

MH

CONTACT INFORMATION

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EDUCATION

- FAA Inflight Supervisor / Check Airman Designation, 2020
- FAA Flight Attendant Certificate (787, A350, A330, 767, CRJ-700/900)
- B.A. International Studies, University of Michigan, 2008
- FAA Dangerous Goods Acceptance, current

KEY SKILLS

- Purser / A-position duties
- Crew leadership for cabins of 8-10
- FAA, TSA, and CBP audit readiness
- Dangerous goods handling
- Check airman training delivery
- Irregular operations recovery
- MedLink and onboard medical leadership
- Crew resource management instructor
- Galley and catering reconciliation
- Japanese (conversational)

Melissa Hall

Flight Attendant

ABOUT ME

Lead flight attendant with 17 years of cabin experience and 9 years as Purser/A-position on wide-body international routes. FAA Inflight Supervisor designee with FAA, TSA, and CBP audit experience. Trained 240+ new-hire FAs as a check airman.

PROFESSIONAL EXPERIENCE

Lead Flight Attendant / Purser | Northstar Pacific Airlines, Minneapolis, MN
2018 – Present

- Serve as A-position purser on 787 and A350 routes between MSP, NRT, ICN, and AMS, leading crews of 8-10.
- Sign off pre-departure paperwork including catering, security sweeps, and dangerous goods manifests across roughly 340 flights per year.
- Recovered a Tokyo turn after a 6-hour mechanical delay, repositioning crew rest and meal service so on-time arrival window was held within 12 minutes.
- Selected as one of 9 line FAs system-wide for the 2023 inflight policy redesign committee.
- Conduct annual recurrent training audits for 60+ FAs per cycle as a designated check airman.

Flight Attendant, Senior | Highland Coast Air, Seattle, WA
2013 – 2018

- Flew 767 and A330 routes to Asia and Europe out of SEA, holding the most senior wide-body line for 3 years.
- Acted as onboard mentor for 38 new hires through IOE flights with a 100% first-attempt sign-off rate.
- Drafted base-level FAQ on cabin temperature complaints that cut related ACARS messages to the cockpit by about a third.
- Coordinated with CBP at SEA on 14 unaccompanied minor and deportee escorts, all cleared without incident.
- Voted Crew Member of the Year by base peers in 2017.

Flight Attendant | Lakeshore Regional Air, Detroit, MI
2008 – 2013

- Worked CRJ-700 and CRJ-900 regional routes throughout the Midwest, averaging 90 monthly block hours.
- Earned single-flight-attendant qualification, frequently serving 70-seat sold-out cabins solo.
- Filed 7 ASAP reports that contributed to revised single-FA emergency exit briefings system-wide.
- Maintained zero passenger complaints filed to consumer affairs over a 5-year stretch.