Dear Employer,

I am writing to express my interest in **Visa and citizenship Decision maker role with the Department of Home Affairs.** I have good oral and written communication and interpersonal skills and have an understanding of applying frameworks and principles through critical thinking. Working within a talented pool of formidable peers and mentors in the APS agency has provided me a unique opportunity of constant learning and to absorb best practices, processes and methodologies to mature as a better individual. As currently working as APS Level 4 Associate, I strongly believe in the integrity and professionalism with a wide range of skills and knowledge including:

* Ability to make sound decisions using appropriate judgement within defined parameters for the stakeholders
* Good experience working with Department of home affairs systems - Mainframe, CISNET, LEGEND and ICSE database.
* Undertake case management activities including the preparation of case summaries, analyse the evidence or submissions, create the Member working files, directions, and correspondence.
* Ability to do country research and analyse the information to include in decision record.
* To provide exceptional customer service to determine and facilitate payments to customer.
* Capability to work across various tools and software platforms
* Being flexible and adaptable to changing work needs and demands, including at short notice in order to support customer demand.
* Analytical skills with the ability to collect; organize and disseminate data with attention to detail.
* Ability to handle customer requests by assessing customer needs and determining entitlements and obligations.

With my past experience I had a great opportunity to carry out service delivery roles. I believe my experience and track record speak to the specific requirements and would embrace the challenge of working with the department. I am happy to offer the above-mentioned skills and capabilities. You can reach me by phone at **0426 446 467**or by email at [**poojakodali2000@gmail.com**](mailto:poojakodali2000@gmail.com).

Thank you for your time and consideration. I am looking forward to hearing from you soon.

Sincerely,

Pooja.Kodali

Mobile: 0426 446 467