



JORDAN ELLIS

CONTACT INFORMATION



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Charlotte, NC

ABOUT ME

Newly certified flight attendant with FAA Certificate of Demonstrated Proficiency from a 6-week initial training program. Five years of customer-facing hospitality experience in hotels and event venues. CPR/AED certified, bilingual in English and French.

PROFESSIONAL EXPERIENCE

Flight Attendant Trainee

BlueRidge Express Airlines, Charlotte, NC | February 2024 - Present

- Completed 240 hours of initial training covering FAA Part 121 safety, emergency equipment, and service procedures on the E145 and E175
- Passed all 14 written and practical evaluations on first attempt, including ditching, evacuation, and fire suppression drills
- Shadowed IOE flights on 25 segments across BlueRidge's southeast network with no service deviations noted
- Earned 'Top of Class' recognition for cabin announcements and passenger briefing delivery

Guest Services Lead

Magnolia Harbor Hotel, Wilmington, NC | June 2020 - January 2024

- Handled front-desk check-in for a 184-room property averaging 87% occupancy, serving 200+ guests per shift on peak weekends
- Resolved billing disputes and room complaints with a 4.7/5 average guest score on post-stay surveys
- Trained 6 new associates on PMS system and brand service standards
- Coordinated airport shuttle scheduling and special requests for inbound business travelers