TAYLOR NGUYEN

Administrative Officer | Australian Public Service (APS 3–5)

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PROFESSIONAL SUMMARY

Organised and dependable Administrative Officer with 3.5 years of experience supporting branch and executive teams in Commonwealth departments. Skilled in diary and travel management, meeting coordination, correspondence, procurement support and records compliance. Recognised for anticipating needs, handling confidential information and keeping busy offices running smoothly. Australian citizen, Baseline clearance eligible.

PROFESSIONAL EXPERIENCE

Senior Administrative Officer (APS 5)
Feb 2025 – Present

Department of Health and Aged Care, Canberra ACT

- Provide executive support to an SES Band 1 and 40-person branch, managing diaries, travel and 200+ meetings a year.
- Draft and clear correspondence, briefing packs and agendas, with 95% cleared without amendment.
- Manage the branch budget tracker and purchase orders in SAP, keeping spend within 1% of forecast.
- Coordinate onboarding and office moves for 25 staff, reducing set-up delays by 30%.
- Maintain files in Content Manager in line with the Archives Act 1983.

Administrative Officer (APS 4)
Sep 2023 – Jan 2025

Department of Infrastructure, Transport, Regional Development and Communications, Canberra ACT

- Supported 3 program teams with scheduling, minutes, action tracking and stakeholder mailouts.
- Processed 60+ travel bookings and expense claims monthly with zero compliance findings.
- Created a shared SharePoint hub that cut duplicate document requests by 40%.
- Trained 5 new starters in office systems and protective security procedures.

Administrative Assistant (APS 3)
Mar 2023 – Aug 2023

Department of Finance, Canberra ACT

- Answered enquiries, sorted mail, maintained registers and prepared documents for a 30-person team.
- Entered and checked data for monthly reports with 99% accuracy.

EDUCATION

Diploma of Business Administration
Canberra Institute of Technology, Canberra ACT – 2022

VOLUNTEERING

Event Coordinator
2022 – Present

Canberra Community Food Network, Canberra ACT

- Organise monthly volunteer rosters and events for 60+ volunteers using Excel and Teams.

KEY CAPABILITIES

- Executive and office support
- Diary, travel and event coordination
- Correspondence and minute-taking
- Records and information management
- Procurement and expense processing
- Stakeholder communication
- Confidentiality and discretion
- Onboarding and staff support
- Time management and prioritisation

TECHNICAL SKILLS

Microsoft Outlook | **Word** | **Excel** | **PowerPoint** | **SharePoint** | **Content Manager (TRIM)** | **SAP** | **Microsoft Teams**

KEY ACHIEVEMENTS

- Received a Branch Excellence Award for executive support, 2025.
- Delivered 3 office relocations with no service interruption.
- Cut meeting set-up time by 20% with standard templates.

TRAINING & CERTIFICATIONS

- APS Foundation Program – APS Academy
- Certificate IV in Business Administration
- Protective Security Awareness Training
- Records Management Fundamentals
- Mental Health First Aid

WORK RIGHTS & AVAILABILITY

Australian Citizen
Baseline clearance eligible

Availability
4 weeks notice; Canberra based, hybrid or flexible

REFEREES

Available on request.