

Kidell Powell

✉ kidell.powellj@gmail.com

📍 Boston, MA

📞 774-789-1843

🌐 kidellpowell.com

SKILLS

Business Acumen

Customer Service Driven

Connecting Authentically

Industry Knowledge Base

Customer Engagement

WORK EXPERIENCE

Field Service Manager

Delta Air Lines

05/2022 - Present

Boston, MA

- Lead Purser Manager.
- Designed and delivered training presentations for 100+ Purser Initial program graduates, improving onboarding effectiveness and engagement.
- Developed and implemented strategies to increase leadership engagement that would drive a +15-point increase in Flight Attendant customer interaction scores YoY.
- Orchestrated the grand opening of the IFS facility at BOS Terminal E, managing logistics and creating impactful presentations for executive leadership.
- Lead Terminal E FSMs to deliver elevated lounge experiences by maintaining SOPs, developing engagement tools, and coaching customer interaction skills.

Flight Attendant

Delta Air Lines | JetBlue Airways

05/2017 - 05/2022

New York, NY

- Ensured onboard customer safety and security.
- Provided excellent customer care and service at all times while remaining current with all onboard service standards.
- Maintained a neat and professional personal brand & image.
- Ensured crew and/or customer conflicts onboard are quickly and discreetly addressed and resolved.
- Ensured adherence to onboard service procedures and provide coaching as needed.

Revenue Management Analyst

American Airlines

05/2016 - 05/2017

Dallas Ft. Worth, TX

- Provided primary interface with Airport Operations and IOC, along with reservations and sales offices, to resolve inventory related operational discrepancies.
- Identified revenue generating and cost saving opportunities.
- Aided Airport Operations in rerouting customers impacted by oversales, flight cancellations, delays, and other irregular operations.
- Ensured airport operations compliance with DOT regulations, including denied boarding compensation and oversale reporting procedures.
- Mentored up to 3 new hire analysts to provide On The Job Training.
- Reviewed and facilitated departmental curricula and lesson plans to aid in initial and recurrent trainings.

Customer Service Agent

American Airlines

01/2014 - 05/2016

Los Angeles, CA

- Managed full passenger lifecycle operations including ticketing, check-in, boarding, and irregular operations recovery while ensuring 100% compliance with DOT, FAA, and TSA regulations.
- Resolved complex customer service issues during oversold flights and IROPs by rebooking passengers, coordinating hotel accommodations, and processing ticket modifications to minimize travel disruptions.
- Delivered exceptional customer service to diverse passenger populations including special assistance passengers, unaccompanied minors, and international travelers while maintaining on-time departure performance.