

Jade Kennedy Carter

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PROFESSIONAL SUMMARY

Motivated and dependable professional with 14+ years of customer service and leadership experience across diverse industries. Strong ability to communicate effectively, resolve issues quickly, and maintain professionalism under pressure. Committed to creating positive experiences and exceeding expectations.

EDUCATION

Arizona State University

Bachelor of Science in Computer Science

Online

The Pennsylvania State University

Associate of Engineering in Civil Engineering

State College, PA

AVIATION EXPERIENCE

Delta Air Lines

Flight Attendant

Port Authority of New York and New Jersey, Newark, NJ

Mar 2025 - Current

- Completed FAA-approved Flight Attendant training; certified in safety, first aid, and emergency procedures.
- Delivered safety demonstrations and enforced FAA and airline compliance standards.
- Supported passengers with attentiveness, empathy, and professionalism.
- Trained to provide in-flight service, resolve conflicts, and maintain composure during irregular operations and emergencies.

PROFESSIONAL EXPERIENCE

Starbucks Coffee Company

Shift Manager

Hempstead, NY

Aug 2024 - Current

- Directed daily operations in a high-volume store, maintaining efficiency, safety, and consistent customer satisfaction.
- Led and coached staff on teamwork, adaptability, and customer care.
- Resolved customer issues with empathy and professionalism, creating positive guest experiences.
- Maintained accuracy in cash handling, inventory, and operational standards.

CEC Entertainment

Assistant Manager / New Store Opener / Key Holder

Various Locations (Valley Stream, NY & Whitehall, PA)

May 2021 - Oct 2024

- Directed daily operations and enhanced guest engagement, ensuring safe and enjoyable customer experiences.
- Resolved customer concerns with empathy and professionalism.
- Onboarded and trained 75+ employees, improving team performance and service quality.
- Coordinated staffing and events to boost productivity and morale.

SKILLS

FAA Safety & Emergency Procedures
Conflict Resolution & Problem Solving
Dependability & Professionalism
Cultural Sensitivity & Inclusion

Customer Service & Passenger Care
Adaptability & Resilience Under Pressure
Team Leadership & Collaboration
Cash Handling & Inventory Management

