**Helen J. Miller**  
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**Career Objective:**  
I want to work for “Fly Airlines” as an air hostess and be the face of the organization and win customers' accolades through my exceptional customer service, communication, and interpersonal skills.

**Summary of Skills:**

* Experienced in serving passengers and executing flight attendant duties
* Excellent communication, interpersonal and customer service skills
* Complete knowledge of handling emergency situation and using emergency equipment
* Proficient in passing required information to passengers during emergency
* Skilled in addressing and solving passengers' queries in a professional manner
* Comfortable in educating passengers about fire and safety issues
* Familiar with different time zones and multi-cuisines
* Skilled in using first-aid tool kit and other medical equipment when needed

**Work Experience:**

Air Hostess  
Pragmatic Airlines, New Brighton, MN  
October 2014 - Present

* Checking tickets of passengers and guiding them to their seats and keeping luggage
* Explaining safety features and ensuring passengers are wearing seat belts
* Demonstrating use of oxygen masks as well as floating devices
* Providing food, drinks, blanket, and pillows on passengers' request
* Taking special care of elderly passengers and toddlers
* Maintaining details of inventory and payment collected against sold items

Air Hostess  
Fine Airways, New Brighton, MN  
February 2013 - September 2014

* Made passengers aware about the safety rules and regulations
* Coordinated with the crew and passed on information on weather condition to the the passengers
* Ensured passengers are provided with good quality food, drink, and blanket and pillow
* Helped first-time traveler in using seat belts and how to brace for the take off
* Served 80 hours on the ground and checked in passengers and facilitated the boarding process

**Education:**

* Bachelor's Degree in Arts  
  ABC University, New Brighton, MN  
  2011
* Certification in Arline Services  
  ABC Technical Institute, New Brighton, MN  
  2012