safety demonstrations

EDUCATION

Bachelor of Arts (B.A.), Tourism and Hospitality

University of Tennessee, Knoxville, TN | May 2006

CERTIFICATIONS

- Travel and Tourism Professional (TTP), American Tourism Association, June 2018
- Flight Attendant Certificate of Demonstrated Proficiency, Federal Aviation Administration, March 2013
- CPR Certified, American Heart Association, August 2005