

HINNAH MEHMOOD

CONTACT

-  07475631596
 hinnah94@gmail.com
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SKILLS

- Legal Compliance
Client Privacy & Confidentiality
Reporting & Documentation
Risk Assessment & Mitigation
Contract Negotiations
Issue Identification & Resolution
Team Training & Leadership
Regulatory Compliance
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EDUCATION

- LLB (Hons) Law**
University of South Wales

2012-2015

Grade: 2:1

LANGUAGES

- English
Urdu
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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.

REFERENCES

Olivia Tomlinson

-  07542656407
 olivia@growthhiveuk.co.uk

Reference Name

-  07734437942
 gary@growthhiveuk.co.uk