
Jane Smith

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CABIN CREW - FLIGHT ATTENDANT

A highly personable and sociable team member, benefiting from experience within the competitive airline industry that has required a flexible approach to work with the ability to think on one's feet, work as part of a team, solve problems, deliver excellent customer service, and deal with complaints and enquiries from all types of people. Possessing a determined approach in coping with and prioritising large workloads whilst meeting strict deadlines and the ability to operate virtually in any customer facing position. Now looking to make a continued significant contribution for United Emirates airline industry.

EDUCATION

BA (Hons)	Early Childhood and Curriculum Studies (2:2)	2006
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PROFESSIONAL EXPERIENCE

SEASONAL CABIN CREW MEMBER (C3 & C2) Apr 06 - Present

*Airline A, Long and Short Haul (Apr 08-Present). Airline B, (Apr 07 - Oct 07).
2 different aircraft: 757/200, A320.*

- Passenger / customer care with meticulous attention to safety. Remaining vigilant to any potential hazards, health, safety and the comfort and wellbeing of passengers. Up-to-date on company safety issues.
- As a C3 many duties also include, bar work, duty free sales, meals service and flight deck support. Maintenance of high company standards both in and out of uniform
- Attending meetings and undertaking specific office or ground duties as and when required.
- **Assistant Cabin Manager (C2) on two flights:** In charge of the back cabin, handling all the bar paperwork, starting and shutting down the onboard computers, arming / disarming the L4 / R4 doors at the rear of the B757 aircraft (Newcastle Airport). Received recognition accolade from my Team Performance Manager.
- Whilst working for Airline B in 2007 my duties were similar to those above but on the A320 aircraft. I trained at Manchester for 4 weeks in March 2007.
- Key skills gained: customer care / safety, first aid, sales, care of children and passengers with special needs, stock control, cash handling (currency exchange), balancing accounts, galley management.

SKIN CARE SPECIALIST (STORE CONCESSIONS AND MOBILE) May 05 - Mar 07

Company A

(Dates of Employment: Nov 07- Dec 07, Jan 07-Apr 07, Dec 06-Dec 06, May 06-Nov 06).

- Deputized for the Counter Manager when required with responsibility for managing stock levels, promotion and motivating staff. Delivered excellent customer service that expanded the customer base.

EARLY CAREER SUMMARY (PART-TIME WHILST STUDYING)

Temporary Sales Assistant	Company B the Chemists	Mar 06- May 06
Temporary Consultant	Lancôme in Company B Durham	Nov 05- Mar 06
Sales Assistant	Company B the Chemists	Oct 03- Dec 03 & Jun 04- Nov 05

Worked as a Classroom Assistant during my 6th form education.

Mobility: Full clean driving license. *Passport:* valid EU (UK)

Born: 1984.

Pastimes: Ballet, swimming, theatre, music, travel, reading.

Marital Status: Single.