

# ESME DALTON

## Delta Flight Attendant

✉ esme.dalton@email.com

☎ (123) 456-7890

📍 Indianapolis, IN

🌐 [LinkedIn](#)

## EDUCATION

Bachelor of Science  
Aviation Management,  
Hospitality and Tourism  
Management

**Purdue University**

📅 2012 - 2016

📍 West Lafayette, IN

## SKILLS

- Slack
- Sabre
- Automated Reception
- CrewLounge App
- Baggage Tracking Systems
- Interactive Voice Response (IVR)
- Calendly
- Emergency Evacuation Slides

## CAREER OBJECTIVE

Self-driven professional eager to become a Delta Flight Attendant and deliver customer-eccentric services and grow business through offering innovative travel solutions. Adept in customer service, problem-solution, and safety protocols to attract and retain customers for business growth.

## WORK EXPERIENCE

### Flight Attendant

#### Republic Airways

📅 2020 - current 📍 Indianapolis, IN

- Demonstrated prompt response time, averaging 2 minutes for directing customers to safety through the emergency evacuation slides
- **Increased ancillary revenue by 17%** by promoting new onboard strategies on Sabre
- Collaborated with crew members on CrewLounge to achieve 97% on-time YoY performance record
- Maintained a perfect safety record for 214+ flight trips by ensuring standard aviation compliance

### Call Center Agent

#### TTEC

📅 2018 - 2020 📍 Indianapolis, IN

- Exceeded quarterly sales targets by maintaining a 24% conversion rate using HubSpot to nurture customer relations
- Automated right resource routing for inbound callers with IVR, **reducing average hold time by 31%**
- Reduced escalation by maintaining a successful first-call resolution rate of 88%
- Achieved an average CSAT score of 97% by upholding proactive communication to solving problems

### Receptionist

#### Eli Lilly and Company

📅 2016 - 2018 📍 Indianapolis, IN

- Optimized inventory management using GoFrugal to ensure adequate stocks and **reduced costs by 12%**
- Delivered outstanding customer service to maintain a 96% customer satisfaction rating
- Implemented Automated Reception to manage 121+ daily inbound calls with a professional and friendly demeanor
- Coordinated 27 daily appointments on Calendly and reduced scheduling conflicts by 43%