

Rhea D'Costa

Senior Cabin Crew (Purser)

Mumbai, Maharashtra · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Cabin crew professional with eight years of flying on domestic and international routes, now working as purser on narrow-body aircraft. Leads cabin teams of four to six, conducts pre-flight briefings, manages safety checks and handles service recovery. Known for calm handling of medical incidents and unruly passengers, and for consistent recognition in passenger feedback.

SKILLS

Cabin safety and emergency procedures · Pre-flight briefings · Crew leadership · Service recovery · Medical incident handling · Duty-free sales · Passenger with reduced mobility assistance · Cabin reports · Multilingual announcements

EXPERIENCE

Purser — Full-service Indian airline, Mumbai base

3 years · current

- Lead cabin crew of four to six on A320-family aircraft for domestic and Gulf routes, up to four sectors a day.
- Conduct pre-flight briefings on safety, special meals, passengers needing assistance and service flow.
- Managed an in-flight cardiac emergency with a doctor on board, coordinating with the captain for a priority landing.
- Complete cabin reports after each flight, flagging defects and passenger issues to engineering and customer care.

Cabin Crew — International low-cost carrier, Mumbai base

4 years

- Served passengers on domestic and Southeast Asian routes, including night flights with full loads.
- Ranked among the top crew for in-flight sales of meals and duty-free on several monthly lists.
- Handled disruptive passenger situations by following procedures and documenting incidents for security.

Guest Relations Executive — Five-star hotel, Mumbai

1 year

- Welcomed VIP guests and coordinated special requests across departments.
- Handled guest complaints and followed up to confirm they were resolved before departure.

EDUCATION

B.A. in Tourism and Hospitality — Autonomous college, Mumbai

CERTIFICATIONS AND REGISTRATIONS

- Cabin crew initial and annual recurrent training, airline training centre
- Crew resource management, airline training
- First Aid and AED, airline-approved course

PROJECTS

- Briefing card — designed a quick-reference card for special assistance passengers used by crew on the base
- Mentoring — buddy for new crew on their first supervised flights

LANGUAGES

English · Hindi · Konkani · Marathi · Arabic (basic)