

# GLORIA JOHNSEN

📍 Scottsdale, Arizona / Rego Park, New York 📞 480.209.2150 ✉ johnsenglo@cox.net

## CORPORATE FLIGHT ATTENDANT

### SUMMARY OF QUALIFICATIONS

Highly motivated, sharply-focused, and quality-conscious flight attendant with years of progressive experience in delivering quality customer service to passengers. Background includes working in various aircrafts traveling to several countries. Known as an astute team player with proven ability in working with individuals of diverse cultures and nationalities; quickly establish rapport and cultivate relationships with passengers as well as associates. Demonstrate exceptional skills in monitoring cabin, expediting linen cleaning, and reporting maintenance issues to the captain. Articulate communicator; conversant in Japanese and fluent in English. Currently holds international shot card, including Yellow Fever, a passport without restriction, and Estat Schengen visa valid until November 2012. Willing to relocate.

### CAREER HIGHLIGHTS

- Demonstrated exceptional performance in executing safety and emergency procedures
- Delivered first-rate customer service in answering passengers' concerns regarding aircraft, weather, travel routes and services, arrival times, as well as flight schedules
- Provided assistance to passengers in placing carry-on luggage and entering / disembarking the aircraft
- Monitored and verified adequate supply of food, beverages, blankets, emergency equipment, and other supplies aboard
- Conducted regular inspections to the cabin to ensure passenger satisfaction
- Assumed full responsibility in the administration of first aid to passengers in distress
- Ensured cleanliness and safety of cabins; identified problems and immediately implemented solutions
- Acquired substantial knowledge and experience in A3129, A320, 757, 767, DC10, L1011, MD 80, and 747-100/-200/-400

### EMPLOYMENT HISTORY

#### CONTRACT / FREELANCE FLIGHT ATTENDANT

OPERATOR	AIRPORT	AIRCRAFT
Mid American Charters, LLC	Phoenix Sky Harbor International Airport (KPHX)	Challenger 604
Covok Aviation, LLC	Scottsdale Airport (KSDL)	Falcon 7X
Flight Crews Unlimited	Chicago O'Hare International Airport (KORD)	Challenger 604, Falcon 2000, G IV
The Sands Aviation Group	Mc Carran International Airport (KLAS)	BBJ, 737, G IV, 747SP
ACASS Canada	(MONTREAL)	Global Express
ACI Pacific	GUAM	Global Express
Gemini Air Group	Scottsdale Airport	Challenger 604
DT Credit	Phoenix Sky Harbor International Airport	Challenger 604
My Aviation	Taiwan	Global Express, Challenger 300
Corporate Jets	Scottsdale Airport	Global Express, Challenger 604
Southwest Jet	Scottsdale Airport	Challenger 604 / 601

#### COMMERCIAL LEAD FLIGHT ATTENDANT

Northwest Airlines (Worldwide)

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## EDUCATION

**Japanese Language Program** | Berlitz Language School, Minneapolis, MN

**Japanese Language Program** | Scottsdale Community College, Scottsdale, AZ

## PROFESSIONAL TRAINING

**Food Safety, Storage, and Handling Refresher Course** ▪ Executive Cuisine, New Milford, CT: Oct 2008

**Corporate 747SP Emergency Training by The Sands Aviation Group** ▪ Ameri Flight, Abu Dhabi, United Arab Emirates (UAE): Aug 2007

*Wet Ditching, HazMat, Cabin Evacuation, Firefighting, Airborne Pathogens, Food Safety, Storage, and Service Refresher Course*

**In-House Training by The Sands Aviation Group** ▪ Inflight Training Solutions, Las Vegas, NV: Apr 2007

*Ditching, Firefighting, Airborne Pathogens, Cabin Evacuation, and HazMat Training; American Heart Association's CPR, AED, and First Aid for adult, child, and infant; and Refresher Course on Food Safety, Storage, and Handling*

**Emergency Training** ▪ Corporate Air Parts, Inc. (CAPS), Van Nuys, CA: Apr 2008

*Gulfstream G550 Certification and Training on wet ditching, hazardous materials, cabin evacuation, fire fighting, and airborne pathogens*

**In-House Emergency Training** ▪ Southwest Jet Aviation, Scottsdale, AZ: Dec 2005

*Ditching, Firefighting, Airborne Pathogens, Cabin Evacuation, HazMat*

**FAA Certification:** Oct 2004

**Corporate Aviation Safety; Service Training; Food Handling Safety and Storage** ▪ Boeing Flight Safety International, Long Beach, CA: Nov 2003

*Medaire Training: CPR, AED, First Aid*

## PROFESSIONAL AFFILIATION

Association of Flight Attendants (AFA)

## AWARDS AND HONORS

Received numerous appreciation letters from the passengers  
Civilian Desert Storm and Desert Shield award from U.S. Air Force