


# MAYA CASTELLANOS

Flight attendant with 6 years on narrow-body and wide-body fleets, qualified on A320, A321, and B737. FAA-certified with strong safety record across 1,400+ flight legs and consistent passenger service scores above 92%. Lead galley operations and mentor newer crew on irregular-ops procedures.

## CONTACT INFORMATION

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 Phoenix, AZ

## KEY SKILLS

- Aircraft qualified: A320, A321neo, B737-800, CRJ-700, E175
- FAA Part 121 regulations
- CPR / AED / First Aid certified
- Conversational Spanish
- Galley operations and meal service
- Conflict de-escalation
- Emergency evacuation procedures
- Cabin announcements (English/Spanish)
- Crew resource management (CRM)

## PROFESSIONAL EXPERIENCE

February 2021 - Present

**Flight Attendant** | Cardinal Pacific Airways | Phoenix, AZ

- Serve as A-position lead on 60+ international routes per year (PHX to MEX, GDL, YYZ), running pre-flight safety briefings for crews of 4 to 6
- Maintained a 94.7% passenger satisfaction rating across 312 surveyed flights in 2023, top quartile on the PHX base
- De-escalated 11 disruptive passenger incidents over 18 months without diversion, using verbal command sequence trained at recurrent
- Trained 8 new hires on galley flow for the A321neo, cutting their first-month service errors during IOE
- Selected for FAM trips with corporate sales team to evaluate premium cabin meal service on transcon routes

June 2018 - January 2021

**Cabin Crew** | Sunwest Regional Air | Albuquerque, NM

- Operated CRJ-700 and E175 routes across 22 western U.S. cities, averaging 85 flight hours per month
- Completed FAA recurrent training annually with zero check-ride deficiencies
- Recognized twice with Sunwest's 'Above the Wing' service award based on customer write-in commendations
- Coordinated medical event response on two flights, working with MedLink and securing AED use until ground arrival

## EDUCATION

**A.A. Hospitality Management**

Arizona Western College | - May 2018

- FAA Certificate of Demonstrated Proficiency, Cardinal Pacific Airways Training Center, 2021