EVELYN WARD

FLIGHT ATTENDANT TRAINEE

CONTACT

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(123) 456-7890 ☎

Oakland, CA 📍

LinkedIn in

EDUCATION

Bachelor of Science

Hospitality and Tourism Management

San Diego State University

2013 - 2017

San Diego, CA

SKILLS

Slack

Amadeus

Travelport

Panasonic Avionics

Rockwell Collins

ACARS

Salesforce

Honeywell Ovation Select

FireX

ForeFlight

CERTIFICATION

CPR and AED Certification

WORK EXPERIENCE

Flight Attendant Trainee

Southwest Airlines

2023 - current / Oakland, CA

- Completed a rigorous training program, **scoring 9.6/10 in emergency procedure proficiency** and guaranteeing compliance with FAA regulations
- Enhanced in-flight communication systems, reducing response times during critical situations by 17% through the effective use of Slack
- Played a key role in the development of new cabin crew policies, which resulted in a decrease of 31 recorded passenger incidents per month
- Assisted in the implementation of FireX for enhanced cabin safety, resulting in an 11% reduction in false alarms

Travel Agent Assistant

Expedia Group

2020 - 2023 / San Francisco, CA

- Supported the training of new travel agents on the use of Travelport, reducing the onboarding process by 11 hours per new employee
- Collaborated with the sales team to implement Salesforce for customer relationship management, achieving a 28% improvement in client engagement
- Participated in the development of promotional materials, **contributing to a $4,436 increase in sales revenue** through targeted marketing campaigns
- Utilized Amadeus for streamlined booking processes, resulting in a 27% reduction in booking errors and streamlining the reservation process

Hotel Front Desk Receptionist

Marriott International

2018 - 2020 / Los Angeles, CA

- Played a key role in the implementation of Alice's Concierge, enhancing guest services and contributing to an 18% increase in positive online reviews
- Tapped Opera PMS to streamline check-in and check-out processes, reducing guest wait times by 22%
- Conducted a cost analysis on linen inventory management, **reducing annual linen replacement costs by $3,000+**
- Used SynXis for revenue management, resulting in an 8% increase in overall room revenue