

BRIANNA SCHMELTZER

CONTACT

407.687.9072

Bmschmeltzer96@gmail.com

Orlando, FL, USA

SKILLS AND ACHIEVEMENTS

FAA Cabin Safety Certification

CPR and First Aid Trained

Service Industry: Customer Relations, Relationship Building, Conflict De-escalation, Critical Thinking.

Management Skills: Workflow Delegation, Talent Development, Team Building.

HiPo Program - Personally recognized by Sam's Club's store manager as a High Potential employee and brought into the HiPo program. HiPo employees raise the entire team's productivity by 15%.

EDUCATION

High School Diploma

Colonial High School
Orlando, FL | 2014

EXPERIENCE

JetBlue

Flight Attendant | ORLANDO, FL | 2022-Present

- Collaborate with flight crew to ensure smooth operations, timely departures and passenger satisfaction.
- Provide personalized service to 150+ passengers per flight, including snack service, special accommodations and customer support during delays or turbulence.
- Assist during in-flight emergencies and medical situations with quick decision making and teamwork.
- Ensure compliance with FAA safety regulations at all times; delivering preflight safety demonstrations and conduction emergency equipment checks.

Profile Kings

Executive Assistant | ORLANDO, FL | 2021 - 2022

- Arranged travel, appointments, meetings, and expenses for the executive.
- Communicated consistently and effectively with 50+ high-end clients.
- Saved the executive an average of 20 hours/week through time management.
- Successfully assisted clients with getting approved for personal loans.

Rock & Brews

Server | ORLANDO, FL | 2020 - 2021

- Served various meals to 50-100 customers per shift at a national chain restaurant.
- Memorized 30+ menu items and specials in order to give recommendations to guests.
- Swiftly resolved conflict resulting in customer satisfaction 100% of the time.
- Warmly greeted customers and developed relationships resulting in customer loyalty.

Blue Cross Blue Shield / Further

Medical Banking Specialist | ORLANDO, FL | 2019 - 2021

- Handled over 100 inbound calls on a daily basis and provided accurate insurance information in a timely manner.
- Oversaw the distribution of direct deposits to members and health service providers.
- Followed privacy procedures to ensure the confidentiality of personal information.
- Reduced customer wait times by 5+ minutes by establishing thorough knowledge of FSA/HSA/HRA protocols.

BRIANNA SCHMELTZER

EXPERIENCE (CONTINUED)

Sam's Club

Accounting / ORLANDO, FL / 2018 - 2019

- Supervised the company's general account operations by investigating 1500+ financial transactions on a daily basis which required accurate data entry.
- Created month-end reports of the store's expenses with 100% accuracy and presented the information to management.
- Prepared daily deposits of \$30,000+ in cash and securely handled the transactions with a Brinks Cash Transport Guard.

Member Service Supervisor / 2015-2017

- Supervised 6 departments by managing various schedules and issued breaks while maintaining full coverage during business operations.
- Successfully resolved issues regarding member complaints and prevented escalation to management.
- Created a positive atmosphere for 30+ cashiers to ensure confidence in meeting the daily sales goals by 100%.
- Responsible for accuracy of cash drawers and completing check-out and turn-in procedures.

Cafe Associate / 2014-2015

- Multi-tasked by correctly taking orders, running the register, making food and handing it out in a fast-paced manner.
- Instructed new staff in proper food preparation, food storage, use of kitchen equipment, sanitization, and safety procedures.
- Demonstrated integrity and teamwork with co-workers to ensure a pleasant work environment.