**Pooja Kodali**

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**Profile**

A highly competent, motivated and enthusiastic individual working as an Associate at Administrative Appeals Tribunal (AAT). Provide a high level of case management by assessing member needs and determining entitlements and obligations. Approachable, well presented and able to establish good working relationships with a range of different people. Proficient at working autonomously and in a team.

**Skills and Strengths**

* Good experience working with Department of home affairs systems like Mainframe, CISNET, LEGEND and ICSE database.
* Highly motivated, autonomous, resourceful, solutions focused professional.
* Digitally savvy, and able to work with various software platforms
* Good working knowledge of Microsoft Office Suite.
* Ability to manage multiple workloads and meet deadlines with limited supervision
* Resilient and an ability to deal with challenging situations
* Analytical skills with the ability to collect; organize and disseminate data with attention to detail.
* Ability to work with a diverse workforce particularly in multicultural settings.
* Expertise in collaborating and working across teams to deliver the tasks in time.
* Strong organisational skills with the ability to manage multiple tasks simultaneously.
* A fast and adaptable learner, loyal and dedicated with excellent cross-cultural communication skills.

**Objective**

Currently seeking a new challenge where I can make a significant contribution to the organisation’s objectives while continuing to develop my already considerable skills for the benefit of the company’s goals.

**Employment history**

**Associate APS Level 4 Oct 2022 – till date**

***Administrative Appeals Tribunal (AAT)***

***Provides independent merits review of a wide range of administrative decisions made by the Australian Government.***

**Responsibilities:**

* **Undertake case management activities and provide dedicated support to AAT Members.**
* **Extracting data from the department systems which includes Mainframe, ICSE and CISNET.**
* **Liaising with department of home affairs to retrieve required information to support the Members in reviewing of migration and refugee applications.**
* **Develop and maintain sound knowledge of visa subclasses, applicable legislation and policy frameworks, operations and practices of the Migration and Refugee Division.**
* **Undertake research which may include general, legal and country information research.**
* **Providing support to members including the preparation of case summaries (summary of claims, evidence and submissions), the preparation of directions and correspondence.**
* **Assist Members in the finalisation of reviews including the fact-checking, proof-reading, and editing of decisions, and the preparation of summaries of reasons for decision.**
* **Maintaining and updating case files using case management systems and undertake general administrative support functions, including data entry, filing and copying.**
* **Exchange information with parties and their representatives in relation to specific listings events or to provide procedural information.**
* **Provide administrative and paralegal support to AAT members.**

**Compliance Officer APS Level 4 Mar 2021 – Oct 2022**

***Services Australia***

***Responsible for the delivery of advice and high quality, accessible social, health and child support services and payments.***

**Responsibilities:**

* **Providing ongoing quality customer interactions and decision-making to achieve quality business and customer outcomes as per the agency’s masterplan.**
* **Responsible for debt raising by investigating customer cases across different systems.**
* **Provide exceptional customer service to determine and facilitate payments to customer.**
* **Working with various software platforms and make sound decisions using appropriate judgement within defined parameters for the customers.**
* **Providing debt explanation to the customer. Helping the customer to understand the process and provide options based on the customer’s circumstance.**
* **Actively participate in Empowering Excellence program to identify opportunities to develop best practices and improve quality and customer outcomes.**
* **Appropriate use of resources and application of processes when engaging with customers.**
* **Undertake data extraction and validation activities.**
* **Being flexible and adaptable to changing work needs and demands, including at short notice in order to support customer demand.**
* **Promoting digital services to support customers to have seamless interactions with the agency.**

**Key Achievements:**

* **Understand the system better within the short period which helped in Debt raising across various systems and making a critical decision.**
* **Achieved proficiency in debt raising and claims processing.**
* **Demonstrated my ability to be flexible and agile while transitioning through the various work types like Medicare, Processing Payments and Australian Government Disaster Recovery Payments.**
* **Embrace the change and support the customers with quality outcomes.**
* **Proud to be a part of the covid surge team during the crisis and help the customers.**

**Early Childhood Educator June 2018 – Feb 2021**

***Only About Children (OAC), Sydney***

**Responsibilities:**

* **To assist in the planning, implementation and evaluation of the daily program**
* **Actively contribute to the educational program and informal opportunities to communicate regularly on children’s progress and activities with their families**
* **Collaborate with educators to extend children’s thinking and learning through intentional teaching strategies, inspiring environments and spontaneous play experiences**
* **Observe, report and assess children's development and behaviour**
* **Conduct learning activities with respect to individual needs of children, including basic self-help skills**
* **Understand and work according to the policies, procedures and routines of the center**
* **Supervising indoor and outdoor environments to provide safety for the children at all times.**
* **Interact with all children, nurturing their confidence and self-esteem giving each child individual attention and comfort.**

**Key Achievements:**

* **Demonstrated skills in caring for and engaging children, helping them with learning, and multitasking**
* **Developed strong relationships and trust with parents and children**
* **Acting room leader and do all the paperwork to cover the RDO staff**

**Associate Analyst Mar 2011- Mar 2014**

***The Hackett Group, Hyderabad, Telangana (India)***

***The Hackett Group, a global strategic business advisory and operations improvement consulting firm.*** *The company helps clients reduce their costs while improving their business operations and enabling growth.* ***Website:*** *www.thehackettgroup.com*

**Responsibilities:**

* **Performing market research, data analysis and report writing to improve the business.**
* **Acquiring data from primary or secondary data sources and maintaining databases.**
* **Assisting the team in cleansing data.**
* **Responsible for inputting data into excel spread sheets.**
* **Interpreting data; analysing results using statistical techniques and providing ongoing reports.**
* **Supporting and assisting the Directors and Managers in queries, analysis and reports related to data retrieval.**
* **Dealing with client-based requests on operational issues involving data.**
* **Coordinating with teams to identify critical data to capture.**
* **Collating information and confirmations across departments.**
* **Consolidating and summarizing data for business decision making in useful formats.**
* **Maintaining weekly request pipeline and producing reports for management.**

**Key Achievements:**

* **Promoted to an associate analyst from trainee for performing well and exceeding client expectations. Received bonus and appreciation certificate for exceptional performance.**
* Formulated a snapshot of the database which helped the clients understand the results graphically and in a unique way resulting in reducing the turnaround time for the customers.
* Received many testimonials from internal customers thanking me for my outstanding service
* Received Training on “Effective Communication & Career Development” by The Hackett Group.

**Education and Further Training**

**Masters in Business Administration**

*Osmania University, Hyderabad, Telangana, India*

**Bachelors in Chemical Engineering**

*Birla Institute of Technology and Science, Pilani, Rajasthan, India*

**SLPET Office Skills Course**

*City East Community College, Bondi Junction, NSW*

**Diploma of Early Childhood Education and Care**

*H&H Accredited Training Australasia Inc, Granville, NSW*

**Additional Information**

**Residency Status:** Australian Citizen

**Interests:** Cooking, Travelling, Gardening

**Other Languages:** Hindi, Telugu

**Referees Available on request**