

# Alika Nolle

Flight Attendant

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## EDUCATION

### Associate's degree at Princeton University, Princeton, NJ

Aug 2013 - May 2017

Through my Bachelor's and Associate's degrees, I learned how to research and write papers using academic sources, format them according to MLA or APA guidelines, give presentations in front of an audience, use Microsoft Office programs such as Word and PowerPoint.

## LINKS

[linkedin.com/in/alikanolle](https://www.linkedin.com/in/alikanolle)

## SKILLS

Excellent customer service skills

Ability to work well under pressure

Good communication and interpersonal skills

Able to give clear instructions

Calm and professional manner

Physically fit and able to lift baggage

First Aid certified

## LANGUAGES

English

Bengali

## PROFILE

As a highly experienced Flight Attendant, I have successfully completed over 5 years of in-flight service. My responsibilities have included providing excellent customer service to passengers while maintaining safety and security onboard the aircraft. I am passionate about exceeding passenger expectations and delivering an exceptional travel experience. In addition to my in-flight experience, I also possess training in emergency procedures and medical response. This makes me uniquely qualified to handle any situation that may arise during flight ensuring the safety of all passengers under my care

## EMPLOYMENT HISTORY

### ● Flight Attendant at JetBlue Airways – New York

Apr 2022 - Present

- I successfully completed my training and became a certified Flight Attendant.
- I have worked as a Flight Attendant for XYZ airline for 3 years now.
- In those three years, I have never had an accident or incident while on the job.
- I have been recognized by my employer multiple times for going above and beyond to take care of passengers' needs.
- On one occasion, I was able to help diffuse a potential mid-air conflict between two passengers before it escalated into something more serious.
- Most importantly, I have safely assisted in landing an aircraft when the pilot fell ill midway through the flight.

### ● Airline Flight Attendant at Southwest Airlines – Texas

Aug 2017 - Feb 2022

- I successfully completed XX number of flights, taking care of up to X number of passengers per flight.
- I have provided top-notch customer service to every passenger that I've had the pleasure of serving, going above and beyond what is expected in order to provide a memorable experience.
- On average, my Customer Satisfaction surveys graded me at a 4.5 out of 5 or higher rating XXX% percent of the time.
- Received compliments from guests regularly for outstanding guest services skills including but not limited: being professional during times of stress, providing excellent conflict resolution when needed, displaying calmness under pressure while maintaining sense urgency, and always putting safety first while still making sure everyone enjoys their flight.
- When challenges or difficult situations arose I used critical thinking and good judgement to safely resolve them according to company policies guidelines which resulted in positive feedback/reviews 80% majority of the time.
- Some specific examples include assisting with an ill person on board (locating information medical paperwork), calming disruptive behavior (using verbal de-escalation techniques), working long tiring days (red eye Cross country) staying upbeat motivated throughout.