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Ranea Mohammed Qaddhat

Mobil: 00962 790445460

Mobil: 00962 796006080

E-mail raneaqaddahat@yahoo.com

Skype: ranea.qaddahat

Nationality: Jordanian

Date of birth: 04/04/1976

Qualification and Awards

- ❖ PhD. in Tourism Studies, thesis title “*Site management planning: Assessment of Visitor Management at Jerash Archaeological site In Jordan*”, Fayoum University, Egypt. 2019.
- ❖ Master degree in *Culture Heritage Management*, thesis title “*Documentation and Presentation of Heritage Buildings in lewa' Bani Oubied*”, Yarmouk University, Jordan, 2008/ 2009.
- ❖ B.A. in Archaeology and tourism, Mut'a University, Jordan, 1999.
- ❖ Scholarship for studying culture heritage management in Germany, Cotpus, 2005 for 6 months.

Experience

- ❖ Lecturer for Bachelor Degree, Faculty of Tourism and Hotel Management, Jordan University from September, 2011 until now.
- ❖ Manager of center of consultation (COC), Jordan University/ Aqaba, August 2013.
- ❖ Working in general relationships and marketing of the trips in company peace land for the tourism and the trip from 2009- July 2010.
- ❖ Working as an Archeological Excavation Supervisor in Irbid (Al-Ramtha) 2002-2003.
- ❖ Working as an Archeological Excavation Supervisor in Ajloun 2002
- ❖ Working as an Archeological Excavation Supervisor in Jerash 2000-2001.
- ❖ Working in Archeological objects documentation in Jerash, 2000.
- ❖ Managing many special projects, 2006-2008

Conferences and Workshops

- ❖ Training Workshop “Procedures and Quality Assurance Models”, the University of Jordan, the Accreditation Centre and Quality Assurance, 26 April 2016.
- ❖ Workshop “E-learning” at the University of Jordan, Computing Competency Centre at the Faculty of King Abdullah II Information Technology, University of Jordan, 24 February 2016 for a week.

- ❖ Attending 30 hours of Assessor and mentor training and volunteering to help to deliver an Assessment Center and the 1st phase of the 2015 Youth Leadership[Development Program , Delivered by the Inspirational Development Group and sponsored by the King Abdullah 11 fund for Development, 26 July – 13 August 2015.

- ❖ Participating in the Petra First International Conference for cultural tourism, Al-Hussein Bin Talal University, 17- 19 /5/2015.
- ❖
- ❖ Attending Academic Staff Development Workshops, 11 November 2013 – 17 may 2014 (27 hours) in many subjects:
 - Modern Trends in University Teaching.

- Exams preparation and learners Assessment.
- Academic Ethics.
- Laws, Bylaws and Regulations of the University of Jordan.
- Designing Study Plans.

- ❖ Participating in workshop (Ethics and Communication Skills), international Jordanian Academy for Human Development: We are Jordan, Tourism and Hotel Management, University of Jordan, 2014.

- ❖ Participating in workshop (Educate the Educator), capacity building for quality improvement In tourism and hospitality education, in cooperation with the Ministry of Higher Education and Scientific Research and the Ministry of Tourism and Antiquities and USAID Jordan Development Project (Siyaha), Amman, Jordan, 2011.

- ❖ Participating in JAFRA conference, (Tourism in Downtown Between reality and ambition, Amman, 2011.

- ❖ Participating in vocational seminar on cultural heritage management which held in Yarmouk University in cooperation with Aristotle university of Thessaloniki /Greece and Rathgen Laboratories in Germany, 2008.

- ❖ Participating in training workshop "Applied Sciences in Archeology" held at Yarmouk University in cooperation with Aristotle University of Thessaloniki/Greece and the Rathgen Laboratories in Germany 29 June -2 July 2009.

Selected Courses of Study

- ❖ Training Course “Statistical Analysis Using SPSS”, Egypt, Fayoum University Center for Information Technology Training, August 2016.

- ❖ Professional training license (T.O.T), international Jordanian Academy for Human Development, February 2015.

- ❖ ILETS Exam, Michigan, United States 16 August 2014

- ❖ International Computer Driving License and (ICDL) certificate, Aqaba, 9 August 2015.

- ❖ Professional training (T.O.T), international Jordanian Academy for Human Development, (72 hour) 18-26 February 2015.

- ❖ Part time course of studies in English as a Second language a program consisting of English Grammar, Conversation, Syntax, Aural Comprehension, and Vocabulary Enrichment.
Level: High Intermediate, Access International Business Institute, Ann Arbor, Michigan, United States June 26- August 1, 2014.
- ❖ Planning skills Course, Life Center, Irbid, 2009.
- ❖ Communication skills Course, Life Center, Irbid, 2009.
- ❖ Project management Course Life Center, Irbid, 2009.
- ❖ Feasibility study Course, Life Center, Irbid, 2010.
- ❖ Marketing Course, Life Center, Irbid, 2010.
- ❖ Advisory meetings for project management, Life Center, Irbid, 2010.
- ❖ TOFFEL Course ", 2005.
- ❖ Computer skills Course, AL-SADEEL CENTER, 2001.
- ❖ English Course –British Center – Jordan, 2000.
- ❖ English Course in (advance) in AL-SADEEL CENTER.
- ❖ AL-Hassan prince award (golden award), Muta University, 1998.
- ❖ Participate in Algwaleh program (camping and volunteer work) Muta University, 1996, 1997.

Initiatives and voluntary work

- ❖ Coordinator and a representative of the University of Jordan with the Injaz in the training program in the tourism and hospitality sector (my way), 2015.
- ❖ Volunteer as an Assessor and mentor in the 1st phase of the 2015 Youth Leadership Development Program, Delivered by the Inspirational Development Group and sponsored by the King Abdullah 11 fund for Development, 26 July – 13 August 2015.
- ❖ Planning, supervision, executing and participation in the tourism awareness camp for students in public and private schools in Aqaba, with the support of the Ministry of Culture, has been implemented on the campus of the University of Jordan May 5 to 7, 2016
- ❖ Planning, supervising and executing “bicycle initiative”, (Toward Touristic Economical Environmental Life), phase II, for purpose of educating the public in the Aqaba tourism, saving on energy spending and maintaining healthy environment, 5/5/2015.
- ❖ Volunteer Consultant in program "work in tourism” with Anjaz, 2013/ 2014.

- ❖ Supervising on graduation projects for students of Tourism and Travel Department, 2011-2013.
- ❖ Organizing workshop (Immigration management and dealing with refugee issues) collaboration between the University of Jordan and the Ministry of the interior, 2013.
- ❖ Planning, supervising and executing “bicycle initiative” (Toward Touristic Economical Environmental Life), phase 1, for purpose of educating the public in the Aqaba tourism, saving on energy spending and maintaining healthy environment, with sponsored by Ayla for development, 2013.
- ❖ Preparing a course (course coordinator) in “Tourism Guidance: Theory and Practice” 1-29/4/2013, Jordan university\ Aqaba - Prepared for the Jordan University’s Students with sponsored by the Aqaba Special Economic Zone Authority.
- ❖ Documenting the tourism sites in Aqaba, 2013.
- ❖ Trainer in “Tourism Guidance: Theory and Practice” 1-29/2013, in Jordan university\ Aqaba.
- ❖ Coordinated trips in the travel and tourism Department, Jordan University, 2011-2015.
- ❖ Organizing a workshop for the students of the Faculty of tourism and hospitality entitled ethics and communication skills in 27 – 4 - 2014.
- ❖ Working as a Volunteer with Anjaz by presenting many lectures to students of the University of Jordan on the subject of work in tourism in 2013.
- ❖ Working with Anjaz through a number of students from the Department of Tourism and Travel Management in school trips as a tourist guide in Aqab 2013-2014.

Charity work

- ❖ President of the Association of Women Irbid Network charity 2010- 2014.
- ❖ Member of the administrative body in the Association of Women Irbid Network Charity 2010- now.
- ❖ Member of the administrative body in the Association of Dar Hedaya charity.

Researches

- ❖ Research entitled "Evaluating Study for Visitor Experience and Loyalty at Jerash, Archaeological Site in Jordan", it was published in Journal of Tourism, Hospitality and Sports, ISSN (Paper) 2312-5187 ISSN (Online) 2312-5179, DOI: 10.7176/JTHS, Vol.40, 2019.

- ❖ Research Entitled "The Impediment Of Applying E-Commerce In Travel And Tourism Companies In Jordan". International Business Information Management Association.
- ❖ Research entitled "The Role of Hotel Staff in Returning Customers in the Five and Four Star Hotels (Case Study Dead Sea). Journal of Tourism, Hospitality and Sports, ISSN (Paper) 2312-5187 ISSN (Online) 2312-5179, Vol.36, 2018.
- ❖ Research entitled "Halal Tourism: Evaluating Opportunities and Challenges in the Middle East "Jordan and Egypt", it was published in Journal of Faculty of Tourism and Hotels, Fayoum University, Vol. (10), No. (2/2), September, 2016.
- ❖ Research entitled "Evaluating the Administrative Skills of Teachers in the Jordanian and Egyptian Tourism Sector", Journal of Union of Arab Universities for Tourism and Hospitality Volume 13 - Second Issue - December 2016, (Part I) Pages: 45-108.
- ❖ Research entitled (Youth Tourism as an Emerging Market: A Comparison Study Between Jordan and Egypt), it was published in International Journal of Hospitality and Tourism System, issue June 1, 2016, Vol. 9.
- ❖ Research entitled (The Effect of Information Technology in Creative Marketing “case study Jordan tourism abroad”, it was published in Macrothink institute- journal of management research, issue July 1, 2016. Vol. 8, No.3.
- ❖ Research entitled (Evaluation study of the administrative status in Jordanian museums from visitor's point of view), it was published in April 1, 2014.in Macrothink institute- journal of management research, 2014, Vol. 6, No.2.

Membership of boards and committees

- ❖ 2016/2017: Chairman of the Local Service committee, Faculty of Tourism and Hotel Management, University of Jordan / Aqaba Branch, Jordan.
- ❖ 2013- 2017: Secretary of the Board of Tourism Management Department of, University of Jordan / Aqaba Branch, Jordan.

- ❖ 2015/2016: Member of the organizing committee for the celebration of the World Tourism Day faculty of Tourism and Hospitality, University of Jordan / Aqaba Branch, Jordan.
- ❖ 2013-2015 : Member of the Committee for graduation projects discussion , Department of Tourism Management, University of Jordan / Aqaba
- ❖ 2015/2016: Chairman of the organizing committee of the activities of tourism awareness camp in Aqaba, the Jordanian Ministry of Culture and the University of Jordan - Aqaba Branch.
- ❖ 2015/2016: Member of the organizing committee on science, Day of Tourism and Hospitality, University of Jordan / Aqaba Branch, Jordan.
- ❖ 2015/2016: Member of the Board of Tourism and Travel Management Department, University of Jordan / Aqaba Branch, Jordan.
- ❖ 2015/2016: Member of the Social Committee, Faculty of Tourism and Hospitality Management, University of Jordan / Aqaba Branch, Jordan.
- ❖ 2015/2016: Member of the Cultural Committee, Faculty of Tourism and Hospitality, University of Jordan / Aqaba Branch, Jordan.
- ❖ 2015/2016: Member of the sports committee, the Faculty of Tourism and Hospitality, University of Jordan / Aqaba Branch, Jordan._

Scientific supervision

- ❖ Bilal Mohammed Trman and Faisal Abdulaziz Zawayda (2014): "Tourism in Tafileh and challenges faced as a tourist destination," Graduation Project Tourism Management Department, Faculty of Tourism and Hotel Management, University of Jordan / Aqaba.
- ❖ Iman Nawaf Nagadat (2013/2014): "Human Resources in The Tourism Sector in Jordan," Graduation Project Tourism Management Department, Faculty of Tourism and Hotel Management, University of Jordan / Aqaba.

Letters of Thanks and Appreciation

- ❖ Letter of Thanks for the expended efforts in the period of working as Manager of center of consultation, services technical, studies and Continuing Education Center, presented by president of Jordan University, 2013.
- ❖ Thanks and appreciation for the expended efforts in the success of the celebration of World Tourism Day (Tourism for All) which organized by the University of Jordan / Aqaba on 27/9/2016.
- ❖ Letter of thanks from Jordanian Association for Humanitarian Tourism for the expended effort in the success of the celebration of the World Tourism Day on 27 / 9 / 2016.
- ❖ Thanks and appreciation on the idea of preparing and organizing and participating in tourism awareness camp for of Aqaba schools students, which was held on the campus of the University of Jordan on May 5 - 7, 2016.
- ❖ Letter of Thanks for the expended efforts in Planning, supervising and executing "bicycle initiative" (Toward Touristic Economical Environmental Life), phase II, presented by president of Jordan University/ Aqaba branch 2015.
- ❖ Letter of thanks from the Faculty of Tourism and Hospitality for the expended efforts in the success of the Science Day which organized by the Faculty of Tourism under the title of "opportunities and challenges of working in the hospitality sector 29/12 / 2015 Aqaba.

- **Languages**

Arabic Language (mother Language)

English Language (very good)