

SARAH JENKINS

Dedicated flight attendant with three years of commercial aviation experience specializing in domestic and short-haul international flights. Known for maintaining a calm, solutions-oriented demeanor in high-pressure situations, consistently achieving customer satisfaction scores of $\geq 96\%$. Fully committed to passenger safety, FAA regulatory compliance, and delivering premium in-flight service.

PERSONAL DETAILS

- Name**
Sarah Jenkins
- Address**
Dallas, TX
- Phone number**
555-019-8372
- Email**
example@cvmaker.com

CLEARANCES

Valid US Passport, FAA Cabin Safety Certification

SKILLS

- Cabin safety ★★★★★
- Emergency procedures ★★★★★
- FAA regulatory compliance ★★★★★
- Passenger evacuation protocols ★★★★★
- In-flight retail systems (POS) ★★★★★
- First aid ★★★★★
- CPR/AED ★★★★★
- Gallery management ★★★★★
- Pre-flight safety checks ★★★★★

LANGUAGES

- English:** Native / Full professional proficiency
- Spanish:** Professional working proficiency (Capable of making in-flight announcements, translating emergency instructions, and handling passenger requests natively)
- French:** Elementary proficiency (Basic greetings and directional phrases)



WORK EXPERIENCE

Jan 2022 - Present

Flight Attendant

Southwest Airlines, Dallas, TX

- Ensure the safety and comfort of up to 175 passengers per flight on high-frequency domestic and short-haul international routes
- Conduct pre-flight safety briefings, equipment checks, and in-flight service while strictly enforcing FAA safety regulations
- Spearheaded a new cabin preparation routine that reduced boarding delays by 15%, contributing to the base's 92% on-time departure metric.
- Administered rapid first aid during mid-flight medical emergencies, coordinating seamlessly with the flight deck and ground medical teams

Jun 2019 - Dec 2021

Customer Service Supervisor

The WickerHorizon Hospitality GroupTavern, Austin, TX

- Managed high-volume front desk operations and supervised a team of 6 guest service representatives for a premier 400-room hotel
- Resolved complex guest disputes and implemented service recovery protocols, increasing overall property satisfaction scores by 12%
- Trained new hires on service standards, database management, and emergency evacuation protocols



EDUCATION

2017 - 2019

Associate of Arts in Hospitality Management

Austin Community College, Austin, TX

Relevant Coursework: Cross-Cultural Communications, Tourism Dynamics, Service Operations



ADDITIONAL COURSES & CERTIFICATIONS

2022

Safety and Emergency Procedures Training

AMSAFE Aviation

2023

Aviation Conflict Resolution Matrix

Coursera

2024

Standard First Aid, CPR & AED

American Red Cross

Valid through 2026

2022

Hazardous Materials Awareness Certificate

FAA Safety Team