

# HINNAH MEHMOOD

## CONTACT

07475631596

hinna94@gmail.com

## SKILLS

Legal Compliance

Client Privacy & Confidentiality

Reporting & Documentation

Risk Assessment & Mitigation

Contract Negotiations

Issue Identification & Resolution

Team Training & Leadership

Regulatory Compliance

## EDUCATION

LLB (Hons) Law

University of South Wales

2012-2015

Grade: 2:1

## LANGUAGES

English

Urdu

## PROFILE

Highly analytical and performance-driven professional with substantial experience in ensuring adherence to industry regulations and internal policies, while maintaining organisational integrity and optimising processes. Adept at developing and implementing compliance/legal programmes and executing robust strategies to mitigate risk and promote a culture of ethical conduct. Notable success in delivering training and leading high-performance teams to drive optimum organisational productivity. Committed to staying abreast of ever-changing compliance standards to drive improvement and secure the company's reputation.

## WORK EXPERIENCE

### Legal Assistant

Growth Hive UK

2022-Ongoing

- Acted as the primary point of contact for all legal inquiries, demonstrating exceptional communication and problem-solving skills.
- Successfully engaged with and resolved issues for dispute clients, leading to substantial income growth for the business.
- Expertly managed and resolved all client complaints, ensuring customer satisfaction and retention.
- Served as the key advisor on legal matters, providing strategic guidance and insights to the company.
- Developed bespoke contracts tailored to the specific needs of the company and its clients, enhancing business relationships and operational efficiency.
- Revised and strengthened all existing contracts, improving legal robustness and risk management.
- Managed client cases from initial complaints through to court actions, including the filing of court orders, showcasing a thorough understanding of legal processes.
- Conducted meticulous quality checks on employee calls and customer care interactions, ensuring strict adherence to company ethics and standards.
- Conducted comprehensive research and introduced innovative revenue stream ideas, which were successfully implemented and contributed to business growth.
- Ensured compliance with AML, GDPR, and other regulatory requirements, maintaining the company's integrity and legal standing.

### Senior Case Handler

Primary Care Support England - Capita

2017-2022

- Managed GP practice changes across the UK and created GP pool lists enabling practices to register patients with ease.
- Managed a diverse case portfolio by resolving high-priority emails with expert insights and exceptional professionalism.
- Played a pivotal role in the testing/rollout of the new PCSE system and the creation of up-to-date Standard Operating Procedures (SOPs).
- Managed User Acceptance Testing for the new PCSE internal and external systems, documenting findings to identify trends, and cascading key information to management for future decision-making.
- Promoted an open communications platform with national NHS teams, investigating and resolving high-priority complaints and queries.
- Led the routine management of work trackers, ensuring SLA guidelines/PCSE standards were rigorously adhered to.
- Built strong relations with NHSE Local offices and CCG to obtain relevant information and gain approval for changes relating to each case.

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## WORK EXPERIENCE

### Legal Assistant/Paralegal

AMT Lawyers

2015-2017

- Sole legal assistant for the Immigration and Welfare Benefits departments, managing end-to-end client and case administration, and supporting solicitors.
- Gained experience in customer relationship management, client prospecting, accounting processes, and marketing.
- Created an MS Excel system for tracking potential clients, significantly increasing client acquisition.
- Led comprehensive customer relationship processes as the main contact for organisations and clients.
- Independently conducted client meetings and clinics, providing general legal guidance on immigration and welfare benefits issues.
- Shared legal insights based on current laws, simplifying complex legal information for clients.
- Established a robust filing and document handling system, ensuring compliance with SRA guidelines.
- Trained and integrated new employees and work experience staff, providing ongoing support.

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## REFERENCES

### Olivia Tomlinson

☎ 07542656407

✉ olivia@growthhiveuk.co.uk

### Reference Name

☎ 07734437942

✉ gary@growthhiveuk.co.uk

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