

# Omega Keyser

## In-Flight Crew

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### Details

[omega.keyser@gmail.com](mailto:omega.keyser@gmail.com)

(565) 614-4292

2358 Oak Street, Columbia, MO 65201

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### Profile

I have over 5 years of experience as an in-flight crew member. I am a highly experienced and motivated individual who is passionate about customer service. I have excellent communication and interpersonal skills, which has allowed me to build strong relationships with customers and colleagues alike. I am able to work well under pressure and thrive in fast-paced environments. I am also fluent in Spanish, which has come in handy when interacting with our diverse clientele. Overall, I am a reliable and hardworking employee that any company would be lucky to have on their team

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### Employment History

#### In-Flight Crew Manager at American Airlines, MO

Mar 2022 - Present

- Led a team of 12 flight attendants and achieved an average customer satisfaction score of 4.5 out of 5.
- Successfully completed all scheduled flights with an on-time departure rate of 95%.
- Trained new hires in emergency procedures, safety protocols, and company policies.
- Conducted monthly safety audits and ensured that all equipment was properly maintained.
- Handled customer complaints and resolved issues in a timely manner.

#### In-Flight Crew Supervisor at Delta Air Lines, MO

Sep 2017 - Feb 2022

- Led a team of 12 in-flight crew members and ensured that all safety procedures were followed during flights.
  - Supervised the preparation of aircrafts for flights, including checking equipment and stocking supplies.
  - Monitored flight progress and communicated with air traffic control to ensure smooth operation.
  - Resolved conflicts among crew members and provided customer service to passengers.
  - Trained new hires on company policies and procedures.
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### Education

#### High School Diploma at Parkway West High School, Ballwin, MO

Aug 2013 - May 2017

I've learned how to effectively communicate with others, how to manage my time efficiently, and how to think critically and solve problems.

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### Links

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