

ISABEL MORENO

Clerk | NSW Government (Clerk Grade 5/6)

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PROFESSIONAL SUMMARY

Accurate and reliable Clerk with 3.5 years of experience in NSW Government agencies, supporting finance, records and customer service operations. Skilled in data entry, document control, correspondence, purchase orders and accurate record-keeping. Known for meeting deadlines, handling confidential information and giving friendly, helpful service to staff and the public. Right to work in Australia; Working with Children Check current.

PROFESSIONAL EXPERIENCE

Clerk Grade 5/6 Feb 2025 – Present
Transport for NSW, Sydney NSW

- ◆ Process 250+ invoices, purchase orders and payment requests monthly with 99% accuracy.
- ◆ Maintain registers, contracts and files in the document management system in line with the State Records Act 1998.
- ◆ Prepare correspondence, meeting papers and monthly reports for a 40-person branch.
- ◆ Respond to public and staff enquiries by phone, email and in person, resolving 90% at first contact.
- ◆ Train 4 new starters in office systems and record-keeping procedures.

Clerk Grade 3/4 Sep 2023 – Jan 2025
NSW Department of Education, Sydney NSW

- ◆ Entered and verified student and staff data with 99.5% accuracy.
- ◆ Managed incoming mail, files and registers for a 60-person team.
- ◆ Created an Excel tracker that cut document turnaround time by 25%.
- ◆ Supported audits by preparing records and evidence.

Administrative Assistant Mar 2023 – Aug 2023
Service NSW, Sydney NSW

- ◆ Served 60+ customers per day at the counter, verifying documents and processing transactions.
- ◆ Handled cash, receipts and daily reconciliations with zero discrepancies.

EDUCATION

Certificate IV in Business Administration
TAFE NSW, Sydney – 2022

VOLUNTEERING

Office Volunteer 2022 – Present
Sydney Community Aid, NSW

- ◆ Manage donor records and volunteer schedules for a local charity.

KEY CAPABILITIES

- ◆ Data entry and record-keeping
- ◆ Document control and filing
- ◆ Correspondence and reporting
- ◆ Invoice and payment processing
- ◆ Customer service
- ◆ Confidentiality and privacy
- ◆ Accuracy and attention to detail
- ◆ Time management
- ◆ Teamwork and support

TECHNICAL SKILLS

Microsoft Excel

Word

Outlook

SharePoint

SAP

Records systems

Typing 65 WPM

KEY ACHIEVEMENTS

- ◆ 99% invoice accuracy for 18 months.
- ◆ Cut document turnaround time by 25%.
- ◆ Received a Team Recognition Award, 2025.

TRAINING & CERTIFICATIONS

- ◆ Certificate IV in Business Administration
- ◆ Records Management Fundamentals
- ◆ Privacy and Information Security Training
- ◆ NSW Public Sector Code of Conduct
- ◆ Mental Health First Aid

WORK RIGHTS & AVAILABILITY

Right to Work in Australia
Working with Children Check current

Availability
4 weeks notice; Sydney based, hybrid or flexible

REFEREES

Available on request.