JULIAN MERCER

FLIGHT ATTENDANT

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Flight Attendant with 4+ years ensuring passenger safety and delivering calm, friendly cabin service on domestic and international flights. Trained in emergency procedures and first aid, and experienced in handling delays and difficult situations with professionalism.

PROFESSIONAL EXPERIENCE

Flight Attendant Mar 2023 - Present
Delta Air Lines, Atlanta, GA

- Operate about 90 domestic and international flights a year, completing pre-flight safety checks and passenger briefings on every trip.
- Responded to three in-flight medical events using first aid and AED training, coordinating with the crew and ground medical support.
- Served up to 180 passengers per flight in a timely cabin service, keeping complaints low and compliments high in crew feedback.
- Managed delays and diverted flights by keeping passengers informed, which earned multiple customer commendations.
- Helped train two new crew members on galley procedures and service flow during their first month.
- Maintained current knowledge of aircraft types and procedures through recurrent training and kept qualifications up to date on every check.
- Enforced safety regulations on seat belts, carry-on stowage, and exit rows consistently, with no compliance findings at inspection.

Flight Attendant Jun 2022 - Feb 2023
SkyWest Airlines, Salt Lake City, UT

- Worked regional flights of 50 passengers, preparing the cabin and performing safety demonstrations before every departure.
- Verified emergency equipment and exits before boarding on each leg, logging checks accurately.
- Assisted unaccompanied minors and passengers with disabilities, working with gate staff to complete smooth handoffs.
- Resolved seating and baggage conflicts with calm communication and avoided escalation on all flights.
- Achieved perfect attendance and on-time reporting during the busy summer season.
- Welcomed customers in several languages and helped connecting passengers find their gates during tight turn times.
- Completed annual recurrent safety training and passed the emergency equipment drills with full scores on every assessment.

CORE SKILLS

Passenger safety | Cabin service | Emergency procedures | First aid and AED | Customer service | Crisis communication | Conflict de-escalation | Safety regulations | Teamwork | Multilingual communication | Galley operations | Special assistance | Time management

EDUCATION

A.A. in Hospitality Management, Salt Lake Community College, Salt Lake City, UT

CERTIFICATIONS

FAA Certificate of Demonstrated Proficiency | CPR and AED Certification | First Aid Certification