

# CORPORATE FLIGHT ATTENDANT

**Yvette R. Brousseau**

professionalism with a heart

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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)

Currency in CPR/AED/Advanced First Aid

Knowledge of Federal Aviation Regulations (FARs)

Meticulous attention to delivery of food service

Sensitivity to passengers with special needs

Superb interpersonal skills

## EXPERIENCE & ACHIEVEMENTS

**JET PROFESSIONALS, LLC, Teterboro, NJ** Contract Flight Attendant

*A leader in global business-aviation staffing*

2006—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.

*JET PROFESSIONALS, LLC (continued)*

- 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

## SPECIAL SKILLS & INTERESTS

Non-fiction writer. Author of [A Moment in Life](#): a collection of personal stories with a twist of mystery and adventure.