

Grace Madison

Flight Attendant

Phone: 919-850-1100
Address: 4405 Bland Rd.
Raleigh, NC-27609
Email: grace.madison@email.com

PROFESSIONAL PROFILE

A proactive and experienced flight attendant with a successful 4-year career at Virgin Atlantic Airlines recognized for delivering top-notch customer service and ensuring seamless operations on long-distance and international flights.

EXPERIENCE

Virgin Atlantic Airlines

2011 to Present

Assistant Crew Member

- Ensure precise passenger boarding and seating arrangements, demonstrating meticulous attention to detail.
- Coordinate and draft accurate flight service schedules, maintaining efficient operations.
- Verify passenger manifests for flight attendance, employing thorough inspection procedures.
- Provide personalized care to passengers, particularly those with special medical requirements, ensuring their well-being during the flight.
- Deliver comprehensive safety briefings to passengers, guaranteeing compliance with safety protocols.
- Stay informed on weather conditions, routes, emergency procedures, and passenger counts through active participation in pre-flight briefings.
- Monitor and replenish food, beverages, emergency equipment, and medical supplies to ensure adequate availability.
- Maintain financial records for onboard transactions with precision and accuracy.
- Conduct regular checks to enhance passenger comfort, distributing reading material, headphones, pillows, cotton swabs, and blankets as requested.

Virgin Atlantic Airlines

January 2011 to October 2011

Trainee

- Trained and Certified in CPR and AED by Apollo Hospitals.
- Successfully completed a 2-month self-defense program.
- Completed customer service training emphasizing etiquette.
- Attended a diction and pronunciation course to enhance speaking skills.

EDUCATION

Virgin Atlantic Training Academy

January 2010 to December 2010

Diploma in Aviation Hospitality

Achieved A+ Certification

Raleigh High

2008 to 2010

Higher Secondary

Demonstrated exceptional academic excellence, achieving a CGPA of 3.88 out of 4.00

ADDITIONAL QUALIFICATIONS

- Certifications:
 - First-aid and CPR certified for prompt emergency response.
- Languages:
 - Multilingual proficiency in English, Spanish, French, German, and Mandarin, enabling seamless communication with international passengers.
- Memberships:
 - Member of the prestigious Worldwide Virgin Atlantic Forum, focused on in-flight hospitality and safety.
- Teamwork skills:
 - Proven track record of effectively liaising with government officials to expedite passenger manifest issues resolution.

HONORS

- Implemented a user-friendly expense tracking system to streamline on-board stock management, resulting in improved efficiency.
- Collaborated with the Chief-Steward to develop a comprehensive safety protocol manual for economy passengers, ensuring seamless usage of onboard entertainment systems.
- Recognized with the prestigious "Most Hospitable Staff" Award in 2012 and 2014 for delivering exceptional service to passengers.
- Contributed as a valuable member of the award-winning "Best Support Team" in 2013 and 2014, showcasing strong teamwork and commitment.

AFFILIATIONS

- Association of Flight Attendants-CWA (2012-Present)
- Air Line Stewardesses Association-ALSA (2013-Present)