**LIONEL GREENBERG**

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## Personal Profile

I am a results-oriented professional with over 15 years of work experience spanning IT, administrative, and legal domains at the executive level. Skilled in project management, workflow solutions, team management, and driving operational excellence ensuring optimal resource utilisation, client satisfaction, and financial targets.

My agile leadership, effective communication, and problem-solving abilities foster harmonious stakeholder relationships. Having overseen various aspects of local government operations and delivering innovative customer-centric solutions.

## Work Experience

**Sempare Limited, Business Solutions Consultant**

**01/07/2022 – Present**

* Risk, Compliance & Corporate Governance.
* Drafting functional specifications for cloud applications.
* FAQ Knowledge base development.

**Wimpole Aesthetics, Medical Practice Manager & Administrator**

**01/04/2022 – 30/06/2022**

* Improved and consolidated end-to-end service processes by implementing rigorous governance to ensure the medical practice complied with Care Quality Commission (CQC) guidelines and legislation.
* Conducted workload assessments, developed new operational processes and improved the practice’s performance by 40%, which had a positive impact on patients. He also met the CQC's daily, weekly, monthly, quarterly and reporting requirements.
* Managed end-to-end order requests, including reviewing contractual information, ensuring accuracy, and meeting service-level targets and deadlines.
* Monitored professional staff answering phone calls were done in a friendly and helpful manner, serving as the primary point of contact for patients and suppliers.
* Processed management timesheets and performed administrative duties associated with them.

**City of Johannesburg Metropolitan Municipality, City Councillor**

**1/05/2018 – 2/11/2021**

* Proactive member of the City Audit Committee.
* My legal knowledge, skilful communication with acute attention to detail and IT expertise enabled me to streamline operations to uncover fraud.
* Improved oversight of the group's forensic fraud investigations by improving the investigation process, system design and implementation, ensuring corporate governance and legislative compliance.
* Developed new operational processes to ensure accountability of supply chain management with better monitoring and robust investigation of fraud and organisational transgressions.
* Restructured the flow of communication between many city departments by introducing accountable systems to curb fruitless and wasteful expenditure and to combat fraud, maladministration across the council.
* Improved reporting procedures to ensure compliance with laws and to report financial transgressions to the national treasury.
* Robust oversight of all city departments and entities, ie Roads, Power, Water, Finance, Transport, IT and others.
* Innovated, project managed and deployed the LogNow SmartCity complaints portal used by city officials and over 10,000 ratepayers and users.

**2247 Legal Services, Legal Practice Manager & Administrator**

**1/04/2002 – 30/11/2021**

* Managed the day-to-day administrative operations of the five legal practices, including assisting in the training of articled lawyers and support staff.
* Overseeing financial matters, such as budgeting, billing, invoicing, and financial reporting. This included managing client accounts, tracking expenses, and unpaid bills.
* Recruited and trained staff members and addressed any issues that arose.
* Assisted in the management of legal cases and matters, including coordinating with solicitors, scheduling hearings and court appearances, tracking case deadlines, and ensuring proper case management.
* Built and maintained positive relationships with clients, addressing their concerns, and ensuring excellent client service delivery.
* Innovated, project managed and deployed AttorneyWize legal document portal to streamline workflow.

## Education

**University of South Africa**

Bachelor of Laws (LLB)

30/11/2011 to 30/11/2023

NFQ 8

**Microsoft Academy**

Information Technology

1/1/2000 to 30/6/2023

Constant remote e-Learning

## Skills

* + - Excellent interpersonal, written, and verbal communication skills, enabling effective communication with stakeholders at all levels.
		- Strong organisational abilities and attention to detail, particularly advantageous in designing comprehensive scheduling workflow systems.
		- Demonstrated leadership skills, with experience leading cross-functional teams and driving positive outcomes.
		- Persuasive abilities to influence decision-making processes and implement efficient strategies.
		- Ability to work both independently and as part of a cohesive team.
		- Excellent attention to accuracy and operational excellence.
		- Emotional intelligence and the ability to handle diverse customers.
		- Hands-on approach, enthusiastic, and team-oriented mindset.

Proficient in MS Office – Word, Excel, CRM, Graphic publishing tools, Slack, Social media tools and other SaaS Software.

## Hobbies & Interests

* Travel, Museums, Safari, Road Running, DIY Woodwork, Building, Wild Life Photography, Reading, Writing Social Media Columns, Software Evaluation, and Computers.
* Animal lover and I love walking my dog.
* Volunteering - Cancer Support, Community and Aged assistance, Helping Children

Politics, Local and International affairs.