

Emma Sinclair

Professional summary

Energetic and adaptable individual with a passion for travel and cultural diversity. Strong background in customer service, problem-solving, and conflict resolution. Fluent in English, Spanish, and French. Seeking an international flight attendant position at Air Global to provide exceptional service and ensure passenger safety on long-haul flights.

Experience

Customer Service Associate

June 2022 - Now
Skyline Hotel / New York, NY

- Assist international guests by addressing inquiries, processing reservations, and coordinating special requests to ensure a seamless experience.
- Resolve customer complaints in a professional manner, maintaining a 95% satisfaction rating based on post-stay surveys.
- Manage front desk operations during peak hours, ensuring smooth check-ins and efficient communication with housekeeping and concierge teams.
- Provide recommendations on local attractions and dining options, tailoring suggestions based on guests' preferences and cultural backgrounds.

Front Desk Assistant (Internship)

January 2022 - May 2022
Los Angeles International Airport (LAX) / Los Angeles, CA

- Guided passengers through airport security procedures, ensuring compliance with TSA regulations and reducing wait times for travelers.
- Assisted non-English-speaking guests by providing translations in Spanish and French, improving the travel experience for international passengers.
- Learned emergency response protocols and collaborated with airport personnel during training drills to enhance crisis preparedness.
- Supported the lost baggage department by assisting travelers in locating and reclaiming missing items, improving efficiency and customer satisfaction.

Travel Experience

- Spent three months in Spain and France studying cultural hospitality trends.
- Lived abroad in Argentina for six months, enhancing Spanish fluency and cultural adaptability.
- Experienced in navigating international airports and assisting non-English-speaking travelers.

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Links

LinkedIn: /in/emmasinclair

Education

Bachelor's Degree in Hospitality Management

University of California, Los Angeles (UCLA) – Los Angeles, CA
Graduated: 2023

Certifications

- FAA Cabin Crew Certification (2025)
- CPR and First Aid Certified (American Red Cross)
- Advanced Spanish & French Language Certification

Skills

Multilingual communication (English, Spanish, French)	◆◆◆◆◆
Conflict resolution and problem-solving	◆◆◆◆◆
Emergency procedure knowledge	◆◆◆◆◆
Time management and adaptability	◆◆◆◆◆
Customer service and passenger assistance	◆◆◆◆◆

Languages

- English – Native
- Spanish – Advanced
- French – Advanced