

Andrew Young

Flight Attendant

Bilingual flight attendant with 6+ years of cabin service across domestic and international routes. FAA-certified on 737, A320, and E175 fleets with a clean safety record across 2,400+ flight hours. Known for calm handling of medical events and irregular-ops recoveries.

CONTACT INFORMATION

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KEY SKILLS

- Cabin safety and emergency procedures
- CPR / AED / first aid certified
- Conflict de-escalation
- Spanish (fluent), Portuguese (conversational)
- Galley management and meal service
- FAR Part 121 compliance
- IOE training and crew mentoring
- Customer service recovery

PROFESSIONAL EXPERIENCE

FLIGHT ATTENDANT | CASCADIA AIRWAYS, PHOENIX, AZ 2021 – PRESENT

- Serve as lead FA on narrow-body Phoenix hub flights, supervising crews of 3-4 across 70+ monthly block hours.
- Earned customer satisfaction score of 4.82/5.00 across 312 surveyed flights, top decile in the base.
- Coordinated emergency descent and oxygen deployment during a rapid decompression event; FAA debrief cited textbook execution.
- Mentor new-hire FAs through IOE flights, signing off 14 trainees in 2023 with zero remedial events.
- Speak Spanish and Portuguese on Latin America routes, reducing translator pages by roughly half on MEX and GRU turns.

FLIGHT ATTENDANT | MERIDIAN SKY CONNECT, DENVER, CO 2018 – 2021

- Worked regional E175 routes across the Rocky Mountain network, averaging 85 flight hours monthly.
- De-escalated 22 documented passenger conflicts without diversion or law enforcement meet.
- Recognized as Crew Member of the Quarter (Q3 2020) for handling onboard medical event with a diabetic passenger.
- Helped roll out new buy-on-board POS system across 140 crew members, drafting the pocket reference card.

EDUCATION

- FAA Flight Attendant Certificate of Demonstrated Proficiency (737, A320, E175)
- B.A. Hospitality Management, Arizona State University, 2018