

TRANSITION SKILLS – Experienced flight attendant seeks new career in sales/account management outside travel industry. Requirements: Bachelor’s Degree <sup>1</sup>, 5+ years’ Customer Service Support or Sales Experience <sup>2</sup>, proficiency in Word, Excel, & Outlook <sup>3</sup>, excellent communication, organization, time management, and presentation skills <sup>4</sup>, and willingness to be part of a high-performing team. <sup>5</sup>

## PAMELA WRIGHT

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### Customer Service Account Manager

#### Summary of Qualifications

Results-drive Customer Service professional with over 5 years of customer service support experience. <sup>2</sup> Self-confidence, integrity, and commitment to customer service excellence. Creative, pragmatic and proactive problem-solver. Organized and attentive to detail, with demonstrated time management skills. Strong research, mediation, and negotiation skills gained from work place experience. Dynamic oral, writing, interpersonal, and presentation skills. <sup>4</sup> Energetic team member. <sup>5</sup> PC proficient.

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#### Professional Experience

Northwest Airlines, Inc., Seattle, WA  
*Lead Flight Attendant*

1992-2010

##### **Supervise Staff, Customer Liaison**

- Answered customer inquiries and resolved problems, working with diverse clientele. Anticipated and assessed needs; assisted passengers with baggage and boarding. Built customer rapport; used diplomacy and tact to avoid confrontational situations and defused hostile customers.
- Oversaw work performance of up to four flight attendants during flights. Consulted with cockpit and cabin crew for trip briefings. Used communication log to update staff and management.
- Planned and organized in-flight services flow and ensured safety and comfort of passengers. Collected payment for retail products. Accounted for meals, beverages, and other supplies.

##### **Leadership of Flight Attendants**

- Elected to lead 525 flight attendants. Coordinated six employee support committees
- Developed and managed database systems to track and distribute information
- Developed leadership training and budget requirements

##### **Maintain Knowledge of Government Regulations**

- Interpret and communicate complex regulations, policies, and procedures in language the public can understand
- Continually analyze work processes and recommend ways to improve operations and services

##### **Notable Achievements**

- Awarded three Certificates of Excellence for providing exceptional service to customers
- Developed new procedures to improve flexibility for handling emergencies

#### Education/Computer Skills

##### **Bachelor of Arts, <sup>1</sup> Communications**

George Washington University, School of Media and Public Affairs, Washington, DC  
Windows, Word, Outlook, PowerPoint, Excel<sup>3</sup>