

# BRYANNA WILLIAMS

Qualified Flight Attendant Fluent in 3 Languages

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📍 Atlanta, GA

## 🌐 WORK EXPERIENCE

### LINE CHECK FLIGHT ATTENDANT |

**Delta Airlines, Atlanta, GA**

07/2011 - Present

Line Check Flight Attendant certified by the FAA to teach and perform all inflight safety, customer service and cabin preparation duties, along with communicating and cooperating with airline management, flight crew, safety and ground personnel. My greatest achievements as a Cabin Crew Member at Delta include:

- Ensuring 100% high-quality flight safety and security including the facilitation of line checks and observation of flight legs, safeguarding FFA compliance and adherence to Delta policies.
- Creating a supportive environment, enabling accurate assessment of FA performance/proficiency in resource MGMT and customer service.
- Collaborating on Delta's FA Open House hiring process design.
- One of 9/400 chosen FAs to administer the beta group for Delta's "Point the Way" inflight training program - assuring that all Delta FAs have the knowledge, skills, and enthusiasm to fulfill the requirements of the position.
- Placing 1st in a company-wide customer satisfaction competition.

### ENGLISH TEACHER |

**CIEE Teach in China, Chongqing, China**

08/2010 - 05/2011

Through CIEE Teach in China, I was placed at a university in Chongqing, China as an English instructor. I taught five English courses a week ranging from beginning to advanced levels, working a total of 25 class hours per week. I also administered a volunteer English Conversation Workshop once a week for university staff and students alike. My primary responsibilities and achievements as an English Teacher included:

- Preparing, instructing, and assessing basic to advanced level English courses using the Oxford American English File and TOEIC Bridge content with a focus on grammar, vocabulary, listening, reading, writing, and speaking skills.
- Utilizing creative exercises and interactive games to build students' confidence in using English in conversational settings.
- Collaborating on additional English department projects, i.e.: Translations, TOEIC Bridge interventions, and activities for the annual English Day celebration. Receiving a 95% student approval rating on teacher evaluations.
- Achieving the highest overall class score on the TOEIC Bridge Test.

### STUDENT TUTOR |

**GSU Learning and Tutoring Center, Atlanta, GA**

01/2007 - 05/2010

The GSU Learning and Tutoring Center hires student tutors to manage tutorial tables and to work one-on-one with fellow students. Peer tutors must earn two or more faculty endorsements and complete a training program certified by the College Reading & Learning Association. I worked Monday-Friday for a total of 15 hours per week. My responsibilities included:

- Educating students, one-on-one, from introductory to composition levels of Mandarin Chinese, focusing on grammar, writing, and speaking skills.
- Assessing student learning needs in order to enhance instruction.
- Utilizing effective communication skills to facilitate student learning.

## 💬 LANGUAGES

- Mandarin - professional proficiency
- English - Native or bilingual

## 👤 EXECUTIVE SUMMARY

FAA certified Line Check Flight Attendant with seven years of experience as a Cabin Crew Member. Exceptional Senior FA performance exemplified through outstanding knowledge of policies and procedures, excellent interpersonal skills, compliant uniform and image appearance, and positive customer service interactions.

## 🎯 MY GOALS



I am the perfect candidate to fulfill this role due to my successful history as a Line Check FA and Senior FA at Delta's ATL base. I am eager to manage future changes and improvements at ATL.



My professional goal is to be the FA Supervisor at Delta Airlines, Hartsfield Jackson Atlanta International Airport.

## 🎓 EDUCATION

**BACHELOR OF ARTS IN SPEECH COMMUNICATION | MINOR IN CHINESE**

**Georgia State University Cum Laude (3.7) GPA**

08/2006 - 05/2010

## 💎 SKILLS

- Customer Service & Communication
- Safety, first Aid Emergency Procedures
- Federal Regulations & Flight Procedures

## 💻 SOFTWARE SKILLS

Check in Desk & luggage tracking

Microsoft Excel

## MORE ABOUT ME

Scan the QR code to view my online resume with more information about my career.

