

Muhsana Hussain

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PROFILE

Unregistered Barrister called to the Bar of England and Wales in November 2022 with specialism in Corporate Law and Practice. Demonstrated experience as a strong administrative professional with a record in administration, communication, legal skills, and research. Passionate to learn, improve and develop.

EDUCATION

Sept 2021 – Jan 2023	City, University of London Master of Laws with Specialism in Bar Vocational Studies (with Specialism in Corporate Law and Practice) Competent
Sept 2018 – May 2021	City, University of London LLB Law (Hons) Undergraduate 2:1
Sept 2016 – August 2018	A-levels, Seven Kings School Geography, Sociology B English Literature C
Sept 2011 – August 2016	GCSEs, Little Ilford School 7 Bs (Including Maths and English), 3 Cs

WORK EXPERIENCE

NHS Receptionist, Lifeline	June'23 – Present
• First point of contact for all patients. Actively working to understand individual needs and offer prompt solutions to patient queries both in person and over the phone. • Proactively managing busy environments whilst working independently. • Confidently managing patient sensitive data on numerous software programmes including Microsoft Office, AccuRx and EMIS to accurately input data confidential data for over 10,000 patients. • Thinking proactively to overcome communication barriers. • Confidently and professionally mitigating high pressure situations to result in positive outcomes. • Effectively managing 4 inboxes with a keen attention to detail resulting compliance with GDPR and confidentiality. • First point of contact for IT/GPs to trouble-shoot technical difficulties. • Supporting in organising and overseeing company events.	
Mini Pupil, St. Dunstan's Chambers	Nov'22 – Dec'22
• Shadowed Barrister R Choudhury to gain an awareness into life at the commercial and civil Bar. • Confidently analysed client documents and used analytical skills to present my insight on cases. • Conducted legal research and explored a range of avenues to map out the best course of action for clients. • Attended court with Barrister Choudhury to gain exposure court procedures and see the complexities of client cases. • Acted as a first point of contact for clients visiting the chambers.	
Office Administrator, Newham Health Collaborative	Oct'19 – Oct '22
• Working as part of a GP Federation who oversee 46 GP practices within Newham. • Proactively aided in the smooth process of business growth as the company expanded from 30 members to 300+. • Created, standardised, and implemented an efficient onboarding SOP for all new staff and acted as a point of guidance for new staff members.	

- Advocated for staff through the role of Staff Representative and took measures which resulted to create a more positive and engaged staff environment.
- Minute taker for Senior Leadership Team meetings, monthly staff meetings and covered Board Meetings.
- Managed the main inbox – accurately communicated patient sensitive information, addressed queries, and communicated information to respective members of staff. Reconciled issues with public, patients and staff.
- Managed data on numerous software programmes including Microsoft Office, AccuRx and EMIS to accurately input data confidential data for over 200,000 patients.
- Methodically managed and updated 15+ mailing lists, covering information from across the 46 GP practices and internal staff with a keen attention to detail resulting compliance with GDPR and confidentiality.
- Trained new members of the admin team and supported their progress in the role.
- Executed supply planning to maintain the needs of the Office and Covid-19 Vaccination clinics.
- Research and communicate accurate information regarding the Covid-19 vaccination to assist patients and public in their decision to take the Covid-19 vaccine.
- Confidently covered for the Office Manager and their duties to Senior Leadership Team and CEO.
- Proactively managed 6 meeting rooms and co-ordinated the necessary preparation required for meetings – including Board and SLT meetings.
- First point of contact for IT/GPs to trouble-shoot technical difficulties.
- Supported in organising and overseeing company events, this included sourcing caterers and venues and ensuring the smooth running of Annual General Meetings and company social events.

Visitor Services Warden, The Royal Household July'18 – Sept'19

- Confidently identify security breaches and initiate appropriate security measures.
- Conducted airport style security checks thoroughly and efficiently to comply with health and safety regulations.
- Thinking creatively to overcome communication barriers to relay information to customers who did not speak English.
- Proactively using interpersonal skills to engage and converse with customers to provide a great customer experience.
- Working effectively and sharing responsibility within a large team of 50+ individuals.
- Managed public access within Buckingham Palace State Rooms and Palace Gardens.

London City Hall Jan'15- Jan'15

- Independently researched to produce a healthcare brief for London Assembly Member, Dr Sahota, which was used in a live BBC radio interview.
- Confidently drafted responses to constituents of Ealing & Hillingdon to reconcile their concerns.
- Effectively taking notes of the 2015 Budget Meeting with a keen attention to detail.
- Proactively participated in the preparation for the World War 2 memorial.

ACHIEVEMENTS AND AWARDS

2022	Called to the Bar of England and Wales , Honourable Society of The Middle Temple Inn
2021	Student Member of Middle Temple , Honourable Society of The Middle Temple Inn
2021	Financial Award , Bar Vocational Studies at City University
2017	Seven Kings Academic Tutor
2017	Seven Kings Model United Nations Conference Honourable Mention
2017	Seven Kings High School Prefect , Primary Ambassador and Peer Mentor
2017	Big Voice London , Model Law Commission
2017	Middle Temple Guest Lecture
2016	English Literature Leadership Team
2016	Little Ilford School Prefect
2015	London City Hall , Work Experience