Daniel Okafor

Purser

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SUMMARY

Purser with 9 years of airline cabin experience, the last 4 leading crews of up to 10 flight attendants on transpacific and transcontinental flights. Runs crew briefings, cabin reports and service recovery, and keeps the cabin compliant with FAA regulations through irregular operations. Line check flight attendant who coaches new hires.

EXPERIENCE

Purser

07/2022 - Present

Pacific Crest Airlines

Seattle, WA

Mainline carrier flying 737 and 787 aircraft across North America and to Asia.

- Lead crew briefings for teams of up to **10** flight attendants on about 50 flights a quarter, covering safety, service and security.
- Coordinate with the captain and gate on delays and diversions, managing irregular operations for 260+ passengers per flight.
- Resolve service failures on board with service recovery credits and follow-up, cutting written complaints on assigned flights by 18%.
- Complete cabin reports on catering, maintenance items and incidents, with 100% filed before block-in.

Flight Attendant

03/2017 - 06/2022

Pacific Crest Airlines

Seattle, WA

Domestic and international line flying from the Seattle base.

- Delivered first class and premium cabin service on 737 and 787 routes, earning 20 passenger commendations.
- Coached 35 new-hire flight attendants on their operating experience flights as a line check flight attendant.
- Responded to 2 cabin smoke events and multiple medical calls under emergency procedures with no injuries.

SKILLS

- Crew Briefings
- Cabin Reports
- Service Recovery
- Irregular Operations
- FAA Regulations
- Emergency Procedures
- Premium Cabin Service
- Crew Leadership
- Coaching

EDUCATION

Bachelor of Science

05/2016

Washington State University

Pullman, WA

Hospitality Management

CERTIFICATES

FAA Certificate of Demonstrated Proficiency - Flight Attendant

03/2017

Federal Aviation Administration

Purser Qualification

07/2022

Pacific Crest Airlines