



## CONTACT



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[www.FirstClassCuration.com](http://www.FirstClassCuration.com)

## EDUCATION & CERTIFICATIONS

Bachelor's Degree  
Business Administration  
Marketing  
Kennesaw State University  
2008-2012

Life & Health Coaching  
Certification  
Health Coach Institute  
2020

Google Project Management  
Certification  
June 2022

AirCare FACTS Certification  
Sept 2022- Present

CPR & AED Certified  
American Heart Association  
2022- Present

eFood Handler Certification  
2022

Licensed Chauffeur  
2025

# Barbara Bambo

Owner of First Class Curation

## PROFESSIONAL PROFILE

Experienced contract VIP flight attendant that excels in ensuring every passenger and pilot is exceptionally attended to in a clean, comfortable, and **safe** environment. AirCare FACTS trained and CPR/AED certified by the American Heart Association (AHA) for PART 91 & 135 aviation. 12+ years combined professional experience serving as an executive assistant, business to business sales account manager, and process improvement project manager for Fortune 100 companies and C-Level executives, VIPs, and UHNWIs.

## EXPERIENCE

### VIP Flight Attendant | Contractor

September 2022 – Present

Trusted contract flight attendant for several reputable charter companies to serve and ensure safety of UHNWI (ultra-high net-worth individuals) and VIP passengers. Cultivate enjoyable, relaxing, and safe traveling experiences for everyone aboard. Maintain the cleanliness and functionality of safety equipment on the aircrafts.

- Domestic and international experience with Falcon 900 and Challengers 604 & 605
- Establish good communication with pilots, as well as plan for and anticipate their needs and preferences to create a strong rapport and enjoyable work environment
- Ensure all passengers have positively memorable experiences by attending and catering to individual needs and adapting as they change
- Serve as the communication liaison between the pilots and passengers
- Understand what and where safety equipment is located on the aircraft and that other essential equipment is present and functioning (see something, say something)
- Create customized experiences by ensuring all catering requests are onboard, and the aircraft is stocked with ice, beverages, spirits, snacks, special preferences and requests
- **Discretion** & privacy for all passengers

### Executive Assistant Project Manager | First Class Curation

March 2020 – Present

Multi-resource executive assistant with experience ranging from private chauffeur service to managing day to day communications to daily pop ups and managing multiple projects. Trusted advisor that prioritizes discretion and confidentiality of all client matters, anticipates unforeseen circumstances, and always prepared to be available with little to no notice.

- Comfortable wearing multiple hats and working an unconventional schedule
- Manage complex calendars: prioritize and schedule appointments, meetings, and events
- Streamline and oversee daily communication: prioritize and respond to emails and calls, draft and proofread emails and other written communications
- Serve as Chief of Staff and manage relationships with internal and external stakeholders, staff, and external partners/vendors
- Plan and coordinate domestic and international travel arrangements including, flights, accommodations, and transportation
- Serve as hub of information to structure simultaneous project plans, roles/responsibilities, objectives, deliverables, processes, and standards to ensure project success
- Anticipate, plan for, and resolve unforeseen events and obstacles efficiently

## EXPERTISE

Confidentiality / Discretion

Emotional Intelligence

Complex Problem Solving

Adaptability

Process Transformation

Executive Presence

Persuasive

Resource Management

## SKILLS

Interpersonal

Written, Verbal, and Non-verbal

Communication

Project Planning & Management

Detail Oriented

Event Planning

Travel Coordination

Organization

Negotiation

Asana

Salesforce

Microsoft Office Suite

## LANGUAGES

English (Native)

Spanish (Intermediate)

## INTERESTS

Hospitality

AI/ML

Travel

Private Aviation

Self-Improvement

## EXPERIENCE (Continued)

### Consultant Project Manager | Genpact

December 2021 – November 2023

An initial consultant that served as subject matter expert (SME) on sales and commercial projects and transitioned into interim project manager: responsible for project planning, resourcing, creating schedules/timelines, and monitoring progress.

- Managed project scheduling and communications for cross functional and international teams
- Collaborated with project team members, internal and external stakeholders to structure plans, necessary resources (budgets for specialists, SMEs, etc.), responsibilities, deliverables, and timeframes for project success
- Assisted with establishing project standards, cadence, and scope for project documentation to ensure success of project sprints and phases
- Managed agendas and action items, task owners, due dates, risks, and created templates and new project tools where necessary
- Tracked and reported key metrics, data requests, recorded key insights, provided recommendations, and highlighted early wins
- Delivered regular communication to executive level and cross functional stakeholders and prepared content for presentations
- Developed strong rapport and relationships with external stakeholders that resulted in new opportunities

### Commercial Account Manager | Grainger

April 2018 – January 2022

Results-driven account manager with a proven track record of driving multimillion-dollar growth across manufacturing and natural resources sectors. Skilled in optimizing procurement and ordering processes to reduce waste. Leveraged Salesforce for performance and sales tracking, and delivered tailored solutions that boost client efficiency and cost savings.

- Created and piloted the successful implementation of an Inventory Management solution that was standardized across 16 sites throughout the US and increased customer's annual spend from \$400K to over \$2.8M within 18 months
- Effective account management and pre-planning skills that created a positive seamless customer experience
- Responsible for generating sales growth for 20-25 customer accounts with an average of \$2 to \$3.5M annually
- Revamped customer buying processes to create better ordering systems that reduced inventory waste and item shelf life by over an average of 25%
- Utilized Salesforce to track & perform all the aspects of business daily
- Leveraged relationships to ensure customers increased revenues while cutting costs with continuous improvements and remaining compliant
- Continuously analyzed customer needs and objectives and remained alert and responsive to changing customer environments and industry trends
- Created programs that planned, procured, and reconciled inventory shipping and receiving

### Sales Manager | Samsung

June 2014 – April 2018

Led high-performing sales teams and developed training programs across multiple districts to drive revenue growth, brand loyalty, and gain market share.

- Administered monthly performance reviews to gauge growth and development of sales team
- Awarded first place in Samsung's National Training Meeting Sales Role Play Competition
- Conducted new hire trainings and served as a mentor to ensure their success in the field Managed fourteen Samsung Ambassadors, including coordination, scheduling, training, and day-of management
- Led a sales team of eight employees and received "Highest Samsung Transition" award
- Conducted district wide new hire trainings across carriers to positively influence, educate, and create brand loyalty within retail sales associates
- Consistently implemented sales programs that increased revenue in over 75% of assigned territory
- Presented business plans and proposals to management and C-level business customers to gain market share