I am Pooja Kodali who has experience working across various sectors. I have Master's degree in Business Administration Finance and Bachelors in Chemical Engineering. Currently working as an APS Level 4 Associate at the Administrative Appeals Tribunal providing paralegal, administrative and case management support to members of the AAT to assist in conducting their practice. My responsibilities involve investigating the migration and refugee cases, preparation of case summaries, directions and dealing with correspondence with parties and their representatives in relation to specific listing events to provide procedural information. In addition, I do legal, general, and country information research for the refugee related cases. I am well versed with case management systems to maintain and update case files.

My previous role as an APS Level 4 Compliance Officer at Services Australia provided me with a great opportunity to utilize my skills and knowledge to deal with debt and compliance operations. I had great experience in identifying overpayment, investigating case by case and making decisions related to overpayments. Providing clarity about the reason for decisions via correspondence. Helping the customer to understand the process and provide options based on the customer’s circumstances. I had also experience in processing payments by identifying customers' eligibility and obligations. I have demonstrated my ability to be resilient and agile while transitioning through the various work types. I have worked with various software to make sound decisions involving overpayments using appropriate judgement within defined parameters for the customers. Then I worked as a service officer in processing the Covid and disaster payment claims and help the customers during the crisis. I would always embrace the change and support the organisation with quality outcomes.

My role as service officer in Medicare provided breath of experience in investigating Medicare claims and process the right payments for the customers. I was also a part of the Medicare surge team to help the customers in dealing with their inquiries. I can proudly say that I helped around 2,000+ Medicare customers which describes my customer service and communication skills. I used to deal with inquiries like processing Medicare claims, processing new Medicare enrolments updating their details in the records and issuing the required documents.

Prior to joining the Australian Public Service I have worked as the Diploma Educator for three years at Only About Children.My responsibilities involved the planning, implementation, and evaluation of the daily educational program. I was part of the team try to build curriculum by collaborating with educators to extend children’s thinking and learning through intentional teaching strategies, inspiring environments and spontaneous play experiences. I had good experience in assessing and prepare reports for children’s development and behaviour.

My experience as an analyst at the Hackett Group which is a business advisory and operations improvement consulting firm has given me an opportunity to showcase and enhance my skills and knowledge in market research from primary and secondary resources, data collection, analysis and report writing. As an analyst my job is to interpret the data, analyse using statistical techniques and provide ongoing reports to improve the daily operations of the business and in setting up the shared service centers across different countries.

I am keen to learn new systems and enhance my existing skills which give me an opportunity to build a breadth of experience in different vertical streams. I am flexible and adaptable to changing work needs and demands including a short notice to support working demand.