

CORPORATE FLIGHT ATTENDANT

Yvette R. Brousseau

professionalism with a heart

517.555.5555 > 822 Morris Avenue, Lansing, MI 48917 > YBrousseau@yahoo.com > [Linked in](#) YvetteBrousseau



Energetic and expressive communicator with over 7 years' experience providing outstanding customer service to clients of all ages and backgrounds. Respected negotiator with a reputation for quick thinking and composure during crises. Conscientious team player, master of resolving difficult social situations. Bilingual in English and French, conversational Mandarin. U.S. Passport-holder.

Yvette has built a great reputation by giving clients more than they expect. —SB, Jet Professionals

CORE SKILLS SUMMARY

Command of Safety and Emergency Procedures (SEP)	Meticulous attention to delivery of food service
Currency in CPR/AED/Advanced First Aid	Sensitivity to passengers with special needs
Knowledge of Federal Aviation Regulations (FARs)	Superb interpersonal skills

EXPERIENCE and ACHIEVEMENTS

JET PROFESSIONALS, LLC, Teterboro, NJ
A leader in global business-aviation staffing

Contract Flight Attendant
2003—Present

Delivered front-line service to up to 19 executives and their guests on international flights, ensuring passenger comfort and safety. Provided leadership in emergencies while consistently demonstrating poise and calm demeanor. Managed passengers and ground staff during pre-departure procedures to meet departure schedules.

- > Worked with medical professionals and handled emergencies. Interpreted for American physician assisting French passenger who delivered her child in flight.
- > Contributed to on-going referrals and increased customer satisfaction. Promptly responded to passengers' needs and offered compassionate and attentive care.
- > Prepared and provisioned cabins in Gulfstream IV and V/G550, Challenger 600, and Falcon 50 and 900-series.
- > Held the unique distinction of being the only trilingual flight attendant in the local staff.

PROFESSIONAL TRAINING

- > **Recurrent Cabin Attendant Training**, FlightSafety International, Toledo, OH, 2011
- > **CPR/AED/Advanced First Aid Recertification**, Advantage First Aid Training and Safety, West Bloomfield, MI, 2009
- > **Professional Cabin Attendant Training, Initial; Corporate Cabin Service; General Emergency; MedAire; CPR/AED/Advanced First Aid Certification**, FlightSafety International, Toledo, OH, 2003
- > **Food Handler Certification**, ServSafe Food Safety Training, The National Restaurant Association Educational Foundation, Chicago, IL, 2002

EDUCATION

Bachelor of Arts in International Studies
Michigan State University, East Lansing, MI 2002

- > Studied third year abroad in Tianjin, PR of China
- > Graduated *summa cum laude*