***Curriculum Vita***

*Name*  **:** *Ahmad Al Hammouri*

*Date of Birth* **:** *1980*

*Nationality*  **:** *Jordanian*

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I, herewith, submit my curriculum vitae for the consideration of a vacant position at your institution. I believe my academic background and experience will be of interest to you.

My experience working with regional and multinational entities like banks and large financial and investment companies has been professionally rewarding. I have come to value results-oriented teamwork as key factor in increasing productivity and client satisfaction.

*EDUCATION:*

* **Bachelor in accounting.**

Al Yarmouk University

Jordan 2001

* **Certified Investment Consultant**

### Standard Chartered Bank

### Abu Dhabi 2006

### Based on the successful completion of the EMEA regional investments certification program

* **Chartered Fund And Assets Management**

American Academy of Financial Management

Dubai 2007

PERSONAL CHARACTERSTICS AND SKILLS

* Expert sales skills
* Customer focused
* Superior communication and relationship building skills
* Strong track record in deal execution
* Generalist exposure to different Acquisitions
* Able to work within an entrepreneurial and highly demanding work environment

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| La Cloche Wealth ManagementDubai ***From May 2012 up to now***  ***Portfolio Manager*** |

Applies financial acumen and economic knowledge to help a high net-worth client reach short-term investment goals or long-term retirement objectives

* Responsible for performing intermediate duties and support related to LCWM (Dubai Limited) operational activities and financial services; processes all new account transactions; assisting customers in their selection of various accounts and financial services; cross-selling the Bank's products and services .
* promoting business for the Bank by maintaining good customer relations and referring customers to appropriate
* Understand the requirements and needs of the wealthy clients and accordingly caters to those requirements.
* fulfill other duties also such as to deal with the delivery of brokerage, investment management, trust and insurance products and services
* Responsible for acquiring and building important new client relationships

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| Mubasher Financial ServicesDubai ***From Dec 2010-Feb 2012***  ***Regional Institutional Sales Manager***  ***UAE , Saudi & Bahrain*** |

Handling and managing the regional institutional accounts, in UAE, Saudi and Bahrain. The relationship stands between the big banks, asset management firms, Family offices, Brokerage houses and the HNW clients. Opening new doors and brining fresh accounts to expand the client base to maximize the company profit.

**Principal Duties and Responsibilities:**

* Participate in creating an aggressive annual business plans and strategies to cover the region in terms of building a fully fledged brokerage network through technology utilization. This includes continuously analyzing and sizing the market in terms of client segments, partners and competitors.
* Partner with banks, brokerage houses, asset management companies and fund managers to join the company’ brokerage network for inbound and outbound regional trading [Direct Market Access & STP].
* Create a procedure manual for operations and compliance in all GCC equity markets in order to streamline processes within the brokerage network.
* Work closely with legal, compliance and operations on day to day activities such as setting limits to traders, negotiate rebates, serve clients with corporate actions, etc
* Train existing partners on Mubasher Brokerage System including Front and back office components and boost their trading volumes with Mubasher by serving them with IPOs, new markets, new trading tools, etc
* Owns and manages customer relationship from A to Z to reach the maximum level of satisfaction
* Contacting the clients on daily basis and meet with them once a month at their offices to respond to their inquiries and to deepening the relation. regardless of market conditions
* Following up the client transactions with monitoring the daily revenue print from each client
* Focuses on customer's satisfaction, knows the customer's business and workflows, develops proper contact network within accounts.
* Ensures delivery of great service to the existing accounts
* Develop and establish new business to expand the customer base to achieve the overall objectives
* Adhere to all internal policies and guidelines to insure a full exercise of KYC is performed prior to closing sales.
* Works with and brings in experts/specialists onto the team where required, has oversight of all account activities.
* Responsible for forecasting, keeps management in touch with accounts in a timely fashion, gathers intelligence on competitor activity, gives feedback to marketing.
* Follow up on market performance on daily basis, through the Internet, newspapers, magazines, market intelligence etc., to be fully informed of all happenings in the market as well as with competition.

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| PRIME EMIRATESAbu Dhabi ***FROM Aug 2008- Dec 2010***  ***Senior Relationship Manager*** |

Responsibilities:

* Targeting high net worth and institutional clients with investment interest in the UAE stock market
* Assist in developing a client base for the equity brokerage business for the domestic and regional markets.
* Professionally managing new and existing accounts leading to a long mutual beneficial relationship
* Providing technical advise on stock market daily expected price move
* Updating my clients with all the recent news that might affect the stock market
* Assist back office in maintaining all deals and customer records.
* Develop broad product knowledge to handle customer deals.
* Maintain regular telephonic contact with assigned clients to assist in the deal flow.
* Develop and solicit individual client base for the UAE brokerage operation.
* Assist back office in maintaining all deal and customer records.
* Assist in preparing market commentary for clients and ensure timely delivery.
* Quote and execute deals in line with advised parameters to maintain profitability on deals.
* Maintain, update and provide MIS reports in order to keep accounts track of customer’s profitability.
* Maintain regular telephonic contact and visit assigned clients to assist deal flow.
* Handle all account related procedures in the primary and secondary market.
* Handle all customer queries in relation to the account, exchange and listed instruments.
* Adhere to the desk service standards and operating procedures whilst operating deal flow.

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| Standard Chartered BankAbu Dhabi ***From March 2006 to Aug 2008***  ***Relationship Manager*** |

Manages the bank’s relationship with a certain number of high net worth individuals by understanding their needs and catering their requirements, develops new business by identifying and contacting existing or prospective customers and promotes the bank services also to deal with the delivery of brokerage, investment management, trust and insurance products and services

**Principal Duties and Responsibilities:**

* Targeting high net worth clients with investment interest in the UAE stock market
* Bringing fresh deposits as per target.
* Professionally managing new and existing accounts leading to a long mutual beneficial relationship
* Providing technical advice on stock market daily expected price move
* Updating my clients with all the recent news that might affect the stock market
* Assist back office in maintaining all deals and customer records.
* Develop broad product knowledge to handle customer deals.
* Develop and solicit individual client base for the UAE brokerage operation.
* Maintain, update and provide MIS reports in order to keep accounts track of customer’s profitability.
* Handle all account related procedures in the primary and secondary market.
* Handle all customer queries in relation to the account, exchange and listed instruments.
* Adhere to the desk service standards and operating procedures whilst operating deal flow

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| Abu Dhabi Commercial Bank ***Abu Dhabi***  ***From Feb 2002 to March 2006***  ***Customer Relationship Officer*** |

Responsible for business mobilization through excellent customer service standards. With resolving customer service issues of branch customers accurately and on time and ensuring high customer satisfaction scores.  Assisting the Customer Service Supervisor in ensuring the smooth functioning of the bank floor operations .and ensuring achievement of sales and cross selling targets.

**Principal Duties and Responsibilities:**

* Ensure that liabilities and asset growth are as per the stated business targets..
* Ensure full awareness of all products provided and is constantly updated on all changes and amendments on product features, procedures and processes.
* Develop a service-oriented and performance driven culture by ensuring that all service quality targets are met at all times.
* Ensuring all problems/complaints/queries are handled quickly, efficiently and tactfully.
* Resolving escalated customer complaints and ensuring timely resolution of the same.
* Driving sales of new products, ensuring proper documentation of applications and tracking sales targets to achieve growth.
* Monitoring service quality indicators and takes corrective measures to ensure highest level of customer satisfaction.
* opening, maintaining and closing of all account types; performing branch clerical duties
* cross-selling the Bank's products and services
* responsible for performing routine and intermediate duties related to consumer and business loan applications
* Ensure that all service levels and agreements are being met consistently without any fail
* Analyze and review potential business to ensure maximum profitability.
* Effectively meeting customer expectations and handling/ reduction of customer complaints
* Follow up and close selling/cross selling lead referrals.
* Pro-actively participate in Bank products campaigns & promotions
* Perform adequate care and diligence in day to day conduct to protect Bank from financial and non-financial loss.
* Ensure that Bank policies and guidelines are consistently & strictly followed.

***TRAINING:***

* ***Anti money laundering.***
* ***Quality customer service.***
* ***Reputation Risk.***
* ***Operational Risk.***
* ***Problem Solving and customer complains.***
* ***Banking fraud.***