

# BRYANNA WILLIAMS

## Line Check Flight Attendant

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### 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.

- Ensure 100% flight safety and security including facilitation of line checks and observation of flight legs, safeguarding FFA compliance and adherence to policies.
- Create a supportive environment within the crew, enabling accurate assessment of FA performance and proficiency in crew resource MGMT and customer service.
- Collaborate on Delta's new Flight Attendant 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.
- Placed 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 Teacher. I taught five English courses a week ranging from beginning to advanced levels, working a total of 25 class hours per week in addition to lesson planning and preparation done outside the classroom. I also instructed a volunteer English Conversation Workshop once a week, for university staff and students alike.

- Prepared, instructed, and assessed basic to advanced level English courses with a focus on grammar, vocabulary, listening, reading, writing, and speaking skills.
- Utilized interactive activities to build students' confidence in conversational settings.
- Collaborated on additional English department projects, i.e.: Translations, TOEIC Bridge interventions, and activities for the annual English Day celebration.
- Received a 97% average student approval rating on teacher evaluations.

#### STUDENT TUTOR

##### GSU Learning and Tutoring Center

01/2007 - 05/2010

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

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

### EDUCATION

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

##### Georgia State University | 2010

- Cum Laude (3.7/4 GPA)

### 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.

### PROFESSIONAL GOALS

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

### LANGUAGES

Mandarin Chinese - Full Professional

English - Native/Bilingual

### SKILLS

Safety & Security

Emergency Procedures

Federal Flight Regulations

Flight Procedures

First Aid

Customer Service & Communication

### OUT OF THE CABIN



In my free time, I enjoy singing in the GSU Choral Union. Singing has always been a beneficial outlet for me to manage stress.

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

