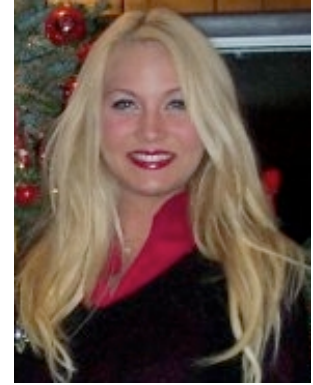


Mary Hansen

Full-time Part 135-trained Flight Attendant Contractor

321-356-2566 • E-mail: Mandala537@yahoo.com



*High-energy
flight attendant
dedicated to
providing service
and ensuring safety*

Certifications ~ Passport ~ Visa

- **CPR and AED Certified**, American Heart Association
- **Certificate of Completion, Garnishing and Presentation**, Silver Lining In-Flight Catering's 4-hour class, including culinary skills, etiquette, and cultural protocol in executive environment.
- **Certificate of Achievement**, Successful Completion in **Emergency Training** as Corporate Flight Attendant, Beyond and Above, Fort Lauderdale, FL, rated as No. 1 corporate flight-attendant training provider.
- Hold French visa (expires 9-08) and US Passport.

Aircraft Experience

- Falcon 50 (Jet Sales)
- Gulfstream III (Airo Jet Charters)

Flight Attendant Experience

Flight Attendant, *Airo Jet Charters*, Ft. Lauderdale, FL, Sept. 2007 to present

- Fly both Part 135 charter flights and Part 91 flights.
- Upon checking into FBO, obtain supplies, such as newspapers, ice, and catering.
- Make pre-departure preparations, including ensuring cabin is in tip-top shape in appearance, and cleanliness for passengers.
- Check emergency equipment, such as fire extinguishers, life rafts, and life preservers.
- Prepare and stow catering.
- As first on board, greet passengers and assist them with bags, coats, and other belongings.
- At proper altitude mid-flight, prepare and serve beverages and caterer-supplied food.
- Ensure passengers' comfort throughout flight by providing pillows, blankets, and other needs, as well as adjusting cabin temperature.
- Assist passengers with de-planing and gathering their bags and other belongings.
- Clean and organize cabin after passengers de-board and consistently throughout flights.
- Promptly arrive at airplane and hotels en route.
- Completed Airo Jet in-doc training.

Flight Attendant, *Jet Sales Inc.* (Jim Watkins, chief pilot/CEO), Spring 2006

- Performed effectively as flight attendant for two-week series of international Part 91 flights on privately owned Falcon 50 aircraft, as well as flights to Miami from Sanford, FL.

Highlights of Additional Professional Skills and Experience in Sales, Interpersonal Communication, and Customer Service

- Successfully interfaced with multitudes of prospective buyers while promoting products, providing samples, demonstrating product knowledge, and generating positive buzz for products.
- Catered to tourist clientele during high-traffic Daytona Beach events, such as Speed Weeks, Bike Week, Biketoberfest, and Spring Break as both a promotional/sales specialist and a server.
- Provided exceptional customer service to patrons of Hooter's-like sports bar, high-end restaurant, popular coffee shop, and breakfast/lunch restaurant.
- Up-sold restaurant customers on profitable add-ons, such as drinks, appetizers, and desserts.
- Memorized and delivered customer orders without errors while functioning efficiently in a busy, fast-paced restaurant environment.
- Interacted with hundreds of customers daily as retail cashier during busy holiday season.
- Attained excellent record of selling service plans to customers in retail setting.

Professional Experience History

Flight Attendant, *Airo Jet Charters*, Ft. Lauderdale, FL, Sept. 2007 to present

Flight Attendant, *Jet Sales Inc.* (Jim Watkins, chief pilot/CEO), Spring 2006

Executive Administrator, *Luxury Homes, LLC*, Orlando, FL, 2006

Promotion/Sales Specialist, *Scannell Productions*, Tampa, FL, Sept. 2005 to 2006

Server, *First Watch*, Altamonte Springs, FL, April 2004 to March 2005

Server, *Wing House*, Daytona Beach, FL, Feb. 2003 to March 2004

Server, *Boston Gourmet Coffee Shop*, DeLand, FL, Sept. to Dec. 2002

Data Entry Specialist, *Quintessential Careers*, DeLand, FL, Sept. 2002