

RONNA JACKSON

Entry Level Flight Attendant

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☎ (123) 456-7890

📍 Austin, TX

🌐 [linkedin.com/in/ronna-jackson](https://www.linkedin.com/in/ronna-jackson)

WORK EXPERIENCE

Customer Support

Frame.io

📅 2019 - current

📍 Austin, TX

- Provided timely SaaS support for about 40 customers per day via Intercom, responding to messages received after hours within 1-2 hours before tackling daily schedule
- Identified customers' issues, guided them through solutions, and offered additional support and references for future use
- Developed 15+ internal documents after resolving complex issues with no prior workflow solutions
- Informed customers about subscription packages, providing context and specifics for each package and addressing questions and concerns

Customer Support

Postscript

📅 2018 - 2019

📍 Austin, TX

- Cultivated strong relationships with 60 assigned customers
- Triaged customer needs by communicating with customers and team, and tracked technical issues and resolutions in order to solve most problems within 24 hours
- Provided technical support for SaaS via phone, email, and chat
- Collaborated with 5 team members to create superior solutions, resulting in 96% of customers reporting satisfaction

Server

Buffalo Wild Wings

📅 2017 - 2018

📍 Austin, TX

- Met guests at tables with menus, napkins, and a personable greeting within 45 seconds of their arrival
- Promoted daily specials, selling 8% more than team members, and provided menu suggestions based on customers' tastes
- Checked on guests 3-4 times throughout their dining experience, refilling beverages and clearing dishes without prompting
- Processed payments, issued correct change, and earned tip percentages of 19% on average

CAREER OBJECTIVE

Strong communicator and people person with careful attention to detail. Offering a 4-year background in delivering exceptional customer service in a timely and efficient manner. Eager to join Delta's flight attendant team, and willing to accept any hours in order to train, grow, and exceed in safety and service.

EDUCATION

Bachelor of Arts

History

[University of Texas at Austin](https://www.utexas.edu)

📅 2016 - 2020

📍 Austin, TX

SKILLS

Verbal Communication

Leadership

Teamwork

Reliable

Personable