



## C.V

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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 Iwaa' Bani Oubied*”, Yarmouk University, Jordan, 2008/ 2009.
- ❖ B.A. in Archaeology and tourism, Mut'a University, Jordan, 1999.
- ❖ Scholarship for studying cultural heritage management in Germany, Cotpus, 2005 for 6 months.

## **Experience**

- ❖ Teacher for Bachelor Degree, Faculty of Tourism and Hospitality  
Department of Tourism Management, University of Jordan/ Aqaba, from  
September 2011 until now.
- ❖ Manager of the center of consultation and Training, University of Jordan/  
Aqaba, 2013.
- ❖ Trainer in the Etiquette and Protocol Course in English Language, Center  
of Consultation and Training, University Of Jordan / Aqaba, 2019.
- ❖ Assessor and mentor in the 1st phase of the 2015 Youth Leadership  
Development Program, delivered by the Inspirational Development Group  
and sponsored by King Abdullah 11 fund for Development, 26 July – 13  
August 2015.
- ❖ Organizing and coordinating field visits for students of the Department of  
Tourism Management, to King Hussein International Airport, 2016.
- ❖ Supervising on graduation projects for students of Tourism management  
Department, 2011-2013.
- ❖ Organizing workshop (Immigration Management and Dealing with  
Refugee Issues), a collaboration between the University of Jordan and the  
Ministry of the interior, 2013.
- ❖ Liaison officer to coordinate and hold courses with the Aqaba Economic  
Zone Authority, University of Jordan/ Aqaba.
- ❖ 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 Archaeological Excavation Supervisor in Irbid (Al-Ramtha)  
2002-2003.
- ❖ Working as an Archaeological Excavation Supervisor in Ajloun 2002
- ❖ Working as an Archaeological Excavation Supervisor in Jerash 2000-  
2001.
- ❖ Working in Archaeological objects documentation in Jerash, 2000.
- ❖ Managing many special projects, 2006-2008.

## **Published Research**

- ❖ The research entitled " The Impediment of Applying E-Commerce in Travel  
and Tourism Companies in Jordan" was published in the International

Business Information Management Association, 32nd IBIMA Conference 2019, Seville, Spain, **ISBN: 978-0-9998551-3-3**.

- ❖ The research entitled "Evaluating Study for Visitor Experience and Loyalty at Jerash, Archaeological Site in Jordan", was published in Journal of Tourism, Hospitality and Sports, ISSN (Paper) 2312-5187 ISSN (Online) 2312-5179, DOI: 10.7176/JTHS, Vol.40, 2019.
- ❖ The 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.
- ❖ The research entitled "Halal Tourism: Evaluating Opportunities and Challenges in the Middle East "Jordan and Egypt", was published in Journal of Faculty of Tourism and Hotels, Fayoum University, Vol. (10), No. (2/2), September 2016.
- ❖ The 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.
- ❖ The research entitled (Youth Tourism as an Emerging Market: A Comparison Study Between Jordan and Egypt), was published in the International Journal of Hospitality and Tourism System, issue, June 1, 2016, Vol. 9.
- ❖ The research entitled (The Effect of Information Technology in Creative Marketing "case study Jordan tourism abroad", was published by 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 on April 1, 2014.in Macrothink institute- journal of management research, 2014, Vol. 6, No.2.

## **Reviewer Board**

- ❖ Reviewer in “International Journal of Hospitality & Tourism Management (HTM); ISSN Print: 2640-1770, ISSN Online: 2640-1800  
<http://www.sciencepublishinggroup.com/j/ijhtm>.

## **Conferences, Workshops, and Events**

- ❖ Virtual participation in 32nd IBIMA Conference 2019, Seville, Spain in Research entitled " The Impediment of Applying E-Commerce in Travel and Tourism Companies in Jordan, 2019.
- ❖ Participating in "International Healthcare Travel Forum", Held by Private Hospitals Association (IHTF), Jordan-Amman, 26-28 October 2019.
- ❖ Preparing an action plan and an executive program to communicate with cooperative associations in general and women's associations, in particular, to implement distinct programs in partnership with the Center for Consultation and Training, 2019.
- ❖ Participating in Erasmus Plus projects for capacity building, 19 December 2019.
- ❖ Training Workshop, "How to Evaluate Students' Performance in Exams" University of Jordan, the Accreditation Centre and Quality Assurance, 17 December 2019.
- ❖ Chair of a session on the scientific day related to labor market requirements in the hospitality sector, The University of Jordan / Aqaba, 2018.
- ❖ Participating in the workshop organized by the Forum for Women Parliamentarians and the National Democratic Institute to discuss legislative priorities for women, 20 December 2018.
- ❖ Participating in "Prospects for the Development of Tourism and Hotel in Jordan Conference", University of Jordan/Aqaba, 22-23 February 2017.
- ❖ Participating in the training workshop organized by the Royal Society for the Protection of the Marine Environment, 4-5 October 2017.

- ❖ Participating with Aqaba Tourism Directorate in organizing the World Tourism Day event "Sustainable Tourism is a Tool for Development", 2017.
- ❖ Participating in the scientific day for Renewable Energy between the Arab Solar Energy Authority and the University of Jordan in Aqaba, 18 September 2017.
- ❖ Training Workshop "Advanced learning outcomes", the University of Jordan, the Accreditation Centre and Quality Assurance, 05 October 2016.
- ❖ Training Workshop "Procedures and Quality Assurance Models", the University of Jordan, the Accreditation Centre and Quality Assurance, 26 April 2016.
- ❖ Participating in the symposium "Quality Standards in Hotel and Tourism Training in the Hospitality Sector in the Aqaba Economic Zone, cooperation between the University of Jordan and the Aqaba Hotels Association, 16 November 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.
- ❖ Participating in the Preparation Course for Assessor and mentor, delivered by the Inspirational Development Group and sponsored by King Abdullah 11 fund for Development, 30 hours, 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 the workshop (Ethics and Communication Skills), international Jordanian Academy for Human Development: We are Jordan, Tourism and Hotel Management, University of Jordan, 2014.
- ❖ Participating in the 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 the vocational seminar on cultural heritage management held in the Yarmouk University in cooperation with the Aristotle University of Thessaloniki /Greece and Rathgen Laboratories in Germany, 2008.
- ❖ Participating in the training workshop "Applied Sciences in Archaeology" held at the Yarmouk University in cooperation with Aristotle University of Thessaloniki/Greece and the Rathgen Laboratories in Germany 29 June -2 July 2009.

### Courses

- ❖ Training program "Sabre Reservation System: Advanced", Center for Information Technology Training, Egypt, Fayoum University 6-13/September 2018 (33 hours).
- ❖ Training program "Sabre Reservation System", Center for Information Technology Training, Egypt, Fayoum University, March 2017 (25 hours).
- ❖ Training Course "Statistical Analysis Using SPSS", Center for Information Technology Training, Egypt, Fayoum University, August 2016.
- ❖ Training Course "Police friends", University of Jordan/ Aqaba, Police Directorate, 14-20/December 2016.
- ❖ Professional training license (T.O.T), international Jordanian Academy for Human Development, February 2015.
- ❖ IELTS 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 hours) 18-26 February 2015.

- ❖ A 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.
- ❖ TOEFL Course ", 2005.
- ❖ Computer skills course, International Cultural Center for Teaching Deaf Signs and Computer, 2 / 3-10 / 4/2000
- ❖ English Course –British Center – Jordan, 2000.
- ❖ English language course (advanced), at Al-Sadeel Cultural Center / Irbid, 3/1/3/03/2003.

### **Initiatives and voluntary work**

- ❖ Volunteer as a judge in the Southern Robot Competition that organized by the Arab Society for Robotics and Artificial Intelligence, 11 December 2018.
- ❖ Volunteer with Anjaz in the communication skills at work program through the preparation and presenting lectures to students at the University of Jordan in Aqaba 2018/2019.
- ❖ Communicating and coordinating with local community institutions and hosting several leaders in various fields to present many lectures on the campus of the University of Jordan in Aqaba, 2017-2019.
- ❖ 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 1<sup>st</sup> phase of the 2015 Youth Leadership Development Program, delivered by the Inspirational Development Group and sponsored by 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 - 7, 2016.
- ❖ Planning, supervising, and executing "bicycle initiative", (Toward Touristic Economical Environmental Life), phase II, to educate the public in the Aqaba tourism, saving on energy spending and maintaining a healthy environment, 5/5/2015.
- ❖ Volunteer Consultant in program "work in tourism" with Anjaz, 2013/2014.
- ❖ Planning, supervising, and executing "bicycle initiative" (Toward Touristic Economical Environmental Life), phase 1, to educate the public in the Aqaba tourism, saving on energy spending and maintaining a 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 tourist sites in Aqaba, 2013.
- ❖ Trainer in "Tourism Guidance: Theory and Practice" 1-29/4/2013, 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 on 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 some students from the Department of Tourism and Travel Management in the school trips as a tourist guide in Aqab 2013-2014.
- ❖ Participation in "Basic Training for Community Organizations for Youth for Work Project: Jordan", Jordan Education for Employment and Youth for Work Program: Jordan, November 22-25, 2010.
- ❖ AL-Hassan prince award (golden award), Muta University, 1998.
- ❖ Participating in the Algwaleh program (camping and volunteer work) Muta University, 1996, 1997.

### **Charity work**

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

### **Membership of boards and committees**

- ❖ 2020/2021: Chair of the International Supported Projects Committee to pursue partnership opportunities with Accreditation Council for Entrepreneurial University, and to follow up on applications to support strategic partnership projects in the field of education to address the negative effects of the Corona pandemic within the Erasmus Plus program
- ❖ 2013- 2020/2021: Secretary of the Board of the Department of Tourism Management, University of Jordan / Aqaba Branch.
- ❖ 2020: Member of the Committee for Preparing the Plan of the Master's Program in Tourism Management, University of Jordan / Aqaba Branch.
- ❖ 2020: Member of the committee preparing the practical training plan for students of the Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.

- ❖ 2020/2021: Member of the Receiving New Students Committee, University of Jordan / Aqaba Branch.
- ❖ 2019/2020: Member of the Receiving New Students Committee, University of Jordan / Aqaba Branch.
- ❖ 2019: Member of the International Projects and Marketing Committee, Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.
- ❖ 2019: Member of the Committee for Student Complaints Investigation, University of Jordan / Aqaba Branch.
- ❖ 2019: Member of the Social Committee, Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.
- ❖ 2018: Member of the Annual Program Committee, Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.
- ❖ 2018: Member of the Training Committee, Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.
- ❖ 2018: Member of the Courses Equivalency Committee, Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.
- ❖ 2017/2018: Chair of the Local Community Committee, Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.
- ❖ 2018: Member of the Committee for Determining the Sub-Specialty Courses in the Department of Tourism Management, University of Jordan / Aqaba Branch.
- ❖ 2018: Member of the committee for reviewing the study plan of the department of Tourism Management, University of Jordan / Aqaba Branch.
- ❖ 2018: Member of the Committee for graduation project discussion, Department of Tourism Management, University of Jordan / Aqaba Branch.

- ❖ Member of the Supervisory Committee for the University Proficiency Examination, the University of Jordan in Aqaba, 2018.
- ❖ Chair of the committee preparing the report on the Annual Program of the College, The University of Jordan in Aqaba, 2018.
- ❖ Member of the Follow-up Committee for Preparation for the University Proficiency Exam for the year 2017/2018, the University of Jordan in Aqaba, 2017.
- ❖ 2017: Member of the Marketing Committee for the Consulting and Training Center programs, University of Jordan / Aqaba Branch.
- ❖ 2017: Member of the Committee for Preparing and Implementing the Tourism Awareness Plan, Ministry of Tourism and Antiquities, Jordan.
- ❖ 2017: Member of the Sub-Committee for Student Union Elections in the Tourism Management Department, University of Jordan / Aqaba Branch.
- ❖ 2017: Chair of the Committee for Follow-up Procedures Related to the Opening Ceremony of the Tourism Education Initiative, Faculty of Tourism and Hospitality, the University of Jordan in Aqaba.
- ❖ 2016/2017: Chair of Committee for the Community Service, Faculty of Tourism Hospitality, University of Jordan / Aqaba Branch.
- ❖ 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.
- ❖ 2015/2016: Chair of the committee for organizing the Tourism Awareness Camp in Aqaba, Ministry of Culture and the University of Jordan - Aqaba Branch.
- ❖ 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, 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.
- ❖ 2015: Member of the Student Academic Advising Committee, Department of Tourism Management, University of Jordan/ Aqaba.
- ❖ 2013-2015: Member of the Committee for graduation project discussion, Department of Tourism Management, University of Jordan / Aqaba.
- ❖ 2013: Member of the Advisory Board for the Tourism Department at the University of Jordan/ Aqaba.
- ❖ 2013: Member of the Student Academic Advising Committee, Department of Tourism Management, University of Jordan/ Aqaba.
- ❖ 2012: Member of the committee responsible for preparing a Work Plan For the Tourism Department for five years, University of Jordan /Aqaba
- ❖ 2011: Member of the Electoral Committees, Faculty of Tourism and Hospitality, University of Jordan/ Aqaba.
- ❖ **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**

- ❖ Thanks and appreciation for participating as a Trainer in the Etiquette and Protocol Course, Center of Consultation and Training, University Of Jordan / Aqaba, 2019.
- ❖ Thanks from the Arab Society for Robotics and Artificial Intelligence for participating as a judge in the Southern Robotic Competition, 11 December 2018.
- ❖ Thanks and appreciation for the success of the scientific day related to Labor Market Requirements in the Hospitality Sector, 2018.
- ❖ Thanks and appreciation for the supervision and coordination of the Tourism Education Initiative launched by the University of Jordan, 2018.
- ❖ Thanks and appreciation for the expanded efforts in organizing the conference of Prospects for the Development of Tourism and Hotels in Jordan, University of Jordan / Aqaba, 22-23 February 2017.
- ❖ Thanks and appreciation for the cooperation with colleagues in monitoring the Computerized Examination in the Human Civilizations Course, 16 November 2017, University of Jordan / Aqaba.
- ❖ Thanks and appreciation from the President of the University of Jordan in Aqaba for organizing and coordinating field visits for students of the Tourism management Department to King Hussein International Airport
- ❖ Thanks and appreciation for participating in the symposium "Quality Standards in Hotel and Tourism Training in the Hospitality Sector in the Aqaba Economic Zone, cooperation between the University of Jordan and the Aqaba Hotels Association, 16 November 2016.
- ❖ Thanks, and appreciation for participating and for the expended efforts in the success of the celebration of World Tourism Day (Tourism for All) which was organized by the University of Jordan / Aqaba on 27 September 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 September 2016.

- ❖ Thanks and appreciation of the idea of preparing and organizing and participating in the Tourism Awareness camp for Aqaba school students, which was held on the campus of the University of Jordan on May 5 - 7, 2016.
- ❖ Thanks and appreciation as a member of the Social Committee in the Effective role in the success of the scientific day related to the opportunities and challenges of work in the hospitality sector in the Aqaba Special Economic Zone, 29 October 2016.
- ❖ Thanks and appreciation as a member of the Cultural Committee in the Effective role in the success of the scientific day related to the opportunities and challenges of work in the hospitality sector in the Aqaba Special Economic Zone, 29 October 2016.
- ❖ Letter of Thanks for the expended efforts in Planning, supervising, and executing "bicycle initiative" (Toward Touristic Economical Environmental Life), phase I and II, presented by the 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 was organized by the Faculty of Tourism under the title of "opportunities and challenges of working in the hospitality sector 29/12 / 2015 Aqaba.
- ❖ Letter of Thanks from the President of the University of Jordan for the expended efforts in the period of working as Manager of Center of Consultation and Training, 2013.

- **Languages**

Arabic Language (Mother Language)

English Language (Excellent)

