Dr.Heba M. Hatamleh

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Google Scholar:

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EDUCATION

- ➢ **PhD (Doctor of Philosophy), Brunel University London, London / United Kingdom** (December 2019).
  Specialization : PhD degree in Health Informatics.

- **The Title of the PhD Thesis is:** The Impact of Health Information System (HIS) effectiveness on public hospital performance (clinical, operational and financial); case of Jordan.

- ➢ **MSc , The University of Manchester, Manchester / United Kingdom** (2010).
  Specialization : Master's degree MSc in Health Care Management.

- **The Title of the dissertation is:** Use of Health Information System (HIS) (logistics between partner networks) in Two University Teaching Hospitals in Jordan.

- ➢ **BSc , Jordan University of Science and Technology, Jordan** (September 2004 – January 2008).
  Specialization : Bachelor's degree BSc in Health Services Administration.
  GPA: "84.6%" (Excellent).
  Within (3.5 years).

- **Honor award:** I was honored in four semesters during my study of BSc, I was honored on the Department honor List (Department's List), Faculty Honor List (Dean's List) also on the University Honor List. First semester (2005/2006), second semester (2005/2006), first semester (2006/2007) and second semester (2006/2007).

PUBLICATIONS

Note: My research interests are divided into these main areas: Health informatics, Information technology in healthcare and logistics of Health Information systems

Books :

➢ Heba Hatamlah. Health Information Systems (HIS) in hospitals: Analysis of Health Information Systems in two major Jordanian teaching hospitals, 2012, Germany. ISBN 978-3-659-10662-0. 96 pages.

Research Papers :

➢ **Heba Hatamlah** (2024). "Adolescents' online health information seeking: Trust, e-health literacy, parental influence, and AI-generated credibility**." International Journal of Data and Network Science. (Scopus index Q1).**

➢ **Heba Hatamlah**., et al (2023). "The Role of artificial intelligence in supply chain analytics during the pandemic." **Uncertain supply chain management Journal**. **(Scopus index Q1)**

➢ **Heba Hatamlah**., et al (2023). "Assessing the moderating effect of innovation on the relationship between Information technology and supply chain management." **Journal of Applied mathematics and Information Science. (Scopus index Q2)**

➢ **Heba Hatamlah**., et al (2023). "The role of Business Intelligence adoption as a Mediator of Big Data Analytics in the Management of Outsourced Reverse Supply Chain Operations: A Comparative Case Study Analysis." **Journal of Applied mathematics and Information Science**. **(Scopus index Q2)**

➢ Hatamleh M, **Heba Mohammad Hatamlah**, Amjad Nusir (2023). "Maxillofacial Prosthetics and digital Technologies; cross sectional study of healthcare service provision, patients attitudes and opinions." **Journal Prosthodontics**. **(Scopus index Q1)**

➢ Mahmoud Allahham, Abd alaziz sharabati, **Heba Hatamlah**, Ahmad Bani Ahmad, Samar Sabra, Mohammad Daoud (2023). "Big Data Analytics and AI for Green supply chain integration and sustainability in hospitals." **WAEAS Transactions on environment and development Journal.** **(Scopus index Q3)**

➢ Hatamleh M, **Heba Mohammad Hatamlah** , Amad Nusir (2022). "Use of 3-dimensional imaging and manufacturing for bilateral auricular prostheses: A case series of six patients with congenital auricular defects". **Journal of Prosthetic Dentistry. (Scopus index Q1).**

➢ Ammar Alawneh , saleh Alomar , Muneer Abbad, **Heba Hatamlah**, Nour Alajlouni (2024). "Evaluation the quality and utilization of Digital Features of Jordanian private Hospitals websites." **Journal of System and Management Sciences**. Accepted will publish on October 2024 **(Scopus index Q3)**

- **Heba Hatamlah**, Zaydoun Mohammad hatamleh, Othman Ibrahim (2024). "Enterprising health Information system in hospitals; case of Jordan: review Paper." **Submitted to journal of clinical e-health. Progressing Under review (Scopus Index Q2)**

- Mohammad Abu Rumman, **Heba Hatamlah**, Baraa Alkhatib, Sabha Maria Alkaawneh (2024) ."analyzing the artificial intelligince roles on employee pefomnce in the Jordanian telecom sector: a mediationg role of human resource agility." **Global Journal of flexible systems management. (Scopus index Q1) minor comments / progressing**

- **Heba Hatamlah (2024).** "The relationship between logistics of Health Information systems on supply chain for public hospitals in Jordan: the mediating role of digital transformation." **submitted to Journal of information science letters. (Scopus index Q2) / progressing**

- **Heba Hatamlah (2024).** "The impact of big data analytics on improving the management of Health Information systems: the moderator role for the business intelligence." **submitted to journal of healthcare technology letters. (Scopus index Q1) / progressing**

- **Heba Hatamlah (2024**)."The impact of artificial intelligence in improving the quality of Health Information systems in government hospitals: the mediating role for the business intelligence." **submitted to health information management journal. (Scopus index Q1) progressing**

EXPERINCES IN JORDAN

__Academic Teaching__

- **Philadelphia University**

- **Assistant Professor, Department of Hospital Management, Faculty of Business** (March, 2021 – Present)

- ✓ **I Am Teaching The Following Courses:**

- Medical Terminology
- Managerial issues in hospitals
- laws and healthcare ethics
- Hospital Management and healthcare organizations
- Planning and evaluation of Healthcare systems
- Accreditation and excellence Awards
- Information Management and Medical Records
- Health policies
- Long Term care services
- Epidemiology
- Research Project
- Logistics and Supply chain Management

These courses compulsory course for all the undergraduate students in this department at different levels.

➢ **Yarmouk University (YU)**

🞣 **Assistant Professor (Part Time Lecturer), Master Program of Health Services Administration, Faculty of Economic and Managerial Sciences** (Oct, 2020 – Feb.2021).

✓ **I have taught two courses For Master Students related to Master program of Health Services Administration these two courses are:**
- Contemporary Issues in Public Health.
- Human Resource Management.

🞣 **Part time lecturer, Department of Business Administration, Faculty of Economics and Administrative Sciences.** (Feb.2013 – Jun.2013).

✓ I has taught the course of Principles of management (BA102) it is compulsory course for all the Undergraduate students in this faculty.

🞣 **Part time lecturer, Department of Marketing, Faculty of Economics and Administrative Sciences**. (Sep.2012 – Feb.2013).

✓ I has taught the course of Principles of Marketing (MKT220) for all undergraduate students in the Faculty of Economic and managerial sciences, it is compulsory course for all the students in this faculty.

🞣 **Part time lecturer, Department of Business Administration, Faculty of Economics and Administrative Sciences.** (Sep.2010 – Feb.2011).

✓ I has taught undergraduate students in the Faculty of Economic and managerial sciences, I has taught the course of Principles of management (BA101) it is compulsory course for all the students in this faculty.

➢ **Jordan University of Science and Technology (JUST)**

🞣 **Part time lecturer, Department of Health Services Administration, Faculty of Medicine** (Feb.2014- Jun.2014) .

✓ I has taught the course of Purchasing and Inventory Management is compulsory course for all the fourth year undergraduate students in this department.

🞣 **Part time lecturer, Department of Health Services Administration, Faculty of Medicine** (Sep.2013 – Feb.2014).

✓ I has taught the course of Communication Skills in healthcare system (HAS 214) it is compulsory course for all third year undergraduate students in this department.

🞣 **Part time lecturer, Department of Health Services Administration, Faculty of Medicine**(Jun.2013- Sep.2013).**.**

✓ I has taught the course of Quality Management system it is compulsory course for all the fourth year undergraduate students in this department.

Part time lecturer, Department of Health Services Administration, Faculty of Medicine (Jun.2012 – Sep.2012)**.**.

✓ I has taught the course of Organizational Behavior it is compulsory course for all second year undergraduate students in this department.

Part time lecturer, Department of Computer Information Systems (CIS)/ Faculty of Computer Information Technology (Sep.2011 – Feb.2012)**.**

✓ I has taught undergraduate students (third and Fourth year) I was teaching the course of Health Information System (HIS) it is elective course for all the CIS students in this faculty.

Part time lecturer, Faculty of Applied Medical Sciences (Feb.2011 - Feb.2013).

✓ I has taught the course of Management of Health Care System and Quality Assurance it is compulsory course for all the forth year undergraduate students in this faculty. I has taught this course for six semesters included the summer semester.

Part time lecturer, Department of Health Services Administration, Faculty of Medicine
  (Sep.2008 – Sep.2009)**.**

✓ I has taught the course of Medical Terminology for undergraduate students (third and fourth year), it is compulsory course for all the students in this department.

✓ I have supervised on the training of students (fourth Year) in the Department of Health services administration/ Faculty of Medicine at JUST, in all the managerial and Medical Departments in the King Abdullah University Hospital (KAUH).

➢ **The college of Allied Health Professions/ The ministry of health**

Part time lecturer (Feb.2012 – Jun.2012)**.**.

✓ I has taught undergraduate students (Second Year), I taught the course of Electronic Medical Records

✓ I has taught undergraduate students (Second Year), I taught the course of Management Services and health care systems.

Part time lecturer (Feb.2011 - Jun.2011)..

✓ I has taught undergraduate students (Second Year), I taught the course of medical cataloguing and classifications.

➢ **King Abdullah University Hospital (KAUH). Irbid -Jordan** (Jul.2006 – Jan.2008). **Working as health administrator in different healthcare logistics departments.**

Clinical Training in different Medical and managerial Logistics Departments at KAUH

➢ I did my training in all medical and managerial logistics departments in King Abdullah University Hospital (KAUH) for one year starting July 2006 to June 2007, King Abdullah University Hospital (KAUH), Al-Ramtha. Jordan.

➢ I have supervised on the students' training (fourth year) in all the managerial and medical departments in king Abdullah University Hospital (KAUH), from September 2009 to June 2010.

✓ **The functions and responsibilities of the departments that I have supervised training of students (at fourth year) in these departments (2009-2010), and which I was trained in them before (2006-2007) as follows:**

- **Main Admission Office:**

   I trained the students that must admit the patients according to the wing's types and the availability of the wings in hospital. Also made inquisition about exact patients to get specific information's about them, and discern all the names of various wings inside the KAUH, and cost of every service and class, in addition identify the insurance type (direction) for each patient. All these duties were accomplished using the MEDICOM system (operating system activated for the entire computers in the KAUH).

- **The Statistic Section:**

   The students were trained how to prepare the daily statistical report, the monthly statistical report and yearly statistical report of the patients in each wing of KAUH after completion of each day, month and year. Then they used to send these reports to the general manager in the hospital. Also they used to calculate the general occupancy rate, the general mortality rate, general throughput rate, and length of stay in the hospital so that we will know the working size of the hospital.

- **The Emergency Department:**

   The duties were to admit the patients on the daily basis, and make reception for the patients that attend the chemotherapy and lithotripsy. Also to discharge the patients, all these procedures and duties were done by using the MEDICOM system.

- **The Appointments And Reception Department:**

   The responsibilities in this department were setting appointments to the patients with their GPs, make reception process for the patients, open new file for new patients. Also in some cases, should had to provide detailed investigation about particular patients' through referring to their records.

-   The Medical Record Department:

During the training the students knew the process of saving and extraction the medical records, and how to organize and order them after receiving them from the wards. Also, how to define the medical record in ambulatory care, in addition to that I learned the international classification of diseases ICD-9.

-   Training In Wings And Wards Of The KAUH:

The training focused mainly on preparing forms for admitted patients, allocating patients to designated rooms, arranging appointments for physicians' reviews, and preparing final discharge for the patients using the MEDICOM system.

-   The Computer (Information Technology) Center:

The students learned the nature of the purchasing system from the step of approving the purchase order (P.O), input the (P.O) for each material by the use of ORACLE system, make a modification summary for the material, make shipments for the materials by using coding number for each material, also make a standard receipt process to choose the best granting from the supplier's companies.

-   The Supplies And Inventory Department:

It has two sections, the **main medical stores** and **stationary and toner section.** This department communicates with the internal and external sources to provide the best services and the supplies for the hospital, and auditing all the purchasing orders in their final stage. The students were taught how to detract materials to the hospital departments according to their needs. Also they learned the stockpile controlling procedures by use the MEDECOM and ORACLE system.

-   The Human Resources Department:

The main responsibilities of this department were organize the files in the lockers, admitting and giving registration number for the emanating post, organizing the formulation files, making employment contract, planning job description for the units and departments in the KAUH.

EXPERINCES IN UNITED KINGDOM (UK)

Academic Teaching in the UK

➢ **Brunel University London**

➕ **Research Assistant Research Assistant / Brunel Business School** (Jun, 2018 – Sep, 2018)

✓ I was co-supervisor on Master's Dissertation (MG5510) for postgraduate
students of Management MSc programme it is a compulsory course for this program.

➕ **Research Assistant / Brunel Business School** (Feb, 2017 – Jun, 2017).

✓ I has taught undergraduate students (third year) I was teaching the course of strategic
management (MG3047) it is compulsory course for all third year Students in this school.

➕ **Research Assistant/ Brunel Business School (Feb, 2016 – Jun, 2016)..**

✓ I has taught undergraduate students (First year) I was teaching the course of Introduction to
management inquiry (MG1011) it is compulsory course for all the Students in this school.

➢ **Harrow Scholl in England- London (Sep.2015- Jun.2016).**
Teacher.

Managerial and leadership positions in the UK:

➢ **I was appointed as team leader in the library for one year I was responsible about the group of team members** (Oct.2017 –Oct.2018)**.**

➢ **Brunel University London** (Feb.2016 – Feb.2017).
I worked as exams invigilator in Brunel Business School.

➢ **Brunel University London** (Oct, 2016 – Dec, 2016).
I works as a Team Leader and Space Utilization Surveyor – HEFCE.

Main Responsibilities:
- Work with the department of Estates to collect quantitative and qualitative data for a HEFCE project – on paper and online.
- Check room usage of a route within specified time-frame.
- Equip team members with all necessities required for the job.
- Check team members in and out for payroll purposes.
- Ensure all team members meet deadlines.

➢ **I worked as librarian in the Library of Brunel University London for three years** (Oct.2015 –Oct.2018) **.**

> **Brunel University London** (Sep, 2015 – Dec, 2015).
>   I worked as Space Monitoring Assistant.
>
>   **Main Responsibilities:**
- Conduct market research on space utilization across a prescribed route.
- Check room usage at specified times.
- Data entry clerk duties – reporting back collected data.
- Report any facility or health and safety issues found during research.
- Providing feedback on how to utilize university space more effectively based on research.

THE FOLLOWING POINTS INDICATES THE NAME OF THE COURSES THAT I WAS TAUGHT IN UNIVERSITIES IN JORDAN AND UNITED KINGDOM:

> **Principles of Management (1)** / Faculty of Economic and Managerial Sciences/ department of Business administration / in Yarmouk University (Compulsory for all undergraduate students in the Faculty)

> **Management of Healthcare Systems and Quality Assurance /** Faculty of Applied Medical Sciences / Department of Allied Medical sciences / in Jordan University of science & Technology (Compulsory for all Fourth year undergraduate students in the Faculty)

> **Medical cataloguing and classification** / College of Allied Health Professions / in The Ministry of Health/ AlBalqa' Applied University (Compulsory for all undergraduate students in the College)

> **Management Services And Health Care Systems /** College of Allied Health Professions / in The Ministry of Health/ Al-Balqa' Applied University (Compulsory for Second undergraduate students in the College)

> **Electronic Medical Records /** College of Allied Health Professions / in The Ministry of Health/ Al-Balqa' Applied University (Compulsory for Second undergraduate students in the College)

> **Health Information Systems (HIS) /** Faculty of Computer Information Technology/ department of Computer / in Jordan University of science & Technology (Elective for students in the CIS department)

> **Principles of Marketing /** Faculty of Economic and Managerial Sciences / department of Marketing / in Yarmouk University Technology (Compulsory for all Fourth year undergraduate students in the Faculty)

> **Clinical Training II** / Faculty of Medicine/ department of Health services administration / in Jordan University of science & Technology (Compulsory for 4th year undergraduate students)

> **Clinical Training III** / Faculty of Medicine/ department of Health services administration / in Jordan University of science & Technology (Compulsory for 4th year undergraduate students)

> **Medical Terminology** / Faculty of Medicine/ department of Health services administration / in Jordan University of science & Technology (Compulsory for all Fourth year undergraduate students in the department)

- **Principles of management (2)** / Faculty of Economic and Managerial Sciences/ department of Business administration / in Yarmouk University (Compulsory for all undergraduate students in the Faculty)

- **Purchasing and Inventory Management** / Faculty of Medicine/ department of Health services administration / in Jordan University of science & Technology (Compulsory for all undergraduate students in the department)

- **Organizational Behavior** / Faculty of Medicine/ department of Health services administration / in Jordan University of science & Technology (Compulsory for all undergraduate students in the department)

- **Communication Skills in healthcare** / Faculty of Medicine/ department of Health services administration / in Jordan University of science & Technology (Compulsory for all undergraduate students in the department)

- **Quality Management** / Faculty of Medicine/ department of Health services administration / in Jordan University of science & Technology (Compulsory for all undergraduate students in the department)

- **Contemporary Issues in Public Health (Master Course)** / Faculty of Economic and Managerial Sciences / department of Marketing / in Yarmouk University (Compulsory for all postgraduate students in the HIS programme)

- **Human Resource Management (Master Course)** / Faculty of Economic and Managerial Sciences / department of Marketing / in Yarmouk University (Elective for all postgraduate students in the programme of HIS)

- **Introduction to Management inquiry /** Brunel Business School/ Business and Management BSc Program / in Brunel University London (Compulsory for all the first year undergraduate students in the School)

- **Strategic Management /** Brunel Business School/ Business and Management BSc Program / in Brunel University London (Compulsory for all the third year undergraduate students in the School)

- **Dissertation /** Brunel Business School/ Management MSc Program / in Brunel University London (compulsory for all the master students of Management MSc Program)

- **Medical Terminology** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory course for all undergraduate students in the Department)

- **Hospital management and healthcare organizations** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory course for all undergraduate students in the Department)

- **Managerial issues in Hospitals** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory course for all undergraduate students in the Department)

- **Healthcare legislations and ethics** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory course for all undergraduate students in the Department)

- ➢ **Planning and Evaluation of Healthcare systems ethics** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

- ➢ **Accreditation and Excellence Awards** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory course for all undergraduate students in the Department)

- ➢ **Information Management and Medical Records** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

- ➢ **Health Policies** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

- ➢ **Long Term care Services** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

- ➢ **Epidemiology** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

- ➢ **Research Project** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

- ➢ **Logistics and supply chain Management** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

- ➢ **Risk Managament** / Faculty of Business/ Department of Hospital Management / in Philadelphia University (Compulsory for all undergraduate students in the Department)

THE FOLLOWING POINTS INDICATES THE NAME OF THE COURSES THAT I CAN TEACH BASED ON MY SPECILISATION OF HEALTH INFROMATICS:

1. Health Information systems
2. Hospital information system and management
3. Epidemiology Methods and Uses
4. Health and risk management
5. Enterprise health information systems
6. Health technology evaluation
7. Healthcare system management and quality assurance
8. Evaluation of healthcare information systems
9. Communication and health education
10. Medical terminology
11. Management of medical records
12. Quality control and patient safety
13. Total quality management
14. Research methodology

WORKSHOPS & COURSES IN JORDAN AND UK

Jordan :

- Professional training course of 27 credit hours held at Philadelphia University on 2021/2022 includes the following topics:

  - Adding new course using moodle

  - Basic resources and activities in moodle

  - Advance resources and activities in moodle

  - Gad Book in Moodle

  - Assignment Activities in Moodle

  - create E-content using H5P Activities in Moodle

  - outcomes scales, and competencies in Moodle

  - Quiz activity in Moodle

- A profession academic training course of 18 credit hours still in progress it is held at Philadelphia university 2022/2023

- Hazard Analysis Critical Control point (HACCP)" Workshop, the Civil Society Development/ Jordan University of Science & Technology (JUST) – Jordan, (16 & 17April, 2008).

- The Youth Role of Fighting Decaying" Training Course, Good Life Studies Center- Jordan (12 May 2008).

- The Graduation Package" Workshop, The Civil Society Development/ JUST University – Jordan, (8 - 9 June, 2008).

- The Personal Planning & Time Management" Educational course, King Abdullah 11 Fund For Development/ (JUST) University -Jordan, (16 - 24 July, 2008).

United Kingdom :

- RESEARCHER DEVELOPMENT SERIES 1: New Researcher Induction" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (12th Nov.2014).

- Personality Test MBTI Workshop & Feedback for Researchers" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (17th Nov. 2014).

- Introduction to Ref Works" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (19 Nov. 2014).

- Writing Forum: Your Questions" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (21 Nov. 2014).

- It's not about the nail" Workshop, cooperation between Brunel Innovation Hub and Brunel graduate School / Brunel University London - United Kingdom, (25 Nov.2014).

- Getting started with Twitter" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (25 Nov. 2014).

- Intellectual Property with the Intellectual Property Office" Workshop, cooperation between Brunel Innovation Hub and Brunel graduate School / Brunel University London - United Kingdom, (26 Nov. 2014).

- Getting started with blogs and blogging" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (27 Nov. 2014).

- Fixing Problems" Workshop, cooperation between Brunel Innovation Hub and Brunel graduate School / Brunel University London - United Kingdom, (2nd Dec.2014).

- Literature Reviews: Structured searching for quality results" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (15th Jun.2015).

- Stress reduction and well-being" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (9th Dec. 2015).

- Researcher Development Series 2: Intermediate Researcher Development, Brunel graduate School / Brunel University London - United Kingdom, (20th Nov.2015).

- Management skills for researchers" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (23 Febr.2015).

- Job Interviews- doing presentations at interviews" Workshop, Brunel graduate School / Brunel University London - United Kingdom,(3rd Jun. 2015).

- Writing Better grant proposals" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (22nd Oct. 2015).

- Presentation Skills: oral presentations" Workshop, Brunel graduate School / Brunel University London - United Kingdom,(16th Oct.2015).

- Job applications: CV and cover letter writing" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (13 Oct. 2015).

- Public speaking & leadership: public speaking" Full Course, Brunel University London - United Kingdom, (20th Jan. 2016 - 29th Feb. 2016).

- Organizational Influence: shaping and enhancing your research environment" Workshop, Brunel graduate School / Brunel University London - United Kingdom, (7th Dec. 2015).

- Viva preparing for your thesis examination and VIVA VOCE", Brunel graduate School / Brunel University London - United Kingdom, (15Oct.2015).

MAJOR TYPES OF COMMITTEES I HAVE BEEN INVOLVED IN

- ➢ **Member of the Philadelphia university Council (Sep 2023 – present)** عضو في مجلس جامعة فيلادلفيا

- ➢ **Recruitment Committee in Philadelphia University** (1 Sep.2021 – Sep.2023).

  Main Responsibilities :
  - Creating accreditation for the standard of quality assurance.
  - Creating activities and do lectures for people in the local community and for students as well in different universities and colleges.
  - Giving information and guidance about the important topics such as writing a CV, how to prepare for the interview to get a job.

- ➢ **Students guidance and awareness committee** in **Philadelphia University** (1Sep.2021 – present).

  Main Responsibilities :
  - Creating activities for guidance purposes for the new and old students in the university.

- ➢ **ERASMUS+ Committee in Philadelphia University** (15 Jan.2022 – Sep.2023).

  Main Responsibilities :
  - It is about learning mobility individuals (higher education student and staff mobility between program and partner countries) it's about project proposal should submit to specific agency for assessment based on the budget amount of the EU grant.

- ➢ **Committee of Strategic Plan of Philadelphia university in Philadelphia University** (24 Apr.2022 – present) .

  Main Responsibilities :
  - There are many duties and strategic goals in this committee some of them are: Ensuring efficient and responsive governance to the university's requirements. and to develop and enhance the teaching and learning processes. And to promote and market scientific research and its products and to stimulate creative initiatives

- ➢ **Community service Committee in Philadelphia University** (24 Sep.2022 – present) .

  Main Responsibilities:
  - Doing activities inside the university to serve other people inside and outside university such as: Warm winter campaign and create an event to celebrate the labor day
  - Creating activities and do lectures for people in the local community and for students as well in different universities and colleges.

- ➢ **Electronic and technical support Committee in Philadelphia University**
   (24 Sep.2022 – Sep.2023) .

   Main Responsibilities:
- - Helping the administrative and academic staff with any technical issue faces them.
- - Creating workshops for academic staff and students to teach them how to use the E-learning platforms like: Microsoft teams, Moodle and Zoom.

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TRAINING COURSES in Coursera

- ➢ Telemedicine of healthcare. (9/1/2022 - 16/1/2022).

- ➢ Moodle system workshop (1/9/2021 - 1/10/2021).

- ➢ Information management of Electronic Medical Record EMR. (16/5/2021 - 23/5/2021).

- ➢ Microsoft teams workshop (1/3/2021 - 7/3/2021).

CREATING SYLLABUS

- ➢ Creating a plan for the programme of Master in Health Services Administration and the programme of Bachelor Degree in Health Services Administration in the School of Economic and Managerial Sciences at Yarmouk University (YU) (Oct.2020)

- ➢ Helping in creating courses for the programmeof Master in Health Informatics in German Jordanian University (GJU) under the School of applied Medical Sciences (SAMS) (Dec.2019)

CONFERENCES

- ➢ Twelve Jordan Economic Conference titled "Digital Economic and corona pandemic" which was held in Jordan and organized by International Afaq Group for conferences (29-30 June 2021).

- ➢ The Annual PhD Doctoral Conference, Brunel business School/Brunel University London/ United Kingdome, (1 & 2 May 2017).

- ➢ The Annual PhD Doctoral Conference, Brunel business School/Brunel University London/ United Kingdome,(1 & 2 March 2016).

- ➢ I attended a Conference of "MBA Academy International Business Conference", Management and Business Academy, Hamilton Centre / Brunel university London - Uxbridge/United Kingdom, (3,4& 5 July 2015).

- ➢ The Annual PhD Doctoral Conference, Brunel business School/Brunel University London/ United Kingdome, 1 & 2 March 2015.

RESEARCH INTERESTS

- ➢ Health Technology Evaluation
- ➢ Health Informatics
- ➢ E-Health
- ➢ Artificial Intelligence and Business Intelligence in Health Informatics
- ➢ Big Data Analytics in Health Informatics
- ➢ logistics of information systems in healthcare organizations

SKILLS

- ➢ Time Management skills
- ➢ Organizations skills
- ➢ Problem solving
- ➢ Development skill
- ➢ Communication Skills
- ➢ Work under pressure
- ➢ Team Work Skills
- ➢ Attention to Details
- ➢ Ability to use a computer and Microsoft office (Power point, word, excel)

LANGUAGES

- ➢ **Arabic :** Native
- ➢ **English :** Excellent
- ➢ **German :** Basic

REFERENCES

➢ **Prof.Yousef S. Khader,** Professor
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➢ **Dr.Zeid Al-Hourani**, Associate Professor
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  Faculty of Economic and Managerial Sciences
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