

AYESHAM USMAN

LLB GRADUATE | LEGAL RESEARCH &
POLICY ENTHUSIAST | ADR & ACCESS
TO JUSTICE ADVOCATE

CONTACT

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PROFILE SUMMARY

LLB graduate with experience in legal research, drafting, and dispute resolution. Certified in mediation, legal drafting, and HIPAA compliance. Skilled in policy analysis, client handling, and legal operations. Committed to access to justice and legal reform.

EDUCATION

2022-2025

UNIVERSITY OF LONDON

- Bachelor of Laws (LLB)
- Dissertation:** Comparative analysis of sexual offence laws in Pakistan and their alignment with international standards.

2016-2018

LAHORE COLLEGE OF ARTS AND SCIENCES (LACAS)

- A levels (Law, Psychology, Urdu, Government and Politics)

CERTIFICATIONS

- Basics of Legal Drafting**
- Certified by UniAthena in partnership with Cambridge International Qualifications (UK)
- Issued: 2 July 2025
- [Blockchain ID: 3401-3568-6870]



- HIPPA Certified**
- HIPAA Compliance: A Complete Guide
- Certified by Alison | Issued: 2 July 2025



LEGAL & DEVELOPMENT EXPERIENCE

Legal Associate

Baker and Coleman Solicitors— Sept 2025 - Present

- Managed a high-volume caseload of Noise-Induced Hearing Loss (NIHL) claims, handling matters from initial instruction through pre-litigation stages.
- Drafted comprehensive Letters of Claim in line with UK Pre-Action Protocols and ensured accuracy in all case documentation.
- Analysed medical evidence including GP notes, hospital records, audiograms, and ENT reports to assess liability and causation.
- Conducted daily client interactions to take statements, verify exposure histories, provide case updates, and maintain strong client relationships.
- Trained new team members on case-handling procedures, drafting standards, and the NIHL claims process.
- Ensured compliance with legal, procedural, and data protection requirements.

Legal Intern

AskTheLawyer.pk & Legal Arch (Remote) — Jun 2024 to Sept 2024

- Conducted legal research and case analysis focused on family law and custody issues.
- Drafted legal documents under supervision and ensured timely case tracking.
- Handled sensitive client information with confidentiality and professionalism.

Legal Intern - Climate & Policy Focus

Muslim Hands — 2024

- Supported research related to climate change impacts and legal responses.
- Assisted in the development of awareness material regarding environmental justice and sustainable development.

Coordinator, ADR Training & Certification

Youth General Assembly, Lahore — 2023 to 2024

- Facilitated dispute resolution training programs and supported participants in acquiring ADR certification.
- Moderated online forums and contributed to increasing engagement in ADR initiatives.

- **Accredited Mediator-** ADR ODR international
- Trained in mediation and conflict resolution with a working knowledge of access to justice systems.



- **Introduction to Tax Law-** Youth General Assembly and Pakistan Tax Bar Association



SKILLS

- **Legal Skills:** Legal Research & Drafting, Mediation & Conflict Resolution, Alternative Dispute Resolution (ADR), Policy & Comparative Legal Analysis, Human Rights & Access to Justice, Legal Compliance, Case Management, Documentation Review.
- **Client & Communication:** Client Communication, Professional Email Handling, Daily Client Coordination, Confidential Data Handling, Problem-Solving, Relationship Management.
- **Technical & Operational:** Microsoft Office, Google Workspace, Canva, Microsoft Teams, Meta Ads Manager, Google Ads, QA Testing, Project Coordination, Workflow Optimisation.
- **Professional Skills:** Time Management, Team Collaboration, Attention to Detail, Critical Thinking, Organisation, Multi-tasking, Deadline Management, Training & Onboarding Support.

OPERATIONS & LEGAL SUPPORT EXPERIENCE

Product Operations, QA Support & Marketing Executive

GatherHall (Remote) — 2024 to 2025

- Worked under the supervision of a senior lead while maintaining daily communication with the client.
- Performed QA testing on the Gather app (paw logo), identifying bugs, UI/UX issues, and performance problems.
- Documented issues clearly and coordinated with developers to resolve and verify fixes.
- Assisted in improving app usability through structured feedback on design and user flows.
- Created and managed marketing campaigns on Meta Ads and Google Ads, including targeting, budgeting, and performance monitoring.
- Supported admin dashboard tasks and helped troubleshoot technical issues.

Operations Manager

A-Z Solutions (Remote) — 2024 to 2025

- Coordinated project timelines, monitored deliverables, and ensured tasks were completed within set deadlines.
- Maintained strong client relationships by handling queries, providing updates, and resolving operational issues promptly.
- Assisted with legal support tasks such as preparing documentation, reviewing contracts, and maintaining organised digital records.
- Streamlined internal processes by identifying inefficiencies and improving workflow systems for better productivity.
- Collaborated with cross-functional teams to ensure alignment between operations, legal tasks, and client expectations.
- Prepared and submitted project bids on Upwork, including drafting proposals, identifying suitable projects, and managing communication with potential clients to bring new business to the company.

Assistant to the CTO

Cloftech, Lahore — 2022 to 2023

- Supported the CTO in day-to-day technical and operational functions, acting as the central point of coordination between teams.
- Conducted AWS Well-Architected Reviews to assess cloud workloads, identify security or performance gaps, and recommend improvements based on AWS best practices.
- Organised, edited, and maintained technical documentation, including system workflows, API references, and internal SOPs.
- Scheduled and coordinated meetings, prepared agendas, and documented key action items for leadership.
- Handled confidential data and maintained secure, compliant documentation practices across departments.
- Assisted the UI/UX team by developing visual content through Canva and Figma, ensuring consistency with product branding and user experience goals.
- Improved team productivity by introducing better organisational methods, clearer communication channels, and structured filing systems.

WORKSHOPS & TRAINING

Discover Law Workshop - ICLS — June 2024

- Explored fundamentals of law, human rights, ADR, and environmental justice. Covered:
- Legal systems, sources of law, and litigation process in Pakistan
- International human rights instruments and compliance challenges
- ADR methods (mediation, arbitration, negotiation)
- Climate change as a legal issue and key landmark judgments

Youth General Assembly - Workplace Harassment Workshop — 2023

- Defined workplace harassment and power-based misconduct
- Covered Pakistan's Protection Against Harassment Act
- Discussed reporting mechanisms and institutional responsibilities
- Explored victim-centered approaches and confidentiality
- Case studies on real-life legal responses and outcomes
- Emphasized role of HR, legal counsel, and compliance officers

LEADERSHIP ROLES & CERTIFICATIONS

President - ADR Society

International College of Legal Studies (ICLS) | 2024 - 2025

- Led student initiatives promoting mediation, arbitration, and negotiation. Organized ADR awareness sessions, mock mediations, and inter-institutional training programs.

President - Welfare Society

International College of Legal Studies (ICLS) | 2023 - 2024

- Oversaw community outreach, student well-being initiatives, and charity drives. Promoted inclusive leadership and mental health awareness on campus.

S.K. Misra Memorial International Mediation & Negotiation Competition 4.0

Lloyd Law College, Greater Noida, India | March 2023

- Participated in an international legal competition focused on mediation and negotiation, organized by Numen Law Offices, Phoenix Legal, BW Legal World, and Trust Legal. Strengthened practical skills in dispute resolution and legal communication.

25th MTGMUN VI (Model United Nations)

Beaconhouse A-1 Branch, Islamabad | November 2022

- Represented a delegate position in simulated UN sessions. Gained experience in diplomacy, public speaking, and policy advocacy. Awarded Certificate of Participation.