

Resume for Nikki Michelle Lavender

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Objectives

I am an enthusiastic professional with excellent customer service skills seeking an opportunity to improve passenger safety, security and comfort as a conscientious flight attendant in concert with the principles of Chautauqua, Republic and Shuttle America Airlines.

Relevant Education

1987 – Bloomington High School North, High School Diploma

1988 – American Airlines Flight Academy, Dallas, Texas,
Certificate of Training

1989 – Weather Training Center, Minneapolis-St. Paul, Minnesota,
Certified Weather Observer

1990 – Flight Attendant Charter for Indiana Pacers (sponsored by Cook
Incorporated, Bloomington, Indiana)

Work Experience

November 2014 to Present
Republic Airlines
Flight Attendant

February 2010 to Present:
Indiana University Athletic Department, Bloomington, Indiana
Catering Supervisor

March 2006 to December 2009:

**P.F. Chang's China Bistro, Circle Centre Mall, Indianapolis, Indiana
Head Hostess**

January 1988 to December 1990:

**American Eagle, Monroe County Airport, Bloomington, Indiana
Customer Service Representative (Ramp agent, in-flight services)**

January 1991 to 1992:

**Exec Air, Monroe County Airport, Bloomington, Indiana
Customer Service Representative (Ramp agent, in-flight services)**

In addition to my experience and training as a customer service representative with American Eagle and Exec Air in the early 1990's, I also worked full time as a dental assistant for Dr. John G. Algood, DDS, Ellettsville, Indiana from April of 1987 to March 2006.

Skills

- **Customer Service Experience (> 10 years)**
- **Flight Services to include Ramp Agent, Security Agent, Ground Training, Ticket Agent (5 years)**
- **Flight Attendant Training and Experience (2 years)**
- **Certified Weather Observer (3 years)**
- **Hospitality Experience (> 11 years)**

Personal Qualities

I have a proven track record of accomplishments in positions where maturity, sound judgment and rational thinking are critical to performance and outcomes. I am an active listener and am proficient in responding to a changing environment in serving the needs of the customer and promoting successful resolution of any concerns.

I am a seasoned professional who recognizes the importance of leadership in communication, honesty and trust within a team. I am a team-oriented employee who will work at meeting all company requirements while consistently maintaining an ongoing interest in the needs of my co-workers and customers.

My attention to detail is reflected in my work ethic of being at work every day and on time to meet my obligations to my team and the company.