

TERESA STEVENS

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ORGANIZATIONAL MANAGEMENT

- Results-driven
- Relationship-building
- Issue-spotting
- 13+ years of service experience
- Creative problem resolution
- Dispute resolution

EDUCATION

Bachelor of Arts, Organizational Management November 2017
Ashford University, San Diego, CA

PROFESSIONAL EXPERIENCE

Lead Flight Attendant May 2007 - Present
Southeast Airlines, Charlotte, NC

- Build rapport with customers by proactively identifying and resolving issues
- Communicate and enforce airline policies before, during and after flights
- Assist customers with boarding process and proper flight safety procedures
- Decreased boarding time by 5 – 7 minutes with a new customer-friendly process
- Deliver safety presentations for flight crews, resulting in annual high safety ratings
- Plan, organize, and oversee schedules of over 25 in-flight crew members
- Navigate an Oracle database to track, change and distribute detailed flight information for over 1,000 customers each month

Sales Associate January 2004 - April 2007
Bed Bath and Beyond- Tampa, FL

- Provided personalized customer service in top-performing retail environment
- Received the Outstanding Customer Service Award for helping the most customers
- Conducted market research used to guide the development of advertising and promotional campaigns
- Provided timely and accurate product information to customers and store associates
- Represented company at two home improvement trade shows

COMMUNITY INVOLVEMENT

Volunteer October 2010 - Present
American Cancer Society

- Make outbound calls to solicit donations for cancer research
- Coordinate volunteer schedules for events ranging from 50 – 2,000 people
- Developed and implemented electronic filing system to improve tracking of donations and facilitate consistent donor relations