



Shanese A. Stuckey

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Experienced asset and people manager, passionate about driving positive results in all volumes and markets globally. Motivated and adaptable with an exceptional track record of talent development and operations implementation. Looking for a position that allows me to use my professional communication skills, and advanced knowledge in customer relations and leadership.

Education Hampton University Hampton, VA
Bachelor of Arts in Psychology September/2009 – May/2013

Experience United Airlines Inc. Chicago, IL / San Francisco, CA
Flight Attendant June/2016 – Present

- Excellent hospitality acumen, managing high-value passenger relationships by delivering personalized service to VIP and frequent flyers, resulting in an increase in customer satisfaction and retention
- Cultivate a positive cabin atmosphere by proactively finding and addressing the unique needs of diverse passenger groups, including families and passengers with disabilities
- Brand ambassador, consistently upholding premium service standards and ensuring every interaction aligned with the airline's reputation for excellence
- Manage in-flight hospitality and personalized dining experiences to over 150+ passengers per flight, becoming apart of the top five percent recognition amongst workgroup
- Proficient workload management skills and problem-solving tactics
- Documented success in stocking goods and managing onboard catering inventory and beverage service to reducing waste

Diageo Liquor Brands Chicago, IL / San Francisco, CA
Promotional Model January 2016 – December 2017

- Influenced sales by delivering key brand info across Diageo networks
- Supported director and innovation team in driving new product launch planning and execution
- Successfully completed and shared performance reporting through ERF forms
- Consistently analyzed consumption behaviors while synthesizing these observations into powerful insights and growth driving strategies

Bloomingdale's Michigan Avenue Chicago, IL
Burberry Specialist February 2015 – May/2016

- Engaged with an upscale client base and aided in brand elevation throughout a luxury goods department setting
- Cultivated positive, long term customer relationships through personal interaction and product knowledge
- Maintained merchandising standards, making certain products were neat, current, and properly displayed
- Communicated directly with Burberry Account Executives monthly reports reflecting trends, traffic, and sales

The Donna Karan Company LLC
Full Time Sales Supervisor

Rosemont, IL
July/2013 – February/2015

- Developed personal sales techniques and aided in development of associates' techniques to maximize consumers in a high-volume environment
- Collaborated with store manager in areas of risk management, inventory management, and store cash controls
- Supported and encouraged staff to provide the highest level of customer service
- Exceeded sales budgets and goals by ensuring the selling floor remained organized, stocked, and always reflected the correct visual image

Sneakers Boutique Hampton, VA
Sales Lead

June/2012 – May/2013

- Performed duties to ensure exceptional customer service and an efficient working environment
- Aided manager in staff training and all managerial paperwork
- Maintained inventory through properly operating and balancing cash register.

Key Skills to Highlight

- Hard Skills: Customer Management Systems, Hospitality, FAA Regulation Compliance, CPR/First Aid Certification.
- Soft Skills: Conflict Resolution, Crisis Management, Cultural Sensitivity, and Stress Tolerance.
- Actively volunteers with the Greater Chicago Food Depository.