

Steve T. Smith

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Dallas TX 55555

555-555-5555
name@email.com

EXPERIENCE: Leadership position in employee training, supervision and organizational development.

SUMMARY: New Masters Degree and ten years of customer focused experience, with promotions to training and mentor positions. Involved with employee safety training, re-qualification training, implementation of work processes. Led employee training groups as a facilitator/mentor for rookie employees.

EDUCATION: **Master of Arts, Organizational Leadership and Communications**
State University, Dallas, TX. 4.0 GPA.
Classes completed both on site and online for papers and discussions.

Servant Leadership Certificate
State University

Bachelor of Fine Arts, Speech/Communications/Theatre, Liberal Arts
National University, Chicago, IL, June, 1993.

Meridian Training, Dallas, Texas

Specialized training course that focuses on initiatives for cross-functional and transitional employee training.

EXPERIENCE: **Peer Coach and Facilitator / Flight Attendant /
Media Representative / Instructor**

Nolan Air Lines / Sigma

June '96-Present

- Responsible for managing training of both new and experienced flight attendants in customer safety, security and service. Implemented directives and process changes, including the use of wireless PDA's. Trained employees in the use of Proprietary software, and Microsoft Office software, including Outlook and MS Word.
- Responsible for an employee newsletter, informing flight attendants about new product enhancements, work rule changes.

Leadership Positions:

- Chairman/President of Flight Attendants – Dallas Forum Base
- Onboard Leader of Flight Attendants, Flight Attendant in Charge
- Facilitator/Instructor for recurrent and initial flight attendant training programs
- Verbal Judo and Verbal diffusion specialty training
- Founding and initial member of Nolan's low fare start up, Sigma
- Personally selected for uniform wear testing, Sigma
- Inaugural flight attendant for Sigma initial service
- Peer Coach, Dallas flight attendants
- Facilitator, Sigma

Entertainment Character and Guest Relations Team Member

The Walt Disney World Corporation, Orlando, FL
Collegeville, Pa.

1994-1997

- Responsibilities included creating guest magic, developing and implementing extremely high level of guest service. Learned the way to create a memorable experience for guests of all ages. Played the parts of Goofy and Tigger. Wore fifty-pound costume in 95 degree+ temperatures.

Flight Attendant

Pacific Airlines, Orlando, FL

October '95-June '96

- Responsibilities included extensive customer service, maintaining high and increased levels of customer safety, comfort and security.
- Flight attendant recruitment and hiring responsibilities

PERSONAL:

National University

- Assistant Director of Anderson University Male Chorus
- Most Outstanding Actor of the year
- Best Supporting Actor of the year
- Guest director of University plays
- Back up singer for Sandi Patty
- Piano Scholarship

Woodland Altars, Church of the Brethren Camp Counselor

- Volunteer Director of Performing Arts Camp
- Summer camp counselor 3 years

Community Involvement

- Volunteer at Covington Community Care Center
- Volunteer at Upper Valley Medical Center, Extended Care
- Volunteer Camp Counselor Woodland Altars
- Volunteered as judge for Miss Florida Teen Pageant
- Volunteered play directing seminars for local high school students
- Volunteer and past President of anti-drug group through skits/speeches at schools
- Past member of Key Club (division of the Kiwanis International)