Lynne A. Dawson

1340 Wood St.(978) 369-XXXX

Littleton, MA 01451 linkedin.com/in/lynnedawson/ ladaw@gmail.com

**SUMMARY**

*Friendly and responsible flight attendant with 15+ years expertise on domestic and international commercial flights. Proficient in emergency situations, trained in first aid, CPR and AED and FAA certified in Flight Attendant Demonstrated Proficiency. Seeking to advance my career by growing with the American Airlines family.*

**PROFESSIONAL EXPERIENCE**

**Flight Attendant,** *Delta Air Lines, Atlanta, GA*  **March 2008 to Present**

* Completed over 8,000 hours of international and domestic flights aboard Boeing and Airbus commercial narrow-body and wide-body jets.
* Serve meals and refreshments and provide exceptional service to passengers, consistently earning recognition from flight crews and receiving “top 1%” positive feedback from passenger surveys**.**
* Ensure adherence to FAA and company regulations, while trained in emergency situations.
* Received “Flight Attendant Excellence Award” for perfect compliance with FAA safety procedures.
* Administer first aid to passengers in distress and assist disabled passengers in boarding.

**Flight Attendant,** *US Airways, Boston, MA*  **June 2003 to March 2008**

* Completed over 4,500 hours of domestic and international commercial flights.
* Increased retention rate mentoring 40+ new flight attendants on company policies and procedures.
* Operated all mechanical and safety equipment with industry regulations and standards.
* Conducted thorough aircraft pre-flight procedures to ensure a safe environment.
* Successfully completed all airline annual re-qualifications, exceeding minimum requirements.
* Assisted passengers with overhead baggage stowage and ensured emergency exit row compliance.

# EDUCATION

**Boston College*, College of Arts and Sciences,*** *Chestnut Hill, MA* **September****1999 to May 2003**

Bachelor of Arts, French Literature, Summa cum Laude, 3.75 GPA

Dean’s Scholar, academic ranking in top 1% of graduating class

**SKILLS AND TECHNICAL TRAINING**

* Excellent communication and interpersonal skills
* Customer Service oriented problem solver
* Sensitive to needs of customers and team members
* Professional image awareness
* Plane evacuation protocols
* Emergency procedures and response
* FAA Certified in Flight Attendant Demonstrated Proficiency
* French Language – advanced proficiency
* Certified in First Aid, CPR and Automatic External Defibrillator (AED)

#### HONORS AND AWARDS

* French Language Award, 14th Annual French Language Festival - 2003
* Member, Golden Key National Honor Society – 2001, 2002, 2003

## ACTIVITIES AND INTERESTS

* Volunteer worker, Catholic Charities Food Pantry, *Lowell, MA*
* Participant, Boston Marathon, 2001, *Boston, MA*
* Fund-raiser, Dana Farber Cancer Institute*, Boston, MA*
* Fitness and workout enthusiast