

SKILLS

- Leadership
- Cross Collaboration
- Conflict Resolution
- Team Building
- Facilitation
- Customer Satisfaction
- Microsoft Office
- Customer Service
- Emergency Preparedness
- Written Communication

CONTACT

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NON-TRADITIONAL EXPERIENCE

DELTA PHI EPSILON 2013-2015 Recruitment Coordinator

- Successfully lead, planned, and held 12 recruitment events with over 40 prospective sisters and 36 current sisters in attendance at each one.
- Created an anonymous voting process, counted each vote, and sent out written communications to participants selected to move forward.
- Onboarded the 20 awarded participants into organization proceeding final vote and invitation acceptance.

Briel Swain

EXPERIENCE

DELTA AIR LINES | MAY 2022 - PRESENT

Flight Attendant | *May 2022 – Present*

- Practice safety conscious behaviors ensuring the comfort of 100+ passengers in all operational processes and procedures exemplifying emergency preparedness training knowledge and skills. Make decisions while collaborating with my team to address any conflicts while keeping in line with Delta policies, procedures, and core values.
- Ensure comfort and satisfaction for passengers while providing exceptional customer service, at an altitude of at least 8,000 feet. Utilize cross collaboration with other departments (i.e., ACS, ramp agents, and flight deck) to better communicate any changes, resolve conflicts, and assist passengers efficiently.
- Initiate briefs with both ACS and Captain to set the standard and allow for a cohesive and smooth onboarding service and on-time departure. Establish timing, ensure safety measures are followed and gain an understanding of any special accommodations that may be needed for each individual flight. Lead briefs with crew to ensure everyone has all accountable items needed to fly, have introductions, and learn of any specialty skills prior to boarding. Work both independently and as part of a team to accomplish all tasks included to complete onboard service.

THE WALT DISNEY COMPANY | AUGUST 2017 – JUNE 2023

Entertainer | *January 2018 – June 2023*

- Developed skills in animation by learning and portraying 10+ characters in varying venues and climates to a wide range audience. Focused on creating interactions with each V.I.P. (Very Individual Person), avoiding transactional felt interactions to maintain the magic of the moment. Utilized cross collaboration with both character attendants and photo pass working as a team to communicate effectively with each guest; creating an exaggerated storyline for them to follow based off visual information (i.e., what shirt or shoes were worn by the guest).
- Met guest carry targets for each set given at each venue; seeing a minimum of 75+ guests per a 45-minute set when at an indoor venue. Followed triangle model on how to lead an interaction ensuring satisfaction for each guest; going to greet each guest, sharing in a special moment, getting their snapshot and giving an autograph if wanted before sending them off then going to greet the next guest.

Merchandise Coordinator | *March 2020 – December 2020 (COVID DISPLACEMENT)*

- Became proficient in administrating through different computer software systems (Appetize, DataNow, Cast Deployment System, Excel, SharePoint, Microsoft Office,

CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS 2020-2021

Relief Society Presidency - Secretary

- Oversaw attendance and took minutes throughout 1 hour post service meeting to later be able to send out as written communication with a newsletter for those who could not attend.
- Held meetings with other members of presidency once a month in person or over zoom to plan each post sermon focus point, contact teachers, and aid in planning other church initiatives.
- Created "Companion to Companion" a one-on-one sister ministering opportunity that paired you to another sister within the relief society to connect with over a month's time before the system randomized and reassigned you into another pairing.
- Held ministering interviews once each month with ministering sisters to see keep up with the flow of compassionate service.

etc.) Oversaw the operation of 5 different stores including 45 or more employees within a shift period using software systems to organize the workload, break schedules, and ensure store and employee ratio stayed positive within the grids to assure floor stock and sales operation ran smoothly. Responded to calls from cast to resolve conflicts ensuring satisfaction for guests making purchases. Fixed any tech issues that presented itself and maintained all health and safety standards/protocols across all stores. Lead coordinator team and assigned roles for the day at shift start.

- As a trainer, facilitated classes of 25 or larger for material that required proficiency for entire work property (i.e., Disney Springs) across all lines of business. Within specifically assigned merchandise location trained 3-4 cast members at a time throughout assigned stores 2-3 times a week on registers, how to interact on the sales floor, and on any specialty equipment (i.e., Ungated Embroidery, Engraving, Sketch orders, Frame orders, and Personalized Ornament Orders).

Retail Intern | *August 2017 – December 2017*

- Learned how to follow the companies four keys of safety, courtesy, show, and efficiency. Interacted with guests of all ages practicing 100% guest excellence, giving them an interaction each time rather than a transaction. Partnered with sales team to create "magic moments" throughout the day for guests visiting the store.
- Trained in various roles within Merchandise in a variety of storefronts (i.e., Front of House, Floor Stock, Jewelry, Hat Sewing, Money Handling, Evacuation Procedures, Crowd Control, Opening and Closing procedures, etc.). Learned and maintained the brands image through providing excellent customer service.

CHILDRENS CORNER LEARNING CENTER | APRIL 2013 – AUGUST 2015

Head Teacher | *April 2014 – August 2015*

- Developed lesson plans and activities (themed) each week. Facilitation of class for 7-15 children at a time making sure to have the appropriate number of teachers in a room following state rule of 1 to 8 ratio. Ensured all necessary criteria was taught and learned in a way that was memorable, connected, and stuck with my students.
- Developed relationships with parents and coworkers and answered any inquiries on learning material and behaviors. Tracked the learning progression for each individual student and made sure to give reports to parents quarterly through written and verbal communication.

Floater | *April 2013 – April 2014*

- Maintained each classrooms cleanliness by sweeping, mopping and sanitizing surfaces. Prepped daily snacks and meals for each room remembering and logging each child's possible dietary restriction.
- Collaborated with teachers to provided breaks and worked in each age room from infants to school age children.