



Angela Adams

FLIGHT ATTENDANT

Recent flight attendant academy graduate with 7 years of customer-facing hospitality experience in hotels and cruise lines. Completed 5.5 weeks of initial training including ditching, evacuation, and FAR Part 121 service standards. Eager to fly reserve lines out of CLT or ATL.

CONTACT INFORMATION

 (704) 555-0192

 daniel.okafor@example.com

 Charlotte, NC 12345

KEY SKILLS

- Emergency evacuation and ditching procedures
- Cabin service and meal presentation
- Conflict de-escalation
- Passport and customs document checks
- CPR / AED / first aid
- POS and onboard sales
- Spanish (conversational)
- Reserve schedule availability

PROFESSIONAL EXPERIENCE

Guest Services Associate | Harborline Cruises, Charlotte, NC | 2022 – 2024

- Handled guest check-in and stateroom assignments for sailings carrying up to 2,400 passengers per voyage.
- Responded to 40+ guest incidents weekly across lost luggage, medical pages, and dining complaints.
- Trained 6 new associates on PCI-compliant onboard purchases and duty-free reconciliation.
- Earned 'Above and Beyond' recognition twice for assisting elderly guests during rough-seas medical events.

Front Desk Agent | Linden Park Hotel, Asheville, NC | 2019 – 2022

- Checked in 60-90 guests per shift at a 220-room boutique property with Forbes 4-star service standards.
- Resolved billing disputes and room-change requests with full authority up to \$250 per case.
- Backed up the night audit shift one week per month, balancing folios to the penny.

EDUCATION

Flight Attendant Initial Training, Cascade Aviation Academy, 2024

A.A.S. Hospitality, Asheville-Buncombe Technical Community College, 2019

CPR / AED / First Aid (American Red Cross), current