**LIONEL GREENBERG**

**LLB Law (Hon)**

Chesham, Buckinghamshire

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# Professional Summary

Highly organised and results-oriented professional with two decades of experience in project management, communication, and building strong relationships. Proven ability to manage multiple tasks efficiently, prioritise effectively, and ensure smooth operations in a fast-paced environment.

I am skilled in leveraging IT systems (Microsoft Office Suite and CRM solutions) and adept at maintaining clear and concise communication channels from my legal career. Enthusiastic about fostering a positive and productive work environment. My ability to work with colleagues stakeholders and clients makes me a great team player.

# Education:

* LLB Laws Honours (UNISA)
* Information Technology
Constant remote e-Learning
ChatGPT Course

# Professional Experience:

**The Entertainer**
*Call Centre Adviser and Client Support*
*17/10/2023 – 23/12/2023*

* Addressed customer inquiries, concerns, and issues, providing accurate information.
* Collaborated with various departments to enhance overall customer experience.
* Resolved refunds, delivery, and collection issues,
* Successfully identified over 4 fraud-related problems.

 **Sempare Limited**
*Business Solutions Consultant*
*01/07/2022 – 15/10/2023*

* Specialised in Risk, Compliance & Corporate Governance.
* Drafted functional specifications for cloud applications and developed FAQ Knowledge base.

 **Wimpole Aesthetics**
*Medical Practice Manager*
*26/04/2022 – 26/06/2022*

* Managed day-to-day practice procedures and 5 staff members.
* Ensured patient confidentiality, governance, risk management, GDPR, and CQC compliance.

**City of Johannesburg Metropolitan Municipality**
*Councillor and Municipal Public Accounts Oversight*
*03/05/2018 – 02/11/2021*

* Developed, implemented, and managed the municipality compliance program.
* Conducted regular compliance assessments and risk assessments.
* Oversaw fraud and corruption prevention across all municipality entities.
* Deployed a very successful client complaints portal to improve municipality operations and service delivery which is used by over 30,000 users.

 **247 Legal Services**
*Legal Practice Manager & Administrator*
*02/02/2002 – 20/12/2021*

* Managed 5 law firms as a Legal Practice Manager.
* Consulted clients,
* Draft Pleading and Prepared clients for civil or criminal trials
* Successful track record in prosecuting over 400 Civil and Criminal Trials
* Spearheaded the innovation of a 650-page Oracle Cloud Court litigation portal.
* Designed a paperless Oracle Cloud legal workflow solution ensuring GDPR compliance.

# Competencies:

* Policy development and implementation
* Legal Research, Analysis, and Litigation Support
* Contract Drafting and Review
* Investigation and Reporting
* Organisational Accounts Auditing & Oversight
* Excellent Communication, Negotiation Skills & Mediation
* Cross-Functional Collaboration
* Critical and Analytical Thinking
* Hands-on approach, enthusiastic, and team-oriented mindset.
* IT Proficient in MS Office – Word, Excel, CRM, Zendesk, Freshdesk, Social Media, WordPress Web design
* Proficient in graphic publishing tools, Social media tools, and other SaaS Software.