

# Rawad Alkhawaga

Irbid , Jordan

Mobile Number: +962799097621

Email Address: [rawadhfk@yahoo.com](mailto:rawadhfk@yahoo.com)



## CAREER OBJECTIVE

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To be a productive contributor to the company, offering experience in the industry through Operational aspects of the Business process with comprehensive skills, I am motivated and highly productive employee, during the last years, I have developed a diverse set of skills and qualities which I believe will add value to your team, I am a strong communicator, supportive collaborator, I will always take the ownership of difficult challenges, whenever they occur.

## KEY SKILLS AND COMPETENCIES

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- Risk Assessment, Documents controller, Sanction screening.
- Proficient in COMPUTER APPLICATIONS (MS OFFICE)
- A team player with good customer service mindset and interpersonal skills
- Ability to work well on its own initiatives with minimal supervision and efficient even under pressure.
- Strong communication skills and Problem solving skills.
- Positive attitude, Mutli-tasking, flexible, hardworking, cooperative, prioritize and organize tasks effectively.
- Ability to deal with the different nations of customers personally and on the phone.
- Recognize by the company as the most **Outstanding Employee**.

## WORKING EXPERIENCES

### RMB Commercial Brokers Co LLC

#### Compliance Executive

Dubai, United Arab Emirates

Oct. 2021 – Oct. 2023

#### Duties & Responsibilities:

- Ensuring the company is Complying with current AML regulations, and other relevant legislation.
- Make sure that the findings are recorded and followed up with management so that issues can be reviewed.
- To make sure that company functions in a legal and ethical manner while meeting its business goals.
- Evaluate business activities to assess compliance risk.
- Set plans to manage a crisis or compliance violations.
- Reviewing and Monitoring KYC documents, CDD, EDD as well and make sure it's Complied with rules and policies.
- Keeping and maintaining records of high risk customers, and reporting **Suspicious Transaction Report (STR)** through GoAML.
- Conducting Risk Assessment for all High Risk Clients.
- Verify submitted documents by individuals and corporates and alert to the corporates if there is any missing or invalid information.
- Communicate with employees and make sure everyone is aware of what they need to do to comply with internal and external laws and regulations.

**Dirham Exchange Company**  
**Operations and Remittances Department**  
**Dubai, United Arab Emirates**  
**Sep. 2016 -- Sep. 2021**

**Duties & Responsibilities:**

- Receive a huge numbers of calls from the clients (inbound and outbound calls).
- Deal with different kind of client from different nationalities.
- Check each transaction status for each company and each individual.
- Contact with the clients to guide them what are the requirements needed.
- Reviewing all the documents submitted by the clients and make sure all are valid and original to meet CB requirements.
- Reporting to the Head of Compliance on a regular basis.
- Keep customer documents secured and filed accordingly.

**Majid Al Futtaim**  
**Sales Officer**  
**Dubai, United Arab Emirates**  
**March 2015 – August 2016**

**Duties & Responsibilities:**

- Hands-on demonstration of the product using advance and technical selling skills.
- Promoting the items proactively to every customer citing the features and advantages of it.
- Monitoring the average stock value of every outlet by conducting every day and monthly inventory.
- Responsible in reporting everyday sales figures to the Head Office.
- Driver of good customer service and excellent customer satisfaction.

**EDUCATIONAL ATTAINMENT**

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Year 2010-2014 **Bachelor of Business Administration**  
**Yarmouk University - Irbid-Jordan**

**TRAINING AND SEMINARS ATTENDED**

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- CAMS TRAINING COURSE from reputable institution in Dubai.
- Applying Risk-Based Approach and strengthening compliance with FATF Measures.(the executive office for control & Non-proliferation)
- Good Screening Practices. (the executive office for control & Non-proliferation)
- TFS Pertaining Freezing Assets & Sanctions Evasion Anti-Money Laundering (AML)(the executive office for control & Non-proliferation)
- TFS Implementation for DNFBP's (the executive office for control & Non-proliferation)
- FERG Compliance Training.

**PERSONAL INFORMATION**

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Date of Birth : 05/11/1991  
Nationality : Jordanian  
Marital Status : Single  
Languages : Arabic / English  
Driving license : UAE / Jordan