


PT


# Pat Thomas

## Ground-Staff to Flight Attendant

An aviation professional moving from ground-staff roles to the cabin. Eight years in ticketing, baggage handling, and passenger care. Deep knowledge of terminal operations and passenger-flow optimization.

### CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 City, ST

### KEY SKILLS

- Ticketing & boarding
- Passenger-flow management
- VIP handling
- Team training

### PROFESSIONAL EXPERIENCE

SENIOR GROUND AGENT | METRO INTERNATIONAL AIRPORT, CITY, ST  
APRIL 2014 – APRIL 2022

- Managed check-in for 200+ passengers per shift, maintaining a 98% on-time departure rate
- Trained 15 agents on passenger-flow software, reducing wait times by 20%
- Coordinated special-needs and VIP passenger handling, achieving 100% positive feedback

CUSTOMER SERVICE LEAD | CITY AIRWAYS TICKETING, CITY, ST  
JUNE 2010 – MARCH 2014

- Resolved 50+ daily escalated customer issues, achieving a 95% first-contact resolution
- Implemented new seating-allocation process, boosting load-factor accuracy by 10%
- Liaised with cabin crew to relay passenger updates and special requests

### EDUCATION

Certificate in Aviation Customer Relations | AeroServe Institute  
City, ST | May 2010

### CERTIFICATIONS

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