

MORGAN HUGHES

Customer Service Officer | Australian Public Service (APS 3-5)

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PROFESSIONAL SUMMARY

Personable Customer Service Officer with 3.5 years of experience in Commonwealth contact centres and front counters. Skilled in resolving complex enquiries, explaining policy in plain English, managing complaints and meeting service and quality targets. Committed to accessible, respectful service for every client, including people from diverse and vulnerable backgrounds. Australian citizen, Baseline clearance eligible.

PROFESSIONAL EXPERIENCE

Client Service Team Leader (APS 5) Feb 2025 – Present
Australian Taxation Office, Sydney NSW

- ◆ Lead a 12-person client service team handling 1,500+ enquiries a week across phone, webchat and email.
- ◆ Resolve escalated complaints, achieving a 94% first-contact resolution rate.
- ◆ Review call and chat quality, providing weekly coaching that lifted team quality scores by 9%.
- ◆ Work with policy and systems teams to update scripts and knowledge articles.
- ◆ Apply privacy, fraud and information security rules on all client interactions.

Customer Service Officer (APS 4) Sep 2023 – Jan 2025
Australian Taxation Office, Sydney NSW

- ◆ Answered 70+ client contacts daily, meeting service level and customer satisfaction targets.
- ◆ Explained tax, super and payment obligations clearly to clients from diverse backgrounds.
- ◆ Logged interactions and outcomes accurately in the CRM, supporting accurate reporting.
- ◆ Recognised for calm, empathetic handling of high-conflict conversations.

Front Counter Officer (APS 3) Mar 2023 – Aug 2023
Department of Home Affairs, Sydney NSW

- ◆ Greeted and directed 100+ visitors daily, verified documents and booked appointments.
- ◆ Managed queues and referrals to keep average wait time under 10 minutes.

EDUCATION

Bachelor of Communication
University of Technology Sydney, NSW – 2022

VOLUNTEERING

Client Support Volunteer 2022 – Present
Sydney Multicultural Community Services, NSW

- ◆ Assist migrants and refugees with forms, phone calls and service navigation.

KEY CAPABILITIES

- ◆ Contact centre and front counter service
- ◆ Complaint resolution
- ◆ Plain-English communication
- ◆ Cultural awareness and accessibility
- ◆ Coaching and quality assurance
- ◆ CRM and case notes
- ◆ Policy and procedure knowledge
- ◆ Conflict de-escalation
- ◆ Privacy and confidentiality

TECHNICAL SKILLS

CRM systems

Microsoft Outlook

Word

Excel

Teams

Webchat platforms

Typing 65 WPM

KEY ACHIEVEMENTS

- ◆ Top 5% for customer satisfaction across the agency, 2024.
- ◆ Improved first-contact resolution from 86% to 94%.
- ◆ Received the CEO Service Excellence Award, 2025.

TRAINING & CERTIFICATIONS

- ◆ APS Foundation Program – APS Academy
- ◆ Certificate IV in Customer Engagement
- ◆ Cultural Awareness Training
- ◆ Conflict De-escalation Training
- ◆ Mental Health First Aid

WORK RIGHTS & AVAILABILITY

Australian Citizen
Baseline clearance eligible

Availability
4 weeks notice; Sydney, shift-work and hybrid flexible

REFEREES

Available on request.