



# ALISSA BETHEA

Abethea05@aol.com / M: 404-201-4419  
Fairburn, GA 30213

## SUMMARY

Six years of learning American Sign Language and 15 years of working at Delta Air Lines Inc., I have the experience of assisting and resolving customer issues. I'm reliable and looking to secure an ASL Interpreter role that will offer opportunities for professional growth and advancement.

---

## SKILLS

- Fluent in American Sign Language
  - Conflict Resolution
  - Building customer loyalty
  - Proficient in Microsoft Office
- 

## EDUCATION AND TRAINING

Georgia State University- Atlanta, GA	2022- Current
Associate degree- American Sign Language	
North Clayton High School - College Park, GA	2005

---

## EXPERIENCE

<b>Customer Solutions Supervisor</b> / Delta Air Lines - Atlanta, GA	11/2008 - Current
<ul style="list-style-type: none"><li>• Performed in-depth research to answer more complex questions.</li><li>• Strategized long-term business needs, driving customer feedback for process improvements.</li><li>• Completed an average of 15 cases each day in a timely manner.</li></ul>	