

Penelope O. Simpson

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Objective

To be a senior Refunds Manager in an airline or retail company

Professional Experience

2004 – Present: Assistant Refunds Manager, Delta Airlines

- Ensure compliance of all refund requests with airline policies and procedures.
- Ensure that airline tickets for refunds not regular airline tickets not marked with “not refundable.”
- Reject refund requests for non refundable tickets unless approved by airline executives for purely marketing purposes.
- Approve or reject refund requests within policies and procedures
- Advise customer by phone or email that refunds are ready to be picked up
- Approve refund deposits customer accounts or prepare refund checks.

Skills

- 7 years of experience in the accounting department for an airline
- Excellent skills in computerized accounting systems in the Oracle platform
- Excellent verbal and writing communication skills

Achievements

Cited as Employee of the Year for 2005, 2007 and 2008 for outstanding work performance and perfect attendance

Education

2002: Attended Air Transport Course conducted by the UK-CAA.

2000 – 2003: BS in Economics, University of Manchester

References

To be furnished upon request