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**Azhar Waseem**

House # 342, Street # 74

Chaklala Scheme II, Gharibabad

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**Career Objective:**

To be an Airline Refunds Manager in an airline or financial company

**Job Experience:**

2005 – Present: Assistant Refunds Manager, Delta Airlines

* Ensure compliance of all refund requests with airline policies and procedures.
* 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 & Expertise:**

* Excellent skills in computerized accounting systems in the Oracle platform
* Excellent verbal and writing communication skills

**Professional Achievements:**

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

**Education Details:**

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

2000 – 2003: BS in Economics, University of Lahore

**References:**

Will be furnished on demand.