

# NATALIE JENSEN

## Cabin Crew

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📍 Dallas, TX

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## WORK EXPERIENCE

### Cabin Crew

#### Delta Air Lines

📅 2021 - current 📍 Dallas, TX

- Streamlined passenger check-in with Amadeus, saving an average of 4 minutes per passenger, ***equivalent to 227 hours of reduced wait time per month***
- Revamped the in-flight entertainment system, boosting passenger satisfaction scores by 2 points on a scale of 1 to 10
- Utilized Pipedrive for efficient retail inventory tracking, reducing stockouts by 17%, ensuring a smoother onboard shopping experience
- Crafted engaging pre-flight safety briefings, contributing to an increase in passenger attentiveness

### Customer Service Agent

#### Austin Convention Center

📅 2018 - 2021 📍 Austin, TX

- Launched an Intercom chatbot for quicker support, resulting in a surge of positive feedback and earning a 4.8-star rating for enhanced customer satisfaction during real-time interactions
- Implemented Zendesk for faster ticket resolution, resulting in an eight-minute reduction in customer wait times during events, ***driving a \$2,126 increase in on-site merchandise sales***
- Introduced Salesforce CRM, reducing customer data retrieval time, equivalent to freeing up two hours per day for customer engagement
- Enhanced task management with Trello, fostering a 21% increase in same-day completion of customer requests

### Ground Crew

#### American Airlines

📅 2017 - 2019 📍 Fort Worth, TX

- Supervised the implementation of CrewConnect for ground crew communication, improving coordination and reducing errors by 14%, ***saving 39 hours in communication-related inefficiencies***
- Overhauled the safety training program using FlyingMedic, resulting in a decrease in safety incidents on the ground
- Led an extensive training program for new ground crew members, improving overall team efficiency and adding 119 more smooth airport operations every month
- Monitored and analyzed SkyBreathe data to identify ground handling practices contributing to fuel inefficiencies, reducing ground-related fuel consumption costs, saving \$22k per year

## EDUCATION

Bachelor of Science

Tourism Management

**Texas A&M University**

📅 2013 - 2017

📍 College Station, TX

## SKILLS

- Pipedrive
- Amadeus
- Travelport
- Zodiac Inflight Innovations
- FlyingMedic
- CrewConnect
- Alkym
- AvPlan EFB
- Honeywell's Ovation Select
- SkyBreathe

## CERTIFICATION

- CPR and First Aid Certification