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| **Julie Thompson**  30 Frazer Road  Shotley Bridge, Consett, County Durham  DH8 0TH | | | |
| Mobile No: 07795034408 | | | |
| Email: Juliethompson0710@live.co.uk | | | |
| **Personal Profile** | | | |
| I am an enthusiastic individual who is seeking a new challenging career after many years of working in the airline industry as a member of world-wide cabin crew. I am a hard-working professional who strives to achieve the best in all areas and is always eager to learn new skills to advance my career. I am keen to build upon my knowledge and continue to learn within this sector, as I already have previous experience within a similar role. I have highly developed communication skills, essential when dealing with the general public, and I am known for my excellent customer service skills. I am excited by the prospect of bringing these people skills into a new environment. | | | |
| **Employment History/Voluntary Experience** | | | |
| Dates: October 2005 - Present | Post: Cabin crew | | Company: British Airways |
| Main Duties: | | | |
| * Ensuring the safety, security and wellbeing for the passengers on board the aircraft. * Dealing with a wide range of passengers of all ages, cultures and backgrounds, with a variety of needs and requirements. * Following strict Data Protection policies. * Undertaking thorough security checks in line with current Anti-terrorism procedures. | | | |
| Dates: September 1996 – October 2005 | Post: Sales & Customer Service Agent | | Company: British Airways |
| Main Duties: | | | |
| * Selling flights, car hire, BA holidays, Hotels and Travel Insurance. * Taking calls and dealing with general customer enquiries. * Inputting data and issuing tickets. * Refunds and complaints. * Meeting monthly sales targets. | | | |
| Dates: 1985 - 1991 | Post: Sales Negotiator | | Company: Cussins Homes (1987 – 1991)  Leech Homes (1985 – 1987) |
| Main Duties: | | | |
| * Selling houses from the sales cabin and the show house. * Showing customers around the show house. * Liaising between head office, site manager, agents, solicitors and customers. * Taking deposits on houses. * Filing and organising customer records and data. * Documenting customer orders and requests. * Understanding and having a full knowledge of the site plan and stock house availability.   As a sales negotiator I had experience dealing with the sale of new homes from the initial meeting of customers to agreeing on the sale of a property to the legal completion and handover of keys to their new home. | | | |
| **Education/Training** | | | |
| Dates: 1969 - 1975 | School/ College: Eastcliffe Grammar School | | |
| Qualifications: O Level | | | |
| Grades:  A  A | English Literature  English Language | | |
| Dates: 1969 - 1975 | School/ College: Eastcliffe Grammar School | | |
| Qualifications: CSE's | | | |
| Grades:  C  A  B | Maths  Typing  French | | |
| **References/Referees** | | | |
| Available on request | |  | |