# SYEDA MAMUNA MAJID

## SUMMARY

A highly skilled and adaptable professional with extensive experience in legal decision-making, customer service, and team management. Proven track record as a Litigation Decision Maker, handling complex immigration cases in line with UK legislation and policy. Strong background in delivering high-quality customer service, including managing sensitive client interactions, resolving queries, and ensuring a positive user experience. Effective team leader with experience in setting performance targets, monitoring outcomes, and ensuring operational compliance. Known for excellent verbal and written communication skills, attention to detail, and the ability to thrive in fast-paced, high-pressure environments while maintaining fairness, professionalism, and empathy.

## CONTACT

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Nationality: British
Full UK driving licences

## EDUCATION

- **LPC & LLM (Masters)**
  Nottingham Trent University
- **LLB (Hons)**
  Nottingham Trent University
- **Bachelor of Arts**
  Punjab University

## EXPERIENCE

**Executive Officer / Decision maker**
Home Office. November 2023 – Present

- Review Pre-Action Protocol (PAP) challenges and Admin Reviews on visa refusals, delays, and immigration issues.
- Assess legal and policy grounds of challenges to inform decision-making.
- Respond to PAP correspondence within a 14-day deadline.
- Refer cases to operational teams to correct original errors.
- Escalate policy and procedural issues arising from PAPs, judicial reviews, and damages claims.
- Liaise with government lawyers to agree on litigation strategies and approve defence grounds.
- Manage my own case load to meet individual and team targets.
- Communicate with internal and external stakeholder to conclude correct decision.
- Maintain accurate records across multiple internal systems.

**Line Manager / Operational Manager**
Home Office. April 2022 – November 2023

- Managed team performance by monitoring individual workloads and output.
- Set clear performance targets and provided regular feedback.
- Approval of staff leave, absences, and timesheets.
- Ensured efficient, compliant, and high-quality team operations in line with Home Office policies and legal requirements.
- Conducted one-to-one meetings and performance appraisals.
- Identify training needs and support staff development.
- Allocated tasks and caseloads based on team capacity and priority.
- Resolved internal issues and support team well-being.

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| **OTHER ROLES**<br><br>**Interpreter and Translator**<br>Nottingham University Hospitals<br>December 2026 – present<br><br>**VOLUNTEER ROLES**<br><br>**General /Legal Advisor**<br>Nottingham and Nottinghamshire Refugee Forum<br>September 2014 – September 2016<br><br>**Office Administrator**<br>West dale infant school<br>September 2014– September 2015 | • Ensured adherence to deadlines and service standards.<br>• Maintained team morale and motivation in a high-pressure environment.<br>• Liaised with senior management to report progress, risks, and operational needs.<br>• Monitored compliance with data protection, confidentiality, and security protocols.<br>• Fostered a culture of accountability, accuracy, and continuous improvement.<br><br>**Complaints Handler/Customer service advisor**<br>Domestic & General. April 2021 to April 2022<br><br>• Served as the first point of contact for handling customer queries and email correspondence.<br>• Ensured prompt, professional, and customer-focused communication.<br>• Tracked repairs and replacements, addressing complaints and delays efficiently.<br>• Resolved customer complaints by providing alternative solutions and timely follow-ups.<br>• Followed up on ongoing queries to ensure customer satisfaction.<br>• Maintained a consistently high level of service and client engagement.<br>• Met and exceeded daily performance targets while managing workload effectively.<br>• Demonstrated strong attention to detail and commitment to service quality. |