



HEATHER ALLEN

Flight Attendant

(334) 555-4321

heather.allen@gmail.com

United States, Phenix City

SKILLS

Customer Service Excellence
Expert

Sales and Upselling
Expert

Safety Protocols
Expert

Conflict Resolution
Expert

Multitasking
Expert

Cultural Sensitivity
Expert

AWARDS



Customer Service Excellence Award,
2020

LANGUAGES

- Italian (fluent)
- German (conversational)

PROFESSIONAL SUMMARY

Dedicated and customer-focused Flight Attendant with experience working for low-cost carriers. Skilled in delivering essential services to passengers while maintaining safety protocols, handling high volumes of travelers, and managing in-flight sales.

EXPERIENCE

Flight Attendant

Budget Air, United States, Birmingham, AL

August 2021 - Now

- Provide high-quality customer service on a variety of low-cost flights.
- Sell snacks, beverages, and other in-flight products, maximizing sales.
- Assist passengers with special needs, including elderly, disabled, and unaccompanied minors.
- Handle in-flight turbulence, delays, or passenger complaints efficiently.

Flight Attendant

SkyFlyer Airlines, United States, Montgomery, AL

June 2019 - July 2021

- Assisted in pre-flight preparations, including conducting safety checks.
- Delivered exceptional service during flights, including providing food and beverage services.
- Coordinated and implemented the efficient boarding and disembarking of passengers.

EDUCATION

Certificate in Aviation and Flight Safety, Southern Airways Training Center-
, Montgomery, AL, Graduated: May 2019

CPR and First Aid Certification, American Heart Association, Completed: April 2021

FAA Safety and Emergency Training, Federal Aviation Administration, Completed:
June 2019