



# Kevin Gray

## Entry-Level Flight Attendant

### ABOUT ME

Bilingual flight attendant with experience serving as a crew member for United Airlines on domestic and international flights. Hostess, skilled in interfacing effectively with passengers and delivering excellent hospitality. Personable solution-finder known for finding creative, personal ways to elevate the flight experience.

### PROFESSIONAL EXPERIENCE

#### Flight Attendant

United Airlines, Philadelphia, PA | June 2021

- Deliver high-quality, personalized customer service by finding creative ways to meet passengers' needs, resulting in a 95% satisfaction rating
- Communicate effectively with passengers, practicing cultural sensitivity and speaking the German language
- Serve meals to pilots and passengers and assist with menu selection by providing information about ingredients, noting potential allergens to concerned passengers

#### Airline Customer Service Agent

American Airlines, Philadelphia, PA | May 2020 - May 2021

- Coordinated with airline teams to ensure proper accommodations for passengers' needs
- Resolved client concerns by compassionately finding solutions
- Managed check-in procedures and baggage requirements

### CERTIFICATIONS

- Basic Life Support Certification (BLS), National CPR Foundation, June 2020
- CPR Certified, American Heart Association, May 2019

### CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, ST

### EDUCATION

#### Bachelor of Arts (B.A.), Communications

Temple University, Philadelphia, PA  
May 2020

### KEY SKILLS

- Bilingual – German and English
- Client service
- Cultural awareness
- Emergency equipment operation
- Safety demonstration