

MOHAMMAD QSHOU

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PROFESSIONAL SUMMARY

Results-Oriented Operations & Compliance Specialist with over 8 years of demonstrated success driving significant improvements in customer service operations, regulatory compliance, data management, and ERP/CRM systems. I successfully handled 50,000+ customer and operational records, achieving 99.5% data accuracy. I improved document retrieval processes by 50% and resolved 95% of client issues on first contact. My expertise includes optimizing workflows, streamlining back-office processes, and ensuring full adherence to AML, KYC, and GDPR standards. Actively seeking to contribute operational and compliance expertise within a structured, data-driven environment, focused on delivering measurable results.

CORE COMPETENCIES

- Regulatory Compliance (AML, KYC, GDPR)
- Archive & Information Management
- ERP & CRM Systems Management
- Data Security & Quality Assurance
- Customer Service Operations
- Technical Support & Troubleshooting
- Operational Process Optimization
- Training & Team Development
- Internal & External Communication
- Problem-Solving
- Critical Thinking
- Attention to Detail & Time Management

PROFESSIONAL EXPERIENCE

Senior Customer Support Officer – Back Office CRIF Jordan, Amman, Jordan | Jan 2025 – Mar 2025

- Successfully addressed customer service and technical inquiries monthly, ensuring prompt and effective resolution.
- Collaborated with IT and operations teams, achieving 98% issue resolution within SLA timeframes.
- Streamlined back-office documentation processes and processed service requests per month.
- Maintained 99% CRM data accuracy through rigorous system audits and regular data cleansing.

CRIF Liaison Officer / Archive Team leader Al-Wasleh Group, Amman, Jordan | Dec 2020 – Jan 2025

- Managed over 300+ CRIF-related communications and transactions monthly, ensuring 100% regulatory compliance.
- Resolved technical incidents, achieving a 95% first-time fix rate for credit inquiry systems.
- Safeguarded 50,000+ physical and digital records, improving retrieval efficiency by 30%.
- Generated weekly compliance and activity reports for senior management review.
- Ensured 99.5% accuracy in ERP data by updating and monitoring 5,000+ customer profiles in real-time.

Technical Support Engineer E-Points Group, Amman, Jordan | Jul 2018 – Dec 2020

- Provided comprehensive technical support to 500+ clients across diverse hardware and software platforms.
- Diagnosed and rectified 95% of technical issues during initial client interactions.
- Developed and maintained a knowledge base of 200+ technical FAQs and documentation.
- Conducted monthly training workshops for 20+ clients on system usage and troubleshooting.
- Achieved a 98% client satisfaction score through timely and effective technical support.

Operations Clerk Zamzam Brose Company, Amman, Jordan | May 2015 – Apr 2018

- Processed over 5,000+ operational records and data entries, maintaining 99.9% accuracy.
 - Optimized inventory control for 1,000+ product items, reducing stock discrepancies by 25%.
 - Successfully supported bid preparation for 20+ government tenders and private hospital contracts annually.
 - Enhanced filing systems for 10,000+ records, cutting retrieval time by 40%.
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EDUCATION

Diploma in Compliance and Anti-Money Laundering (AML) Institute of Banking Studies – Jordan | Jan 2022

Bachelor's Degree in Marketing Amman Arab University – Jordan | Jun 2015

CERTIFICATIONS & COURSES

- Fundamentals of Digital Marketing – Google Digital Garage | Feb 2025
 - Marketing Analytics Foundations – LinkedIn Learning | Apr 2025
 - Excel: Introduction to Formatting – LinkedIn Learning | May 2025
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SKILLS

- Microsoft Office Suite (Word, Excel, Outlook)
- ERP & CRM Systems
- Credit Inquiry Systems
- Data Security & Archiving
- Anti-Money Laundering & KYC Compliance
- Digital Marketing & Analytics
- IT Hardware & Software Support

- Problem-Solving
 - Analytical Skills
 - Time Management
 - Attention to Detail
 - Cross-functional Communication
 - Languages: Arabic (Native), English (Professional Working Proficiency)
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ACHIEVEMENTS

- **Streamlined compliance procedures, increasing operational efficiency by 35%.**
 - **Enhanced customer support services, boosting satisfaction scores by 20%.**
 - **Revamped archive systems, reducing document retrieval times by 50%.**
 - **Developed and delivered training programs to 25+ team members, increasing compliance awareness by 30%.**
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REFERENCES

Available upon request.