

# FADZAI PHILLIS

## LAW GRADUATE

### PROFESSIONAL PROFILE

A law graduate who has experience working alone or as part of a team. Experienced working in multiple legal environments, with the ability to manage own caseload. Possesses customer service skills and administration skills from previous role. Seeking a permanent position in a challenging and stimulating environment.

### EMPLOYMENT HISTORY

#### **Dispute Resolution / Ombudsman (2021-2023)**

Working with Consumers and Businesses in an attempt to resolve any ongoing disputes either through conciliation or adjudication. Duties also included consulting with consumers, businesses and consultants. Drafting legal decisions and reviewing legal contracts. I enhanced my ability to critically analyse any information or evidence presented to me. Familiar with case management systems.

#### **Hertfordshire Law Clinic / Assistant (2019 - 2021)**

As a student advisor in the Family and Property clinic. I organised the work schedule.

- I ensured all relevant information was processed in a GDPR compliant manner.
- Shadowed a supervising solicitors.
- Attended client meetings where I learnt effective note taking, drafting and reviewing attendance notes and letters of advice.
- Obtained legal researching skills.

#### **Marks and Spencer / Retail Assistant (2018-2021)**

As a customer assistant

- I developed a strong attention to detail as I often managed the stock taking process.
- Working with different types of customers everyday allowed me to enhance my communication and customer service skills.
- I managed the customer service desk and operated telephone lines, for customers who had any queries or disputes they needed resolved. Thus, developing my interpersonal skills.

- **Tenancy Deposit Scheme Adjudicator Work Experience (2020)**
- **CPS Digital Work Experience (2021)**
- **JEAP (2020-2021)**

# FADZAI PHILLIS

## LAW GRADUATE

### EDUCATIONAL HISTORY

#### University of Hertfordshire

LLB Law 2018-2021 (Upper 2:1 honours)

Modules studied include:

Medical Law, Family Law, Property Law,  
Ethnic minorities and the Law, Equity law (wills)  
Criminal Law, Criminal evidence and Litigation.

#### Waterford Institue of Technology Ireland

BA Criminal Justice 2017-2018

Modules studied include:

Psychology, Sociology, Employment Law,  
Business Management, Irish Law,  
Irish state and EU structures.

#### Mounthawk Secondary School Ireland

ALEVELS and GCSES 2012-2017

### SKILLS

- Microsoft Office
- Information analysis and Legal Research.
- Public speaking and presentation.
- Legal Writing/ Effective Note Taking.
- Drafting/ Reviewing Letters and Attendance notes.
- Answering client calls / sending out emails.
- City & Guilds GDPR and Consumer Law training
- Family Mediation Training.
- Customer Service.
- Audio Typing.

### ABILITIES

- Multilingualism I speak English, Irish, Shona.
- Analyse Mass amount of documents
- Adjudicator Certificate
- Graphic Design

### CONTACT

Phone: 07727633111

Email: fadzai@hotmail.co.uk