

TERESA STEVENS

1234 Apple Cove Road, Charlotte, NC 22222
555.555.5555 | TeresaStevens@nomail.com

ORGANIZATIONAL MANAGEMENT

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

EDUCATION

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

November 2017

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

