

Brian Dorsey

19732960374 | dorseybrian.2@icloud.com | Chicago, IL

Summary

An independent and self-motivated individual with a strong background in customer service, decision-making, and critical-thinking abilities.

Experience

United Airlines | Chicago, IL

Crew of Hotel Operations Scheduler | 07/2022 - Present

-Supervises operational changes and updates hotel and transportation assignments to maintain an efficient flight operation.- Corrects contractual violations of layover hotel assignments caused by IROPs pairing information.

Gecko Green Lawn Care and Pest Control | Irving, TX

Customer Service Retention Specialist | 02/2020 - 07/2022

- Delivered exceptional customer service to customers through various forms of communication.- Served as a Microsoft Excel and Access Subject Matter Expert (SME) in the office.

Spirit Airlines | Miramar, FL

Flight Attendant | 03/2019 - 02/2020

- Ensured the safety and comfort of guests aboard the aircraft while providing exemplary service.- Provided leadership, direction, and assistance during all emergency situations and in-flight evacuation.

Envoy Air | Irving, TX

Flight Attendant | 09/2018 - 03/2019

Demonstrated leadership, confidence, and professionalism in assisting passengers.- Ensured passenger compliance with all safety requirements and federal regulations.

Skills

Customer service, Leadership, Guest services, Microsoft word, Microsoft excel, Time management, Communication skills, Documentation review

Education

Virginia Union University | Richmond, VA

Criminal Justice

Certificates

Federal Aviation Administration

References

Sandra Mack - Professional - 973-930-9675
Jacqueline Jones - Professional - 201-280-6868
Brandon Johnson - Personal - 954-579-9431
Jamyra Randolph - Personal - 862-899-0929