

# CELEA MAE MCINERNY

Aviation & Business Management

## SKILLS

Entrepreneurial  
Safety Focused  
Tech Savvy  
Systems  
Adaptable  
Problem Solving  
Goal Oriented  
Attention to Detail  
Time Management  
Self-Motivator  
Can Work Under Pressure  
Leadership/Teamwork

## EDUCATION

### BACHELOR OF APPLIED SCIENCE

#### Aeronautical Science

Green River College  
Summa Cum Laude  
2024

### BACHELOR OF ARTS

Business Management  
Western Washington University  
2015

### SEMESTER AT SEA

Business Ethics Focus  
2013

### HIGH SCHOOL DIPLOMA

Mercer Island High School  
2011

## VOLUNTEERISM

### GLOBAL MAMAS

Accra, Ghana- 2010

### HIGHLINE BOTANICAL GARDEN

Tour Director and Donor-2022

## ACCOMPLISHMENTS

Holds a Private Pilot's License & First  
Class Medical Certificate

WWU national honorary and professional  
management fraternity, SIE

First Place winner of Bellingham's 54  
Hour Startup Challenge

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CeleaMae.com

I am world-traveled and world-educated. My goal is to be a customer-focused  
and innovative team member of a growing, global company.

### Alaska Airlines/Virgin America-Flight Attendant

October 2016 - PRESENT, SEA Based

- Responsible for ensuring safety, security, and service policies are carried out
- Promote a guest-centric culture that emphasizes luxury, improvement, communication, and reliability
- Work within the chain of command to promote crew resource management and engage problem solving skills
- Learning and maintaining regulated information in compliance to the flight attendant manual
- Responsible for completing reports related to appropriate inflight events such as safety, guest interactions, cabin equipment discrepancies, guest/crew illness, irregular operations, and service recovery
- Deliver world class service and products in first class and main cabin, which has earned Virgin America best domestic airline by Travel and Leisure for 10 consecutive years
- Achieved the number two rank for Mileage Plan credit card sales amongst Virgin America employees by building trust with guests, showing genuine excitement, and demonstrating consistency

### Wireless Advocates-Wireless Sales Expert

October 2015 - July 2016, Seattle, WA

- Provide excellent customer service and product knowledge to Costco Members
- Explain, Engage, and Inform new and existing customers of plan changes
- Exceed daily, weekly, and monthly sales goals-Represented as top performer at location
- Ability to maintain over 60% protection plan attachments
- Work with a team to build growth in both performance and teamwork
- Ability to multi-task with multiple customers and stay organized
- Competence in understanding wireless systems for Verizon, AT&T, and T-mobile
- Tech-savvy and troubleshooting skills-nominated for the Apple Expert Program (Ranked in Top 20)
- Complete daily auditing of paperwork, opening, and closing of the kiosk
- Demonstrate responsibility, independence, and accountability

### Mercer Island Country Club-Front Desk Associate

December 2009 - August 2011, Mercer Island, WA

- Greet, accommodate, provide answers, direction, and information to club members
- Recognized for strong work ethic and received a performance raise
- Billing, filing, reporting, new membership paperwork, and scheduling
- Assist and oversee building operations and departments (Pool, Tennis Courts, Fitness Room, Locker Rooms, and Maintenance)