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| **Julie Thompson**30 Frazer RoadShotley Bridge, Consett, County DurhamDH8 0TH |
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| **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.
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| 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.
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| 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: AA | English LiteratureEnglish Language |
| Dates: 1969 - 1975 | School/ College: Eastcliffe Grammar School |
| Qualifications: CSE's |
| Grades: CAB | MathsTyping French |
| **References/Referees**  |
| Available on request |  |