

CARLA RUIZ

Flight Attendant

✉ cruiz99@gmail.com

☎ (123) 456-7890

📍 Boston, MA

🌐 LinkedIn

EDUCATION

Bachelor of Arts
Communication

Boston University

📅 2005 - 2009

📍 Boston, MA

CERTIFICATION

Certificate of Demonstrated
Proficiency - FAA

SKILLS

Leadership
Conversational Spanish
Safety
Personable
Verbal Communication

CAREER OBJECTIVE

People-oriented and safety-minded professional with 12 years of experience providing memorable customer service for passengers on domestic and international flights. Offering conflict management and bilingual skills to enhance service and safety on all flights.

WORK EXPERIENCE

Flight Attendant

CommutAir

📅 2013 - current 📍 Boston, MA

- Concentrated on passenger safety and customer service for more than 115 hours of international flights during nights, holidays, and weekends
- Eased tensions with disgruntled passengers, and briefed flight attendants on protocols for handling issues consistently
- Tended to individual needs, such as helping passengers stow luggage, providing first aid, and providing extra food and beverages upon request
- Completed flight preparations and post-flight documentation, submitting all records within 24 hours of each flight

Flight Attendant

Envoy

📅 2011 - 2013 📍 Boston, MA

- Led safety briefings before departures, and communicated with passengers in exit rows to ensure compliance in an emergency
- Provided 4-5 public announcements on flights, regarding flight status, layover information, weather, and turbulence
- Attended 65+ hours of domestic flights and 40+ hours of international flights per month, serving on-call 15% of the time
- Adapted to schedule changes, flight delays, and disruptions, and directed and assisted passengers in understanding any changes while keeping them safe

Junior Flight Attendant

United Airlines

📅 2009 - 2011 📍 Boston, MA

- Worked on-call for 70 to 80 hours of domestic flights per month
- Met with flight team 1 hour prior to boarding to discuss flight path and weather
- Cleaned cabin, readied beverage and snack cart, and conducted safety checks 35-45 minutes prior to boarding
- Welcomed passengers on board, serving between 50 and 200 passengers per flight by providing water, selling snacks and beverages, and ensuring adherence to safety measures