



Miami, FL [REDACTED]

JOSEPH [REDACTED]

PROFESSIONAL SUMMARY

Dedicated and results-driven professional with over a decade of management and customer service experience, consistently recognized for excellence in fast-paced, high-pressure environments. Known for a positive attitude, strong interpersonal skills, and a commitment to delivering top-tier service. Proven track record of earning promotions and accolades through reliability, adaptability, and a customer-first mindset. Adept at building rapport with diverse individuals and maintaining composure under pressure to resolve issues efficiently and professionally.

CORE COMPETENCIES

- **Management:** Adept in managerial leadership, with extensive experience managing large teams.
- **Leadership:** Skilled in training and mentoring team members, fostering a positive workplace morale.
- **Communication Excellence:** Friendly, personable, and highly skilled in verbal and written communication.
- **Computer Proficiency:** Advanced capability in MS suite, able to quickly learn and master new software.
- **Service Expertise:** Anticipating client needs, building rapport, and de-escalating client concerns.
- **Adaptability:** Fast-paced and energetic, able to multitask and work in high-pressure situations.
- **Team Collaboration:** Proactive team player who works well with others to achieve company objectives.
- **Problem-Solving:** Quick and strategic thinker, able to work through company obstacles and challenges.

WORK HISTORY

January 2018 - May 2025

[REDACTED] Airlines - Flight Attendant, [REDACTED]

- Qualified purser/lead flight attendant, regularly managing teams of up to 11 flight attendants
- Demonstrated flexibility and adaptability amidst schedule changes, delays, or challenging situations
- Able to conduct pre-flight inventory, ensuring the galley is stocked with food and service items for the trip
- Providing well-rounded customer service onboard the aircraft: greeting each

EDUCATION

Customer Service & Safety
Training

[REDACTED] Education, Dallas,
TX
March 2025

Associate of Science
[REDACTED] College, Bremerton,
WA
May 2010

Credits earned towards an
Associates Degree, with an
emphasis on *Communications*

High School Diploma
[REDACTED] High School,
[REDACTED] WA
June 2008
Class of 2008

guest, selling goods, and serving food and drinks to all customers onboard

- Comprehensive knowledge of flight, FAA regulations, airline protocol, and emergency procedures
- Ability to work long hours, remain alert, and maintain a high level of service on long international flights
- Demonstrated ability to operate emergency equipment effectively
- Up-to-date first aid training and knowledge of medical procedures; experience providing medical assistance to passengers in an emergency
- Eager to help people with special needs, such as young children or people with disabilities
- Experience resolving passenger conflicts in-flight
- Exceptional organizational and time management skills

August 2017 - December 2018

██████████ **Wireless - Sales Representative,** ██████████

- Listen and understand customer needs and help them discover the right products to meet those needs
- Generated additional sales opportunities with upselling and cross-selling techniques
- Utilizing consultative selling skills to solve customer problems and/or meet their need
- Interact with customers and provide prompt and courteous customer service to all customers
- Multi-task in a fast-paced team environment

December 2015 - June 2017

██████████ **Airlines - Flight Attendant,** ██████████

- Providing excellent customer service as a solo flight attendant
- Collaborated with the Captain to deliver a seamless travel experience for passengers on domestic flights
- Maintained a safe cabin environment by conducting pre-flight safety checks and adhering to FAA regulations
- Enhanced passenger satisfaction by providing exceptional in-flight service and addressing individual needs
- Documented success in selling goods to customers on-board
- Ensuring the galley is stocked with food and serving items for the trip
- Trained in administering first aid to passengers in emergency situations
- Good organizational and time management skills

February 2015 - December 2015

██████████ **Credit Union - Financial Services Representative II,** ██████████

- Analyze, research, and resolve problems and discrepancies related to member accounts and loans

- High attention to detail to ensure no mistakes were made
- Assist members with submitting consumer/overdraft protection and credit card applications
- Ensure cash and other negotiable instruments are handled properly
- Identify opportunities to cross-service products and increase product penetration
- Perform platform banking functions
- Working knowledge of savings and checking products, accounts, and services
- Effective active listening skills to accurately respond to inquiries and account requests
- Organizational, planning, and time management skills
- Effective research, analytical, and problem-solving skills
- Verify dates on incoming checks
- Accept and process loan payments
- Organize and restock workstation with supplies
- Compare signatures, photos, and ID to verify members

April 2013 - January 2015

██████████ Credit Union - Financial Services Representative – Promoted June 1, 2014,

██████████

- Provide financial advice to customers of ██████████ Credit Union
- Take customer phone calls and provide answers to difficult questions
- Help customers with online banking questions
- Troubleshoot online banking errors
- Transfer funds and wires for members
- Help members with their bank statements
- Update account information
- Reverse fees to keep members confident in the credit union
- Cash checks pending signature verification
- Receive checks and post entries to correct account
- Ensure that the cash drawer is balanced and maintained at all times
- Ensure that customers loan information is processed and maintained appropriately
- Receive cash from armored cars and count and verify cash
- Manage bank vaults to ensure correct cash balances
- Manage and sell specialized services
- Resolve discrepancies in accounts
- Accept and process loan payments