

Hussein Saeed Morsy

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Profile

- Excellent ability to deliver a high quality client service and customer retention approach that makes a significant contribution to the perceived customer benefits of the end product.
- Ability to understand key performance analytics and benchmarks or investment performance with strong technical understanding of international economics and global financial markets, focusing on the fixed income and equity space.
- Achieve individual performance targets for deposit growth, income generation, product sales and new client growth targets.

Professional Skills

- Solid Negotiations skills
- Communications & Marketing
- Financial Management
- Strong Analytical skills
- Problem solving & crisis Management
- Project & Program Management
- Strategic Thinking
- Strong interpersonal skills and customer service

Education

- **Bachelor degree with two core majors:**
 - **1st major: International Business Management**
 - **2nd major: Marketing Management**, Technology Based Management School, at The German University in Cairo (GUC), July 2009, with a "GOOD" grade and a GPA of 3.00.
 - **BACHELOR THESIS PROJECT:** (International Business major)
Growth Through Trade Agreements - The case of the Textile Agreement in Egypt, the (Q.I.Z) Agreement. Purpose of my Thesis was to provide evidence on how the Q.I.Z agreement did had impact on the textile industry as well as the Egyptian economy as a whole.
- High school American Diploma, (Stamped & approved by **CITA**) Thebes American College in Cairo (**TACC**), July 2003

Educational Knowledge

- Economic Development
- Transnational Management
- Intercultural studies
- International Business Policy
- International Trade Economics
- Management & Organizational Behavior
- Managerial & Corporate Finance
- Micro and Macro Economics
- Money and Banking
- Marketing and Consumer Behavior
- Integrated Marketing Communication
- Human Resources Management

Professional Experience:

Egyptian Financial Group – Hermes (EFG-Hermes) (10.2010 – Present)

- *Senior Customer Relationship Associate - Brokerage* (04.2014 - Present)
- *Customer Relationship Analyst* (10.2010 - 04.2014)

RESPONSIBILITIES:

- Act as the liaison between the investment professional/client and the EFG-Hermes head office functions/operations (i.e., client services, trading, portfolio management, billing and fee support, performance and trust)
- Manage investment professionals appointment schedules pre-appointment preparation (pre-call planning) and post appointment follow-up (review scheduling) including participation in client meetings.
- Fulfill inquiries about cash, stocks balance, stock prices, trading and profit shares and underwriting.
- Follow and monitor of local and global market conditions to provide clients with the required necessary info.
- Manage and Follow-up paperwork Related to clients underwriting in initial- public offerings (IPO's).
- Monitor movements of accounts, and follow-up client requests concerning (deposits, transfers and withdrawals).
- Link between the various departments to ensure following-up client requests.
- Provide the clients with accurate information on how to deal through the firms facilities.
- Solving client problems before they reach the stage of complaint.

Arab Bank (01.2010 - 08.2010)

Customer service Officer

RESPONSIBILITIES:

- Proactively develop client relationships, anticipate and provide solutions to client needs and give high priority to client satisfaction, with responsibility for meeting or exceeding agreed performance targets and objectives, particularly those relating to net new money, income generation, product sales and new client growth targets.
- Ensure that client instructions are duly effected by applying all standard checks and controls, coordinating with other departments including Operations/Finance/ Compliance.
- Open, close and maintain accounts in accordance with the established procedures.
- Apply regulatory requirements such as KYC, Money Laundering Prevention and NOR procedures at all times.
- reduce costs and increase quality of all internal supporting services
- Accomplish tasks efficiently by showing concern for all aspects of the job, pay attention to detail and ensure that output is delivered at the highest possible standard.
- Carry out other duties as reasonably required by management.

Trainings & Certificates

- **Anti-Money Laundry**, Thomson Reuters Accelus, EFG-Hermes, 2015
- **Anti-fraud**, Thomson Reuters Accelus, EFG-Hermes, 2012, 2013, 2014, 2015
- **Security Awareness**, Thomson Reuters Accelus, EFG-Hermes, 2015
- **Financial Crimes - Middle East**, Thomson Reuters Accelus, EFG-Hermes, 2011
- **Customer Service**, Egyptian Capital Market Association (ECMA), 2011

Internships

- Summer 2008, Marketing trainee in the marketing department, at the Arabian Company for Real-estate Investments (ACRI)
- Summer 2007, Offshore UK Call Center Agent, Vodafone Egypt.
- Summer 2006, Attended a 4 weeks German language course at the “**Institut fur Internationale KommuniKation**” (IIK) (Düsseldorf, Germany).

Skills

- Languages:
 1. Arabic (Native or bilingual proficiency)
 2. English (Full professional proficiency)
 3. French (Good command)
 4. German (basic proficiency)
- Computer: A very good knowledge of Microsoft Office, Internet and Online Applications

Miscellaneous Data

- Marital status: Married
- Nationality: Egyptian
- Date of Birth: 2nd of May, 1986
- Exempted from military service
- Member of Fund Raising Committee at the university, (GUC – ZUSAMMEN) Club, 2004
- I am exposed to a diverse of multicultural environments due to the different schools and Countries I have studied at, visited as leisure and visited accompanying my father according to his occupation as an Ambassador at the Egyptian Ministry of Foreign Affairs: **Paris** – France, **London** – United Kingdom, **Stuttgart, Dusseldorf & Berlin** – Germany, Nairobi – Kenya, **Khartoum** – Sudan, **Kuwait**, Adan & **Sana’a** – Yemen and other European and non-European countries.

References furnished upon request