

Taylor Smith

Aspiring Flight Attendant

Energetic recent college graduate eager to begin a career as a flight attendant. Skilled communicator with customer-service internships, a background in hospitality, and BLS certification. Strong adaptability, cultural awareness, and a passion for safety and service make me a quick learner on any cabin crew.



KEY SKILLS

- Customer service excellence
- Cultural sensitivity
- Clear verbal communication
- Basic first aid & BLS certified



EDUCATION

Bachelor of Arts in Hospitality Management | City University, City, ST
May 2022



PROFESSIONAL EXPERIENCE

Hospitality Intern

Grand Hotel & Suites, City, ST | July 2016 – Present

- Greeted guests, managed check-in, and resolved service issues, achieving a 98% guest satisfaction rating
- Assisted with event catering and logistics for up to 200 attendees, demonstrating strong organizational skills
- Trained new interns on property tours and service standards, reducing onboarding time by 25%

Customer Service Representative

QuickBites Café, City, ST | May 2021 – May 2022

- Handled 100+ daily customer orders via phone and in person with accuracy and professionalism
- Upsold add-on items, raising average order value by 12%
- Managed POS transactions and inventory restocking, ensuring seamless café operations



CERTIFICATIONS

- Certified Corporate Governance Paralegal (CCGP), NACD, June 2019