

Kiara Jenkins

Tacoma, WA 98296

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Highly motivated professional with 15+ years of customer service experience, including over 7 years in supervisory roles overseeing multiple AFA committees at both the local and MEC levels. Demonstrates exceptional interpersonal, teamwork, and leadership skills, with a proven ability to learn and adapt quickly. Strong knowledge of rules and regulations, combined with uncompromising integrity and ethics. Consistently exceeds expectations through a solution-oriented approach, employing intersectional conflict resolution methods to achieve successful outcomes. Driven to succeed and excel in dynamic environments.

AFA Experience

2025 CBA Implementation Chairperson

2024-Present

Negotiating Committee Member

2022-2025

Fatigue Review Board Alternate

2022-2025

MEC Uniform Committee Chairperson

2022-2025

Grievance Committee Payroll Rep

2018-2025

LAX Government Affairs Chairperson

2016-2017

LAX Government Affairs Committee Member

2016

Professional Experience

Alaska Airlines, Seattle, WA - Flight Attendant

May 2011 - Present

Creates a positive work environment through exceptional customer service, teamwork, and leadership. Oversight of multiple committees-leading monthly and quarterly meetings.

Education

Olympia High School, Olympia, WA- High School Diploma

September 2004- June 2008

Skills

Microsoft Suite, PC Windows, Macintosh software, Jeppesen, JIRA, NavBlue, Rainmaker, POS devices, CPR/AED certified

Projects

Racism in the Workplace-

DEI panel

Met to discuss workplace concerns, created tangible equity goals, and shared personal experiences.

Rainmaker Launch-

Crew Pay Replacement

Multiyear project to transition current crew pay system to rainmaker programming. Experience with creating and organizing JIRA lists for bugs and adjustment requests.

2025 CBA Implementation-

Implementation Chair

Multi-month project spent meeting with Jeppesen, Rainmaker, and PBS reps to build out programming that aligns with contractual language agreed on in the 2025 CBA.