

**Mohammed Morsi Ahmed**

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## Objective

Experienced compliance and financial services professional with a strong background in regulatory compliance, risk management, and customer relations. Seeking a Compliance Officer role to leverage my expertise in financial regulations, anti-money laundering (AML) policies, and enforcement to ensure adherence to industry standards and enhance operational efficiency.

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## Key Skills

- **Regulatory Compliance & Risk Management:** In-depth knowledge of financial regulations and risk management frameworks to assess risks, analyze data, and develop strategies to ensure regulatory adherence.
- **Financial Industry Expertise:** Over 10 years of experience in brokerage, forex, and financial services, including compliance-related processes.
- **Client & Stakeholder Communication:** Excellent verbal and written communication skills in Arabic and English for handling regulatory bodies and internal stakeholders.
- **Data Analysis & Reporting:** Proficient in using Excel and other financial tools to generate reports, track compliance issues, and improve decision-making.
- **Team Collaboration & Training:** Experience in mentoring new employees, monitoring team performance, and implementing best practices to maintain compliance.
- **Technical Proficiency:** Skilled in Microsoft Office Suite, trading platforms (MT4, MT5), and digital compliance tools.

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## Professional Experience

### JM Financial Brokerage Co.

#### Senior Customer Service Officer | May 2022 – Present

- Processed client deposit and withdrawal requests with accuracy.
- Reviewed all third-party transaction deposits and withdrawals.
- Monitored affiliate processes to detect any potential illegal activities.
- Reviewed KYC documentation (POI and POA) to verify authenticity.
- Handled customer complaints received via Freshdesk or Live Chat to ensure quick resolution.
- Managed technical issues related to the trading process, deposit failures, and withdrawal concerns with the payment team.
- Oversaw CRM client-related tasks and addressed any system issues faced by customers.
- Reviewed and updated key company documentation, including Client Agreements and Privacy Policies.

- Trained and monitored new team members, preparing performance reports and assisting in goal setting.
- Produced detailed performance reports and collaborated with marketing on Q&A documents.
- Conducted data analysis using Excel, providing actionable insights.
- Supervised critical call metrics, ensuring high service standards.
- Engaged in customer follow-up to address inquiries and application issues effectively.
- Supported marketing campaigns and developed call center sales scripts.

## **Sharq Financial Brokerage Co.**

**Senior Customer Service Agent | 2018 – April 2022**

**Customer Service Agent | July 2013 – 2018**

- Managed 50+ customer calls daily, resolving inquiries and technical issues related to E-Trading.
- Trained clients on trading software and provided dedicated technical support.
- Updated clients with stock market information and managed trader accounts.
- Coordinated with software developers for issue tracking and feedback on updates.
- Created informative reports and forms to enhance client communication.
- Monitored and evaluated team performance, optimizing productivity.

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## **Education**

**Bachelor's Degree in Languages & Translation**

Al-Azhar University, Egypt (2005 – 2010)

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## **Certifications & Professional Development**

- **Anti-Money Laundering Services (GUST) – 2021**
  - **Risk Management Course (KCCI) – 2014**
  - **Customer Service: Problem Solving and Troubleshooting (LinkedIn Learning)**
  - **Advanced Customer Service Skills (KCCI) – 2019**
  - **Cybersecurity Basics – June 2023**
  - **Data Analysis Using Excel (Edraak Organization) – March 2023**
  - Additional certifications in compliance, financial crime prevention, and regulatory affairs available upon request.
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## Personal Details

- **Date of Birth:** 28 July 1986
  - **Nationality:** Egyptian
  - **Visa Status:** Residency Visa (Transferable)
  - **Residence Location:** Bneid Al-Qar, Kuwait
  - **Languages:** Fluent in Arabic (Native) and Advanced in English
  - **Marital Status:** Married
  - **Health:** Excellent; Non-smoker
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## References

Available upon request.