

# *Curriculum Vitae*

## **Fawzieh Mohammad Masa'd**

### **Personal Data:**

- **Gender:** Female
- **Nationality:** Jordanian
- **Marital Status:** Married with 3 children
- **Date of Birth:** 12-02-1965
- **e-mail:** fawziehm@jadara.edu.jo
- **Mobile (& WhatsApp) :** +962 790733630

### **Qualifications:**

- PhD Doctor of Philosophy, Excellent with Honor  
Human Resources Management  
University of Abertay Dundee, United Kingdom  
Year of graduation: January 2010  
Title of PhD Dissertation:  
*"Applications of Human Resources Information Systems (HRIS) in Jordanian Public Universities"*
- MBA Master of Business Administration,  
Yarmouk University, Irbid, Jordan,  
Rate: Very Good (79%),  
Year of graduation: 1999.
- Title of MBA Thesis:  
*"Total Quality Management (TQM) and its applications in private universities. Case study: Amman Private University"*
- B.Sc. Business Administration ,  
Yarmouk University, Irbid, Jordan,  
Rate: Excellent with Honor (84%)  
Year of graduation: 1987.

### **Working Experience:**

1. Assistant Professor / Department of Human Resources Management ,  
Management Information Systems, Business School / Jadara University /  
Irbid / Jordan.  
Period: from October,2016 till now
2. Assistant Dean for Quality and Students Affairs/ Business School / Jadara  
University / Irbid / Jordan.  
Period: from October,2019 till October, 2020.
3. Head/ Department of Management Information Systems/ Business School/  
Jadara University / Irbid / Jordan.  
Period: from October,2019 till October, 2020.

4. Assistant professor / Business Administration Department, Prince Sultan University, Riyadh, KSA.  
Period: from September 2011 till 31 August, 2015.
5. Head Department / Business Administration Department/ Princess Nora Bint Abdul Rahman University / Riyadh, KSA .  
Period : from September 2010 till September 2011.
6. Assistant Professor/ Business Administration Department, Faculty of Economics and Administrative Sciences/ Jarash Private University/ Jordan.  
Period: from 1<sup>st</sup> February 2010 till 1<sup>st</sup> October 2010.
7. Lecturer, Al-Balqa Applied University/ Al-Huson College / Department of Administrative and Financial Sciences / Al-Huson / Jordan  
Period: from February 2007 to December 2008.
8. Lecturer / Al-Balqa Applied University/ Irbid College/ Department of Administrative & Financial Sciences/ Irbid/Jordan.  
Period: from September 1999 to January 2004
9. Administrative / Jordan University of Science and Technology / Jordan  
Period: from July 1993 to September 1999.
10. Research Assistant / Faculty of Economics and Administrative Sciences/ Yarmouk University/ Irbid/ Jordan.  
Period: from September 1987 to December 1988.

### **Teaching Experience:**

I have excellent experience in teaching courses for undergraduate and graduate levels in fields of Human Resources Management, Management Information Systems, Marketing, and Business Administration. Among these courses are the following:

1. Human Resources Management courses:
  - Basics of Human Resources Management
  - Computer Applications in Human Resources Management
  - Human Resources Information Systems
  - Compensation Management
  - Recruitment of Human Resources Management
  - Strategic Human Resources Management
  - Occupational Health & Safety
  - Performance Management
  - Job Analysis and Description
  - Human Resources Management Planning
  - Training Human resources Management
  - International Human Resources Management
  - Human Capital Management

## 2. Other courses:

1. Principles of Management	2. Organizational Behavior
3. Principles of Marketing	4. Management Information Systems
5. Total Quality Management	6. Small Business Management
7. Electronic Commerce	8. Office Automation
9. Knowledge Management	10. Electronic Management
11. Marketing for nonprofit organizations	12. E-Government
13. Marketing channels	14. Services marketing
15. Financial management	16. Principles of Accounting
17. Consumer Behavior	18. Promotion Management
19. Sales Management	20. Introduction to Information Technology
21. Methods of Scientific Research	22. Multimedia Systems
23. Communication skills	24. Information Technology Applications
25. E-Business	26. Data warehousing
27. Fundamentals of Information Systems	28. Information Security
29. Big data management	30. E-Commerce
31. Contemporary Issues in MIS.	32. Entrepreneurship
33. Technology Change Management	34. Crisis Management
35. Supply Chain Management	36. Enterprise Resource Planning Systems
37. Electronic supply chain management	

### **Master thesis supervised / internal and external examiner for Master theses:**

- 1- The Impact of Employees' Empowerment on Institutional Performance in Jordanian Pharmaceutical Companies: Perceived Distributive Justice as a Mediator Variable . Asma Awwad, Business College, Jadara University, 2022.
- 2- The effect of applying talent management practices in enhancing the organizational creativity of faculty members working in Jordanian public and private universities (northern region) as a comparative study. Tala Al-Qariuoti, Business College, Jadara University, 2021.
- 3- The effect of transformational leadership on organizational citizenship behavior: emotional intelligence as a modifying variable. A field study in Ummiah Jordan Telecom Company. Yasmeen Al-Zoubi, Business College , Jadara University, 2021.
- 4- The Supporting Strategies of Human Capital and their Impact on Organizational Learning: A Field Study at Private Universities in the Northern Region of Jordan. Maher Khasawneh, Business College , Jadara University, January 2020.

- 5- Effect of Compensation Systems on Nurses' Work Turnover at Public and Private Hospitals in Irbid. Odai Albsoul, Jadara University, 2019.
- 6- Effect of Human Resources Development in Knowledge Management : Case study of Joint Services Council for Irbid Gov., Firas Razouq, Business College , Jadara University, 2019.
- 7- Impact of Performance Evaluation On Organizational Environment In Jordanian And Foreign Banks Operating In Irbid City, Rami Mjali, Business College , Jadara University, 2018.
- 8- Organizational Climate and Its Impact On Staffing Process Effectiveness: Al-Hikma Pharmaceuticals In Jordan As A Case Study, Hiba Alshihab, Business College, Jadara University, 2018.
- 9- Organizational Climate And Its Impact On Staffing Process Effectiveness: Al-Hikma Pharmaceuticals In Jordan As A Case Study, Hiba Alshihab, Business College, Jadara University, 2018
- 10- The Role Of Information Technology As A Mediating Variable In The Relationship Between Knowledge Management And Developing Of Human Capital: Field Study In Jordan University Of Science And Technology , Fadi Al-Zoubi, Business College , Jadara University, 2017.
- 11- The Effect of Human Capital On Achieving The Strategy Of Differentiation In Manaseer Group: An Empirical Study, Abdul-Nasser Rababaah, Business College , Jadara University, 2017.

**Training courses & Workshops attended , among are the following:**

1. “Ms-Excel – Electronic Sheets”, Jordan University of Science & Technology, Jordan, (period: 4-8 September 1999)
2. “New methods of teaching and evaluation techniques”, Al-Balqa Applied University, Amman, Jordan, (period : 4-15 December, 1999).
3. “Using computer and software applications for administrative and financial purposes”, Al-Balqa Applied University, Amman , Jordan, (period : 5-13 May, 2000).
4. “Financial Applications by using Computer”, Al-Balqa Applied University, Amman, Jordan, (period: 10 – 11 September 2000).
5. “Alpha System for financial and administrative applications”, Al-Balqa Applied University, Amman , Jordan, (period: 30 June – 7 July 2001).
6. “Computer Skills – advanced” Al-Balqa Applied University – Irbid College, Irbid, Jordan (period: 22 September – 10 October 2002).
7. "Statistical Analysis using SPSS" Al-Balqa Applied University – Al-Huson College, Jordan (period: 12 May – 12 June 2007).

8. Attended different workshops (period 1-2 days) at Prince Sultan University during the period of September 2011 till 2015 in various topics of such as:

Getting Published: Possibilities and Venues	Series of Program Accreditation Workshops
Quality Assurance and Accreditation Training	Moodle E-Learning System Training
Evaluating your Teaching	What Makes a Teacher Great?
Curriculum Mapping	The Art of Preparing C.V.
Behavioural Factors Underlying Individual Trading Activity on the Saudi Stock Market	The Research Process: Starting Point to Final Destination
Determinants of Corporate Growth	Hands on Bloom Taxonomy
Advanced Excel	Adaptive Leadership
Improving Teaching and Learning by Applying Lean Principles and Practices	Exploring the students' and Faculty perceptions of classroom Incivility
Teaching Strategies: Case Based Teaching	Research Training

9. "Modern Teaching Strategies", Jadara University, Irbid, Jordan, 24, Nov., 2018.
10. "Mechanism of Scientific Research and Publishing and H-Index", Jadara University, Irbid, Jordan, 6<sup>th</sup> January, 2019.
11. "Quality Management Systems ISO9001-2015", Jadara University, Irbid, Jordan, 8<sup>th</sup> January, 2019.
12. "Scientific Research & Ebsco Databases", Jadara University, Irbid, Jordan, 13<sup>th</sup>, October, 2019.
13. "Preparation and development of curricula at Universities", Jadara University, Irbid, Jordan, 2-15 January, 2020.
14. "Jordanian National Qualifications Framework", Jadara University, Irbid, Jordan, 20 January, 2020
15. Scopus Journals Indexing Criteria (online), Association of Arab Universities, 24 Aug., 2020.
16. "Investing in Information technology and various virtual reality platforms and learning systems" (online) / ARELEN / Association of Arab Universities, 3<sup>rd</sup>, Sep., 2020.
17. Scientific Research Skills, Jadara University, 27, Nov.-1<sup>st</sup> Dec., 2021.
18. Teaching & Learning Systems, Jadara University, 4-8, Dec., 2021.
19. Communications & Dealing with others, Jadara University, 11-15 Dec., 2021.
20. E-Learning & Information Technology Applications, Jadara University, 18-22, Dec., 2021.
21. Learning Quality Assurance, Jadara University, 29<sup>th</sup> Dec., 2021.

22. E-learning, exam holding and e-learning platforms, Jadara University, October, 2022.

**Publications:**

1. Ahmad Tawfig Al-Radaideh, Dmaithan Almajali, Omar Mohammad Ali , Khalid Alsmadi, Hassan Al Washat and **Fawzieh Masa'd**. (2023). Modeling the relationship between business intelligence, supply chain integration, and firm performance: Empirical study. *Uncertain Supply Chain Management* 11.
2. Ahmad Nader Aloqaily **Fawzieh Masa'd** , (2023). The Impact of Human Resources Management Practices On Enhancing Employee Performance In Jordan Islamic Bank. *Journal of Southwest Jiaotong University*.
3. Dmaithan Almajali,Ahmad Al-Radaideh, Nour Nousseir, Ali Abu Eid, **Fawzieh Masa'd**, (2022). Antecedents of Mobile banking app adoption: a perspective from Jordanian consumer in the period of COVID-19. *International Journal of Data and Network Science*, (7 ).
4. Fu'ad Al-Fakeh, Belal AlWadi, Varadaraj Aravamudhan, Ali Abu Eid, Nour Nussir, **Fawzieh Masa'd** (2023). The role of internal marketing practices in moderating the impact of job insecurity on turnover intention. *Journal of Namibian Studies*.
5. **Fawzieh Masad**, Nour Nussir, Fu'ad Al-Fakeh, Ali Abu Eid (2023). Electronic Banking and its Impact on Job Security in Jordanian Banking Sector: Profitability is an Intermediate Variable. *Journal of Namibian Studies*.
6. **Fawzieh Masa'd**, Ahmad Nader Aloqaily, (2022). The Effect of Training Human Resources to Achieve the Competitive Advantage in Jordanian Telecommunications Companies: Zain Case Study, *Res Militaris, European Journal of Military Studies*. (12) 2.
7. Aljawarneh, N., Taamneh, M., Alhndawi, N., Alomari, K & **Masad, F.** (2021). Fog computing-based logistic supply chain management and organizational agility: The mediating role of user satisfaction. *Uncertain Supply Chain Management, Growing Science*, 9 (3).
8. **Fawzieh Masa'd**, (2020). "The impact of Human Resources Management Practices on Organizational Intelligence in Jordanian Commercial Banks". *Palarch's Journal Of Archaralogy Of Egypt/Egyptogy* 17(6).
9. **Fawzieh Masa'd**, (2020). "The Effect of Knowledge Sharing on Job Performance in Jordanian Public Universities". *Palarch's Journal Of Archaralogy Of Egypt/Egyptogy* 17(3).
10. **Fawzieh Masa'd**, Ahmad Abu Haniyi, Omar Hijazeen. (2020). Exploring the Impact of Cloud Computing on Organizational Effectiveness. *Journal of Seybold Report*, Vol. 15 No.(9).

11. Maher Khasawneh, **Fawzieh Masad**, (2020) "Impact of Strategies Human Capital on Organizational Learning: A Field Study in the Jordanian Private Universities". International Journal of Advanced Science and Technology, Vol. 29, No. 7.
12. **Fawzieh Masad**, Nader Aljawarneh, (2020). "Administrative Creativity and Job Performance: An Empirical Study at Jadara University ". International Journal of Psychosocial Rehabilitation, Vol.24, Issue 08.
13. Hassan Al-Rawash, **Fawzieh Masa'd** , (2019). "Factors affecting Jordanian electronic banking services", Management Science Letters, 10 .
14. **Fawzieh Masa'd**, (2015). "Deployment of Social Media in the Recruitment Process", Journal of Knowledge Management, Economics and Information Technology, Vol. V, Issue 1.
15. AbdulAziz Abu Naba'a and **Fawzieh Masad**, (2000). "Total Quality Management in higher education institutions" Al-Manarah, Al-AlBayt University, Jordan, Vol. 1.
16. Abu Naba'a and **F. Masad**, "Towards applying total Quality Management: An exploratory study in Amman Private University", Economics and Management Journal, AL-Mustansariya University, Iraq, Vol. 27, April 1999.
17. Abu Naba'a and **F. Masad**, "Total Quality Management: concepts and applications" Al-Edari , Masquat, Oman, Vol. 74, Sept. 1998.

### **Membership of Committees**

- Chair / Committees; (Scientific Committee, Library, Graduate studies, Quality, Social, Efficiency Test, Curriculums development, E-learning, etc..) of Management Information Systems Department, October 2019 till now.
- Member of ; Graduate studies Committee , Quality Assurance Committee, Scientific Committee, at Business School , Jadara University, October 2019, till now.
- Internal and external examiner for many master theses committees at Jadara University and other Jordanian Universities.
- Reviewer in many international journals.
- Member of the Faculty Council of Economics and Business – Jadara University, 2016- till now.
- Member of Committee of academic plans development, Faculty of Economics and Business, Jadara University, 2016-till now.
- Member of Disciplinary Committee for Students, Faculty of Economics and Business, Jadara University, 2016-till now
- Member of The Arbitration Committee in the Second Scientific Conference of Higher Education Male and Female Students, Princess Noura University, Riyadh, KSA, 1431-1432h.

### **Attending and participating in Conferences:**

1. The Third International Economic Conference: Contemporary Issues in the World of Money and Business, Organized by The Jordanian Society for Scientific Research, Petra University, Amman, Jordan, Saturday, 29<sup>th</sup>, April, 2017.(University representative)
2. The First Conference for Business Schools of Gulf Cooperation Council (GCC) Universities, Conference Theme: "The Role of Business Schools in the context of Contemporary Challenges and Issues", Organized by King Saud University, Riyadh, KSA, 16-17 Feb, 2014. (participant)
3. The Sixth Universities Forum held by Riyadh Schools, Riyadh, KSA, 3/6/1435h. (university Representative)
4. University Teaching & Learning Discussion Forum, held by Imam Mohammad Ibn Saud Islamic University, Riyadh, KSA, 19-Feb,2012.(Participant)

### **Giving training courses such as:**

1. Workshop "Work intelligent", Princess Noura Bint AbdulRahman University, Riyadh, KSA, 27<sup>th</sup>,February,2011.
2. Workshop "How to prepare your C.V" Princess Noura Bint AbdulRahman University, Riyadh, KSA, 27<sup>th</sup>,March,2011.
3. Workshop "Total Quality Management at Universities" , Princess Noura Bint AbdulRahman University, Riyadh, KSA, 15<sup>th</sup>,April,2011.
4. Workshop "The Art of Classroom Management" , Prince Sultan University, Riyadh, KSA,10<sup>th</sup>, May, 2014.
5. Using "LinkedIn" for Recruitment Process" Jadara University, Irbid, Jordan, 16<sup>th</sup>, May, 2017.
6. Workshop : "Moodle as an E-Learning Management System" Jadara University, Jordan, 24<sup>th</sup>, April,2018.
7. Workshop "How to Prepare Your Self for Work Interview", Jadara University, Jordan, 26<sup>th</sup>, Dec.,2018.

### **Other skills and information:**

- Good command in English & Arabic languages.
- Good communication skills.
- Good knowledge in computer skills and many software packages such as: Windows, Microsoft Word, Excel, SPSS, PowerPoint, Access, Internet, Electronic Mail, and e-learning.