



ANDIYAN | FLIGHT ATTENDANT

Jakarta, Indonesia | Phone +6285759014614

andiyan.kuana@gmail.com

enthusiastic, motivated, detail-oriented person with high eagerness to learn. competent problem solver, work as well in a team as in personal. Passionate about Aviation.

EXPERIENCE

SRIWIJAYA AIR

Customer Relations Officer | 29 December, 2014 - 15 April, 2016

- Handle incoming walk-in customers.
- Dealing with customers enquiries about flight departures and arrivals.
- Address customer needs and concerns efficiently and effectively.
- Build rapport and establish good relationships with customers to ensure customer retention.

SRIWIJAYA AIR

Flight Attendant (B 737) | 08 September, 2016 - 8 October, 2020 | 25 April, 2022 -Present

- Maintains knowledge of all emergency and service equipment, and procedures.
- Provides maximum safety and attention at all times while passengers are onboard the aircraft.
- Performs all safety and service-related functions in accordance with procedures.
- Maintains a neat, orderly and safe cabin environment.
- Communicates with all passengers and ground handling personnel in a pleasant, considerate and attentive manner.
- Completes all landing and post-landing duties and give informative and objective.

EDUCATION

University of Padjadjaran | July, 2005 - August, 2008

Diploma, Faculty of Communication Science
concentrated in Broadcast.

University of Padjadjaran | July, 2009 - December, 2011

Bachelor Degree Faculty of Mass Communication Science,
concentrated in Public Relations.

NON-FORMAL EDUCATION

NAM Training Center | June, 2016 - September 2016

Completed Sriwijaya Air's official three-month ground training and flight training program in safety and flight hospitality in order to become an DGCA certified flight attendant.

ADDITIONAL

Hard skills: Customer Service, First Aid, Public Safety, Public Relations.

Soft Skill: Reliable, Empathy, and Teamwork.

Languages: Native in Indonesian, Fluent in English.

Certifications & Training: Flight Attendant Certificate, Dangers Goods, Aviation Security Awareness, Crew Emergency Training, Crew Resources Management, Safety Management System.