

# Matt Beacham

## Customer Service Professional

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### Matt Beacham

17 Parry Parade  
Wyong NSW 2259

0409 005 897  
beacham.matt@gmail.com

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### Skills

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Customer Service professional  
Motivated, dedicated and reliable employee  
Flexible and adaptable change agent  
Ability to work independently and within a team environment  
Excellent written and verbal communication skills  
Strong research and interpretation skills  
Empathetic listener and persuasive speaker

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### Experience

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#### 360 Pro Scooters / Store Manager

August 2018 - October 2019, Erina

Provide sales and customer service assistance in a face-to-face capacity  
Attract potential customers by answering product and service questions; suggesting information about other products and services.  
Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

#### Department of Human Services / Customer Service Officer

February 2009 - August 2018, Tuggerah

Customer Service Officer across multiple payment areas including Families, Parenting, and Childcare  
Families and Childcare new claim processing  
Delivery of customer contact services for:  
Australian Electoral Commission (Federal Elections - inbound enquiries)  
Ex-gratia Payments/Income Recovery Subsidy Payments  
Equine Flu Hotline  
Australian Government Disaster Registry Hotline  
National Emergency Disaster Register  
Emergency Response Team (QLD Floods and Cyclone Yasi, NSW Floods and Storms)

#### Department of Human Services / Non-Ongoing Service Officer

July 2008 - February 2009, Gosford

Customer Service Officer front of house reception, telephony and Employment Services processing  
Assist customers through the New Claim process for several Government Welfare payment streams, including; Parenting Payment,

Newstart Allowance, and Family Tax Benefit

Assist customers with information pertaining to, as well as delivery of, the Rudd Government's Economic Security Strategy and Household Stimulus Package payments

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## Referees

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**Steve Grant / 360 Pro Scooters**

Owner/Operator

Contact number: 0410 904 275

**Bevan Dawson / Department of Human Services**

Team Leader (APS6)

Contact number: 0468 361 696

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## Achievements

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Staff Member of the Quarter Jan - Mar 2013

Regular officially recognised customer and staff compliments spanning my career in DHS

Nominated for training in Urgent Payment handling, providing services to third parties including the Australian Electoral Commission and the Australian Government Disaster Recovery Program, as well as end to end claims processing, in recognition of outstanding customer service and KPI data