

SAM RIVERA

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

Phone: 0400 000 000 Email: sam.rivera@email.com Location: Adelaide SA 5000 LinkedIn: linkedin.com/in/samrivera

PROFESSIONAL SUMMARY

Customer-focused Service Delivery Officer with 3.5 years at Services Australia assessing Centrelink, Medicare and Child Support claims. Strong knowledge of social security law, payment systems and privacy obligations, with a record of high accuracy, compassionate client service and complex case resolution. Experienced in face-to-face, phone and online channels. Australian citizen, Baseline clearance eligible.

PROFESSIONAL EXPERIENCE

Senior Service Officer (APS 5) Feb 2025 – Present
Services Australia, Adelaide SA

- Assess complex Centrelink and Medicare claims, applying social security law, policy and guidelines with 99% accuracy.
- Resolve escalated complaints and vulnerable-customer cases, with 92% resolved at first contact.
- Coach 10 team members on payment systems, decision-making and quality assurance checks.
- Identify emerging issues and recommend process fixes that reduced rework by 18%.
- Protect customer information and apply fraud and privacy controls on every transaction.

Service Delivery Officer (APS 4) Sep 2023 – Jan 2025
Services Australia, Adelaide SA

- Processed 40+ claims a day across Age Pension, JobSeeker, Family Tax Benefit and Medicare.
- Delivered face-to-face and phone support to 60+ customers per week, lifting satisfaction scores by 12%.
- Verified identity documents and income evidence, preventing incorrect payments.
- Referred customers to Centrelink social workers and community services when needed.

Customer Service Officer (APS 3) Mar 2023 – Aug 2023
Services Australia, Adelaide SA

- Handled 80+ calls daily, meeting average handling time and quality targets.
- Updated customer records and lodged online forms accurately in payment systems.

EDUCATION

Certificate IV in Government
TAFE SA, Adelaide SA – 2022

VOLUNTEERING

Community Helper 2022 – Present
Adelaide Neighbourhood Centre, Adelaide SA

- Help residents complete online forms and access government services.

KEY CAPABILITIES

- Claims assessment and decision-making
- Social security law and policy
- Customer service and case management
- Complaint and escalation handling
- Identity and evidence verification
- Privacy and fraud awareness
- Coaching and peer support
- Data accuracy and quality assurance
- Vulnerable customer support

TECHNICAL SKILLS

Centrelink and Medicare systems

Microsoft OutlookWordExcel

TeamsContent Manager

Typing 60 WPM

KEY ACHIEVEMENTS

- Team Excellence Recognition for customer service, 2024.
- Maintained 98%+ claims accuracy for 16 straight months.
- Top quarterly customer satisfaction score in a 30-person team.

TRAINING & CERTIFICATIONS

- APS Foundation Program – APS Academy
- Certificate IV in Government
- Privacy and Information Security Training
- Family and Domestic Violence Awareness
- Mental Health First Aid

WORK RIGHTS & AVAILABILITY

Australian Citizen
Baseline clearance eligible

Availability
4 weeks notice; Adelaide, shift-work and site flexible

REFEREES

Available on request.