

OBJECTIVE

My goal is to acquire the Reservations Supervisor position with Gill International Travel. I would like to lead, support and collaborate with colleagues, and ensure compliance regarding regulatory and company standards. I wish to demonstrate my exceptional skills which I have developed during my 17+ years of past work experiences in Education, Aviation, Hospitality and sectors.

EDUCATION

2016	University of Toronto Obtained TEFEL Certificate
2010 – 2011	Vancouver Island University Obtained Event Management Certificate
2004 - 2006	George Brown College Obtained Hospitality, Tourism & Leisure Management Diploma
1997 – 2002	Michael Power/St. Joseph High School Ontario Secondary School Diploma

SKILLS and QUALIFICATIONS

- Outstanding interpersonal, written and verbal communication, analytical, problem-solving, and decision-making skills
- Ability to communicate positively with staff members, political, and organizational representatives, while maintaining a high level of professionalism and confidentiality
- Windows and Office 365 skills: Access; PowerPoint; Excel, as well as the ability to learn new software as required.
- 4 years of experience in developing and delivering training programs
- 4 years of hands-on training experience, with a strong emphasis on quality, compliance, and operational excellence
- 4 years of leadership experience, including managing and guiding small teams of individuals.

RELATED WORK EXPERIENCES

FLAIR AIRLINES, Toronto, Ontario

In-Flight Instructor

April 2023 - May 2025

As an In-Flight Instructor, I facilitated and trained both Initial and Annual Flight Attendants programs, while also facilitating some portions of Pilot training requirements. I taught, supported, encouraged, evaluated, and provided valuable feedback to participants, as well as built a strong, knowledgeable team, with fantastic communication skills.

SUNWING AIRLINES, Toronto, Ontario

Flight Attendant

August 2018 - November 2020

As a Flight Attendant, I put all my specialized training and personal qualities to work in providing guests with a safe and pleasurable travel experience. I worked collaboratively with various crew members in providing a team approach to customer service and passenger safety.

TREBAS INSTITUTE, Toronto, Ontario

Instructor (CONTRACT)

May 2017- June 2018

At TREBAS I was an instructor for the Event & Venue Development program. I prepared and delivered lecture materials, conducted evaluations including test, assignments, and exams.

LANGUAGES INTERNATIONAL, Rome, Italy

English Language Teacher (CONTRACT)

November 2016- January 2017

As an English language teacher, I taught English to employees of various levels, abilities and ages working at the Vatican Museum.

SENECA COLLEGE, Markham, Ontario

Part-Time Professor (CONTRACT)

September 2014- August 2016

As a faculty member, I taught students taking part in the two-year Flights Services program at Seneca. I planned, prepared and taught 4 courses: Exceptional Customer Care; Career Planning, Aircrafts: The Ups and Downs; Cabin Crew Specialist. I was responsible for ensuring my students attended, engaged, completed, and succeeded in all assignments, quizzes, and exams. I also planned lessons, assessed and evaluated student submissions, and participated in Faculty meetings.

PORTER AIRLINES, Toronto, Ontario

Flight Attendant

April 2011- November 2016

As a Flight Attendant, I was accountable for ensuring the safety and security of all my passengers, as well as fellow colleagues, while being responsible for maintaining a positive and calming environment for everyone. I also provided exceptional customer service in offering food and beverage service to guests who appreciate refined, first-class travel experiences.

PINNACLE CATERERS at

AIR CANADA CENTRE, Toronto, Ontario

Executive Suite Manager

July 2005- November 2010

As one of four Executive Suite Supervisors at the ACC, I was responsible for overseeing the duties and actions of my 40 + staff who provided food, beverage, and exceptional customer service, for our VIP clientele. I ensured these were handled with utmost professionalism.

STEPHANIE WARD

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REFERENCES AVAILABLE UPON REQUEST