

Sarah Jenkins

Senior Flight Attendant

Chicago, IL (ORD Base) ✈️ Willing to relocate

+1 (555) 019-2834

s.jenkins@nemail.com

linkedin.com/in/sarah-jenkins-fictional

English (Native) · Spanish (Fluent)

PROFESSIONAL SUMMARY

FAA-certified Senior Flight Attendant with over 7 years of commercial aviation experience spanning domestic and international routes. Proven track record of ensuring guest safety, maintaining calm authority during emergencies, and delivering premium hospitality. Expert in F.A.R. Part 121 compliance, emergency medical care, and crew resource management (CRM). Consistently commended by airline management for crew leadership and positive passenger satisfaction ratings.

CERTIFICATIONS & LICENSES

FAA Flight Attendant Certificate:	Certificate of Demonstrated Proficiency (#FA-9872561-A)
Safety & Medical Training:	CPR, AED, and First Aid (American Heart Association, Valid through 2028)
Aircraft Type Ratings:	Boeing 737, 777, 787; Airbus A320, A350 (Full Cabin Service Qualified)
Regulatory Training:	F.A.R. Part 121 Safety & Security Training (Annual Recurrent Completed)
Travel Credentials:	United States Passport (Active Crew Visa for EU/Schengen Area)

CORE SKILLS

- Emergency Evacuation & Drills
- FAA Safety Regulation Compliance
- First Class Inflight Service
- Conflict Resolution & De-escalation
- Pre-flight Security Screenings
- Crew Resource Management (CRM)
- High-Altitude Medical Response
- Passenger Cabin Management
- Bilingual Communication (Eng/Spa)

PROFESSIONAL EXPERIENCE

Nimbus Airways Chicago, IL
Lead Flight Attendant 2022 – Present

- Direct cabin safety and service operations on long-haul international routes (Boeing 777/787), leading crew teams of 8 to 12.
- Conduct pre-flight briefings covering safety procedures, weather anomalies, and passenger accommodations for up to 300+ guests.
- Handled 3 in-flight medical incidents, administering first aid and coordinating with MedLink to avoid costly unscheduled flight diversions.
- Achieved a consistent 98% satisfaction score in passenger surveys, receiving the airline's *Service Excellence Award* in 2023.

Nexa Airlines Dallas, TX
Flight Attendant 2019 – 2022

- Maintained strict safety standards and delivered quality cabin service on high-frequency domestic routes (Airbus A320).
- Resolved boarding bottlenecks and seat adjustments under tight schedules, contributing to the base's 92% on-time departure rate.
- Provided compassionate care and assistance to unaccompanied minors, elderly passengers, and guests with special needs.
- Conducted rigorous pre-flight safety equipment audits, identifying and reporting equipment issues to maintenance before boarding.

Apex Hospitality Services Chicago, IL
Lead Gate Agent 2017 – 2019

- Supervised gate boarding procedures and ticketers for up to 10 departures daily, managing passenger boarding flows.
- Resolved flight delays and gate changes, re-booking passengers and coordinating baggage tracking under high-stress conditions.

EDUCATION

Vertex Technical College Chicago, IL
Associate of Science in Hospitality & Tourism Management Graduated 2017