



## Hisham Ali Shatnawi



Jerash - Green Mountain



hisham@anu.edu.jo



00962 86600

## PROFILE

Multi-task, efficient and reliable administrative professional with over 25 years of experience, I improve internal departmental operations. Accustomed to working in fast-paced environments Excellent interpersonal skills, ability to work well with others, in both supervisory and support staff roles. Diversified skill sets covering administrative support, client relations, and project management.

## Personal Data

**Date of birth:** May 1, 1966

**Marital status:** Married

**Nationality:** Jordanian

## EDUCATION

**PH.D** - Doctorate in Business Administration - Jinan University - Tripoli - Lebanon (2012).

**Master** -of Public Administration - Jinan University - Tripoli - Lebanon (2001).

**Bachelor** - of Administrative and Financial Sciences - Yarmouk University, Jordan (1990).

Jordanian Certificate of General Secondary Education - literary section in 1985.

## WORK EXPERIENCE

- Faculty member - Associate Professor - College of Business, Department of Business Administration, Ajloun National University, from 5/20/2020.
- A faculty member\_ Teacher Assistant at - College of Business, Department of Business Administration - National University of Ajloun affirmative from 10/1/2013.
- A faculty member\_ Part timer teacher assistant at Economics and Management Sciences Faculty - Jerash University affirmative from 01/10/2011 till 30/9/2013.
- The head of Salaries Dept. at Jerash University from 1/1/1996 till 30/9/2011.
- Part-timer instructor at the Faculty of Economics and Administrative Sciences at Jerash University during 2002 to 2010.
- Administrative officer in Holafa Company in the city of Riyadh/Saudi Arabia from 1990- 1995.

## PROFESSIONAL ACTIVITIES

- A course in human resources management with a period of 150 hours - Jerash University- Counseling and Education Center.
- A member of disciplinary committee at Ajloun National University.
- A member of Library Committee representing Business Administration Faculty - Ajloun National University.
- A course in human resources management for workers in Iman Hospital in Ajloun within the local community service of Ajloun University during 9-10 Nov 2015.
- A training course for workers in Iman Hospital about the role of creativity in solving administrative problems during



## Hisham Ali Shatnawi



Jerash-green monten



hisham@anu.edu.jo



00962486600

### SKILLS

- Analysis & Problem-Solving.
- Interpersonal and Leadership Skills.
- Project Management & Organization.
- Teamwork.
- E-marketing.
- Ability to work under pressure and keeping team work spirit.

### Languages

Arabic  
English.

### CONTINUED PROFESSIONAL ACTIVITIES

- Head of quality office in Jerash University in 2012.
- Committee of disciplining students 2023 -2024.
- Committee of Plans Preparation 2023 -2024.
- Committee to pursue defaulted students 2023- 2024.
- Fundamental of Digital Marketing 23/05/2023

### REFEREED INTERNATIONAL JOURNALS

1. The Impact of Creativity on Zain Mobile Telecommunication Company- Jordan An Empirical Analytical Study (International Journal of Business and Management), Canada-ISSN 1833-3850 E-ISSN 1833-8119 Vol.10, No.9; 2015.
2. The Impact of management information systems on the financial performance of Islamic banks in Jordanian Islamic Bank - a case Study a. (International Journal of Business and administration), Canada ISSN-1833--350 E-ISSN 1833-8119 / Vol.10, No.10, 2015
3. The role of promotion policies in marketing the Jordanian therapeutic products "A field study of Jordanian therapeutic companies" (International Journal of Current Research), India. Vol 7 Issue, 12, pp24504-24510, December, 2025.
4. 4.The role of marketing information systems in reducing the effects of the international financial crisis- From Islamic perspective, "A study applied on the banks working in the Kingdom of Saudi Arabia" (International Journal of Marketing Studies) Canada .vol.8, No.1.2016- ISSN 1918-719X E-ISSN 1918-7203.



## Hisham Ali Shatanwi



Jerash-green monten



hisham@anu.edu.jo



00962866600

### REFEREED INTERNATIONAL JOURNALS

5. (Manifestations of Islamic economics in the era of the legislation) Advice House Magazine- Qatar. Volume 2, No. 4, Date 31/3/2016, 2257 S227.

6. (The effect of using systems analysis and data research to estimate the Jordanian national accounts) Nowruz Magazine \_ Iraqi Kurdistan, published in Aug 2016.

7. (The effect of using information technology on creativity among workers in the Jordanian Social Security Corporation) Bouira magazine, Algeria University, published in Sep 2016.

8. (The effect of using financial analysis systems to reduce the financial crisis on Jordanian Islamic banks and predict credit risk) Journal of Accounting, audit and governance - Jerash Private University, published in Sep 2016.

9. The contribution of strategic information systems in money management of Jordanian Social Security Corporation, a field analytical study Baghdad University Magazine, published in Nov 2016.

10. 1528-2635-26-2-240 Citation Information: Shatnawi, H.A. (2022). The impact of knowledge management in the electronic human resource management effectiveness: an applied study on northern Jordan's private universities. Academy of Accounting and Financial Studies Journal, 26(2), 1-14.

11. THE IMPACT OF KNOWLEDGE MANAGEMENT IN THE ELECTRONIC HUMAN RESOURCE MANAGEMENT EFFECTIVENESS: AN APPLIED STUDY ON NORTHERN JORDAN'S PRIVATE UNIVERSITIES ( Accounting and Financial Studies Journal Volume 26, Issue 2, 2022).



## Hisham Ali Shatanwi



Jersh-green monten



hisham@anu.edu.jo



0096286600

## REFEREED INTERNATIONAL JOURNALS

12. Research trends in the profit, cash flow, & stock returns / bibliometric analysis(Academic of north urban)8/2021.
- 13 . The Role Of Digital Marketing In Improving The Mental Image Of The Organisation In Customers Orange Télécommunications Company In Jordan (Exploratory Study) Journal of Namibian Studies, 34(2023) 3285-3323 ISSN: 2197-5523 (online) 3285.
- 14 . The Impact Of Marketing Relationships At Achieving Competitive Advantage :A Prospective Study On A Sample Of Banks Employees In Jordan Nat. Volatiles & Essent. Oils, 2022; 9(1): 284-304
15. FACTORS AFFECTIN SATISFACTION TOWARDS MOBILE PAYMENT SERVICES: AN ANALYTIC HIERARCHY PROCESS APPROACH (Corporate & Business Strategy Review / Volume 4, Issue 3,8/2023.
16. The effectiveness of human resource management practices on increasing organizational performance and the mediating effect of employee engagement (Uncertain Supply Chain Management 12 (2024)
17. Impact of E-Government in Reducing Administrative and
18. Financial Corruption in Jordan - Ministry of Finance ( American Journal of Operations Management and Information Systems 2019 4(4): 124-131
19. 2020 Journal of Advanced Economic Research: Volume (05), Issue (02). PISSN: 2572-0198 / EISSN: 2676-1572, The role of social networking sites in developing and localizing human resources Youth from Jordanian universities in the northern region (Yarmouk and Technology)
- 20 . The effect of management by moving around on the performance of workers in Jordanian clothing factories ( Jadara University Journal for Academic Publishing- 5/2023.
21. (Electronic knowledge of customers and employees of Jordanian banks and its impact on the quality of banking service (EUROPEAN-AMERICAN JOURNALS) - Vol 4No. 2pp.61-84, February 2016.



## Hisham Ali Shatnawi



Amman , airport St



i.alsmadi@anu.edu.jo



+96279205881

## TEACHING EXPERIENCE

- **Bachelor**
- principles of Marketing.
- Principles of Management.
- Marketing Management.
- Sales Management.
- Organizational Behavior.
- E-Business Management.
- Decision Support Systems
- International Management.
- Management Information Systems(1) .
- Organization Theory.
- Production and Operations Management.
- Office automation and management systems.
- Total Quality Management and Control.
- Knowledge Management.
- Advanced Management Information Systems.
- Scientific research methods.
- Project Management.
- Insurance Management.
- Graduation Project.
- Crisis Management.
- Information Resource Management.
- Human Resource Information Systems.
- Ethical Responsibility of Information Systems.
- Customer Relationship Management.
- Business Intelligence Systems.
- Analysis and Design Systems.
- **Master's**
- Advanced International Business Management.
- Advanced Organization Theory.
- Advanced Operations and Production Management.
- Advanced Strategic Management.