

JENNIFER BOZYAN

*Entry-level Flight
Attendant*

✉ jenniferbozyan@email.com

📞 (123) 456-7890

📍 Austin, TX

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Arts
History

**University of Texas at
Austin**

📅 2016 - 2020

📍 Austin, TX

SKILLS

- Verbal Communication
- Collaboration
- Adaptability
- Sales
- Customer Support
- Money Handling
- Conflict Resolution
- Training/Leadership

HOBBIES

- Learning French via Duolingo
- Cooking Indian & French Cuisine
- Travel Blogging

CAREER OBJECTIVE

Friendly recent graduate with strong communication skills and 6 years of customer support experience. Seeking a position as a flight attendant with Delta Airlines to learn aircraft safety and provide passengers with a safe and adventurous flight experience.

WORK EXPERIENCE

Customer Support

Frame.io

📅 2019 - current

📍 Austin, TX

- Provided timely support for an average of 52 customers per day, responding to phone calls, emails, and chat messages
- Identified customers' issues, guided them through solutions, and offered additional support and references for future use, **increasing customer satisfaction by 28%**
- Resolved workflow solutions and wrote 17 internal documents to instruct new hires, increasing technical efficiency by 49%
- Trained 4 new customer support hires, decreasing time-to-productivity by 41% and increasing employee retention by 9%
- Informed customers about subscription packages, increasing subscription package purchases by 11%

Customer Support

Postscript

📅 2018 - 2019

📍 Austin, TX

- Provided technical support for SaaS via phone, email, and chat, communicating with an average of 43 customers per day
- Networked with previous customers through email and chat messages to determine areas of concern, reporting technical issues and customer concerns to team members
- Tracked technical issues and **solved 99% of problems within 1 day**
- Collaborated with 3 team members to streamline communication processes, increasing efficiency by 28%

Server

Buffalo Wild Wings

📅 2016 - 2018

📍 Austin, TX

- Greeted guests and prepared tables for dining within 2 minutes of guest arrival, increasing seating speed by 16%
- Promoted monthly specials and high-margin items, increasing average bill size by \$12
- Checked on guests 3-4 times throughout their dining experience, increasing customer satisfaction by 31%