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Jerash – Jordan

PROFESSIONAL SUMMARY

Skilled leader with administrative experience and a proven track record of developing and implementing successful policies and processes to improve efficiency and effectiveness. Capable of delivering world-class administrative services. Exceptional communication and networking skills to build and maintain strong relationships with employers, employees and stakeholders. Passionate about teaching and learning and committed to preparing the next generation of business leaders.

PROFESSIONAL EXPERIENCE

Jerash University- Jordan

Oct 2020 - Until Now

Associate Professor

functional tasks

- Working on publishing research and presenting various presentations.
- Attending scientific conferences and seminars, in addition to communicating with others interested in this field.
- Conducting scientific research and paying attention to field work.
- The importance of participating in committee and faculty meetings.
- Be keen on developing curricula and how to present scientific materials.
- Preparing reports and conducting various investigations.
- Reviewing educational materials and methods.
- Suggesting ways to modify and improve methods of presenting educational materials.

Al Ghad Press, Jordan

Feb 2013 – Feb 2014

Technical Support & Network Admin

functional tasks

- Troubleshoot complex software and hardware issues.
- Install and configure computer applications and systems.
- Design and implement networks.
- Test and evaluate new technologies.
- Resolve all technical issues related to network outages.
- Keep up to date with the company's products and how they work to answer any customer inquiries.
- Receive customer feedback
- Monitor, update and maintain all computer networks.
- Respond to customer inquiries and solve all problems they face.
- Attend meetings with customers to analyze, diagnose and fix the problem.

EDUCATION

Asia Pacific University of Technology and Innovation (A.P.U/APIIT), Malaysia Feb 2016 – Feb 2019

Ph.D. in Management

Studying Ph.D. in Malaysia improves the culture adaptation also how to deal with globalization. Title of Thesis: The Effect of Knowledge Management Capabilities On the Organizational Performance of Jordanian Public Listed Companies: Testing the Moderating Role of Trust and Transformational Leadership

Note: The Program was in English

The University of Jordan, Jordan

Aug 2013 – Aug 2015

Master of International Business

Studying M.A. in international business improves the knowledge of student especially if following the University of Jordan plan for improvement the human resources as the Directions of king Abdullah II bin Al-Hussein.

Note: The Program was in English

Philadelphia University, Jordan

Aug 2008 – Jan 2013

BSc in Business Networking & System Management

Networking and systems management is important fields for successful institution, where Philadelphia University focused on the modern systems and applications to facilitate the involvement of the students in market.

Note: The Program was in English

PUBLICATIONS

1. Does the intellectual capital affect family businesses' strategic performance? Journal of Family Business Management (2025) , May 06 2025.
2. The effect of emotional intelligence, and fostering creativity on entrepreneurship business administration: mediating role of innovation and intrinsic motivation, Uncertain Supply Chain Management, 2024.
3. Examining the mediating role of organizational trust in the relationship between organizational learning and innovation performance: A study of information systems and computer science service firms, Uncertain Supply Chain Management, 2024.
4. The impact of cloud computing on supply chain performance the mediating role of knowledge sharing in utilities and energy sectors, Decision Science Letters, April 2024,13(2):377-390.
5. The Effect of Macroeconomic Policy Uncertainty on Environmental Quality in Jordan: Evidence from the Novel Dynamic Simulations Approach. Jordan Journal of Economic Sciences, 10(2), 116-131. 2023)).
6. Evaluating Technology Improvement in Sustainable Development Goals by Analysing Financial Development and Energy Consumption in Jordan. International Journal of Energy Economics and Policy, 13(4), 348.2023)).
7. The effect of customer relationship management (CRM) on business profitability in Jordanian logistics industries: The mediating role of customer satisfaction. Decision Science Letters, 12(4), 783-794.2023)).

8. The Role Of Strategic Management In Enhancing Competitive Advantage And Firm Performance In The Jordanian Telecom Industry. Journal of Namibian Studies: History Politics Culture, 33, 1004-1022.2023)).
9. The Effect of Organizational Structure on Employee Creativity: The Moderating Role of Communication Flow: A Survey Study.2023)).
10. The Impact of Total Quality Management (TQM) in the Performance of Information Technology Startup's at King Hussein Business Park. International Journal of Professional Business Review: Int. J. Prof. Bus. Rev., 8(5), 70.2023)).
11. Factors affecting Middle Eastern countries' intention to use financial technology. International Journal of Data and Network Science, 7(3), 1179-1192.2023)).
12. How corporate social responsibility enhances reputation, and organizational brand image?. Journal of Namibian Studies: History Politics Culture, 33, 5216-5246.2023)).
13. The effect of financial technology on financial performance in Jordanian SMEs: The role of financial satisfaction. Uncertain Supply Chain Management, 11(3), 1019-1030.2023)).
14. INFLUENCE HIGH PERFORMANCE WORK SYSTEM ON EMPLOYEE CREATIVITY: THE MEDIATING ROLE KNOWLEDGE SHARING, Eur. Chem. Bull, Volume -12 , Special Issue-1(Part-B) : Page: 1023-1035, (2023).
15. An investigation into the effect of social support on job performance and job satisfaction in the Jordanian insurance industry. International Journal of Data and Network Science, 7(3), 1435-1444. 2023)).
16. An extension of the diffusion of innovation theory for business intelligence adoption: A maturity perspective on project management. Uncertain Supply Chain Management, 11(2), 465-472.2023)).
17. THE LINK BETWEEN EMOTIONAL LABOR AND EMPLOYEE PERFORMANCE IN THE SERVICES SECTOR, Corporate Governance and Organizational Behavior Review, Volume 7, Issue 1, (2023)
18. The Moderating Effect of Financial Technology (Fintech) Innovation between Knowledge Management Infrastructure and Institutions Performance. World Wide Journal of Multidisciplinary Research and Development, 8(1), 91-95.2022)).
19. Competitive Intelligence Dimensions as a Tool for Reducing the Business Environment Gaps: An Empirical Study on the Travel Agencies in Jordan. Journal of Hunan University Natural Sciences, 48(11).2021)).

CONFERENCES

1. The 1st International Conference on Scientific Research (ICSR'23), Entitled: The Role of Scientific Research Centers in the Future Foresight, 2023. Organized by : Deanship of Scientific Research at Jerash University
2. The First International Conference of the Arab Council for Sustainable Development Entitled: Arab Universities as Incubators for Sustainable Development: Reality and Aspiration , (2023) Under the Patronage of his Excellency : Secretary General of the Association of Arab Universities, Prof. Amr Salama / Organized by : Arab Council for Sustainable Development at Amman Arab University/Jordan.
3. The Fifth Scientific Conference of the Faculty of Business at Jerash University, "The Role of Higher Education Institutions in Risk Management in Light of the COVID-19 Pandemic," 2021

LANGUAGE

- Arabic
- English

COMMITTEES AND VARIOUS TASKS (INSIDE AND OUTSIDE THE UNIVERSITY).

- College of Business Quality Committee
- Head of the Department of Administrative Sciences
- Acting Head of the Department of Financial, Banking and Administrative Sciences
- Coordinator of the Business Administration Specialization
- Supervising the Website Development Committee / College of Business
- Representative of the E-Learning Committee
- Head of the Equivalencies Committee for the Department of Administrative Sciences
- Member of the Quality Committee / College of Business
- Member of the Health and Safety Procedures Follow-up Committee / College of Business
- Member of the Second Standard Committee for Quality Assurance (Teaching and Learning) / College of Business
- Member and Rapporteur of the College of Business Council
- Member of the Planning Committee / College of Business
- Rapporteur for the Department of Administrative Sciences
- Participation in the activities of the Al-Katta Cultural Forum
- Participation in the activities of the Tashkeel Association for Fine Arts
- Participation in the activities of the Irbid Reads Initiative
- Participation in a symposium entitled University Admission: Opportunities and Challenges organized by the Al-Sarih Cultural Forum

TRAINING, WORKSHOPS & CERTIFICATIONS

- ✓ Research Seminars at Asia Pacific University of Technology and Innovation, 11th November 2017.
- ✓ Research Colloquium was aimed to provide a platform for the researchers to present their progress in a conference setting and share their knowledge experience, 21st May 2018.
- ✓ Coaching induction programme was coordinated by Asia Pacific University of Technology and Innovation, 5th June 2018.
- ✓ Seminars on developing research strategy for publication by Prof. Sakthi, 13th July 2018.
- ✓ International Conference on Humanities, Technology and Science (ICHTS) was organized and hosted by Asia Pacific University of Technology and Innovation, Malaysia, in collaboration with Sri Ramakrishna College of Arts & Science, India. Was aimed to interactive and engaging forum on integral issues pertaining to humanities, technology and science. The conference also discussed the assist in building network amongst leaders and academicians who are set to shape the future of humanities, and technology and science, 13th August 2018.
- ✓ SEM- Smart PLS training was hosted by Centre of Entrepreneurship and Leadership, 17th August 2018.
- ✓ Training for the systematic way of identifying and writing a problem statement was organized and hosted by Centre of Entrepreneurship and Leadership, 21st September 2018.
Workshop how to design a good questionnaire hosted by Asia Pacific University of Technology and Innovation, introduced by Prof. Siva and Dr. Jugindar, 23rd November 2018.

SUPERVISION OF MASTER'S THESES

- Student Hanin Zobooun's thesis entitled

The Impact of Using Business Intelligence on the Sustainability of Development Projects in International Non-Profit Organizations (Jordan): the Mediating Role of Transformational Leadership

- Student Reen Majali's thesis

The Impact of Public Relations Management on Crisis Management: The Moderating Role of Strategic Ambidexterity in Jordanian Telecommunications Companies

- Student Manal Al-Harahsheh's thesis

Job Empowerment Practices to reduce Bureaucracy in Government Administration: The Mediating Role of Digital Transformation in the Jordanian Ministry of Health

COURSES TAUGHT AT UNIVERSITY LEVEL

1. Graduation Project in Human Resources Management
2. Graduation Research in Business Administration
3. Graduation Research in Public Administration
4. Business Ethics and Social Responsibility
5. Principles of Management 2
6. Principles of Public Administration
7. Management Information Systems
8. Leadership and Teams
9. International Business Administration
10. Knowledge Management
11. Local Administration
12. E-Government
13. Public Relations Management
14. Supply Chain Management
15. Conflict Management and Negotiation Skills
16. Risk Management
17. E-Marketing Management

References

All documents are available upon request.