

## Curriculum Vitae

**Marwan Mustafa Shammot (Associate Professor)**

**B.com., Diploma, M.com., Ph.D.**

**Jordan, 1965, Jordanian Citizen**



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### Address:

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### General Information

Social Status	: Married with three children
Years of Experiences	: 15 Years
Present Position	: Head of Quality Accreditation Unit , College of Applied Studies & community Services , King Saud University

### **KEY QUALIFICATION**

- More than fifteen years experience as an academic; teaching, training and researching management issues in the fields of: total quality management, principles of management, bank management, financial management, investment management, strategic management, financial markets, and organizational behavior, human resources and risk management. I worked hard as ahead adopting Quality Assurance in my college since several years.
- More than ten years experience as co-coordinator and heading quality and accreditation units in different colleges and universities. Participating in Designing and formulating college's Strategic plan.
- Very good in computer utilities; Personal Computer and software packages such as: Windows, WinWord, Excel, PowerPoint, The WWW and Information Recourses and E-mail.
- Participated in various consultations in Financial, administrative & banking issues.
- Participated in various conferences and workshops in the fields of banking, financial management and financial markets.

### **Education & Professional Qualifications:**

1995    **Ph.D., Business Management, Pune University, India.**

1990    **M.com., Master of Personal Management, Pune University, India.**

1990    **Diploma in Financial Management, Delhi, India.**

1988    **Bachelor of Commerce Advanced Banking, Pune University.**

### Experience:

- Associate Professor ,Administrative Sciences & Humanities ,Applied College of Studies & Community Services , King Saud University, ( 2012 – till now ) .
- Head of Quality Accreditation Unit, Applied College of Studies & Community Services , King Saud University, (2011- 2012 ) .
- Consultant , Head of Academic Accreditation , Quality Deanship , King Saud University, (2011- 2012 ) .
- Associate professor, Administrative Science Department, King Saud University (Riyadh Community College), ,(2008 – 2011) .
- Member of Quality & Accreditation Steering committee, RCC, (2008 – 2011).
- Leading RCC to attain International Accreditation from Council on Occupational Education (COE) , King Saud University , 2010.
- Leading RCC to attain National Accreditation from National Commission for Academic Accreditation & Assessment (NCAAA), King Saud University , 2011.
- Vice -Director of Quality & Accreditation Unit RCC. , (2008 – 2011),
- Member of University Institutional Assessment (Teaching & Learning), KSU, (2009-2010).
- Head of Strategic Plan committees, (2008-2010), RCC.
- Consultant in Accreditation & Quality Assurance, Strategic Plans, “some colleges”, King Saud University, (2008 – Till now).

- Participating in leading RCC, to Attain International Accreditation form Council on Occupational Education (COE), 2010.
- Participating in Leading RCC, to Attain National Accreditation form National Commission for Academic Accreditation & Assessment (NCAAA).
- Vice Dean of Administrative & Financial Sciences college, Philadelphia University, September 2007- 2008.
- Chairman of Banking & Finance Department, Philadelphia University, September 2005- Present.
- Head of Quality & Accreditation Steering committee, Philadelphia University, Administrative & Financial Sciences College, September 2006- 2008.
- Leading Banking & Finance Department, Philadelphia University, to Attain International Accreditation AACSB, 2007-2008.
- Consultant and Constitution Member of (Real Estate Management) Diploma, Jordan University July, 2007.
- Designing and Establishing Bachelor Program, member committee, Al – Quds Open University (2004).
- Assistant professor, , Financial & banking Department, Philadelphia University, (Feb. 1996 – 2002), Jordan.
- Associate Professor, From, Financial & Banking Department, Philadelphia University, 1<sup>st</sup> (December 2002-Present), Jordan.
- Management Consultant, Member and Lecturer of Management & Entrepreneurship Program, AL-Quds Open University,  
(March 2003– Present).
- Part time Lecturer, at different Jordanian Universities.

- External Examiner for M.B.A. Thesis at Al-Jazeera University, Sudan (2002-2004).
- Internal Examiner for M.B.A. Thesis at Al-Jazeera University, Sudan (2002-2004).
- Participated as a Head Designer course and Analyst of Financial & Banking Department, at Al\_Quds Open University, (2004).
- Designing and Establishing Bachelor Program, member committee, Al – Quds Open University (2004).
- T.V. Lectures, Financial Management Topics, 2004.
- Consultant, Local Training Centers (2005).
- Technical Committee member, The International Arab Conference on Quality Assurance in Higher Education (IACQA'2012),Gulf University,Bahrain,4-5 April 2012.

#### **Editorial Advisory Board :**

**International Journal of Management and Sustainability.**

#### **International Journal Editorial board Member :**

- **African Journal of Marketing Management (AJMM).**
- **International Business Research.**
- **International Journal of Business Management & Research(IJBMR).**
- **International Journal of Accounting and Financial Management Research(IJAFMR).**
- **Journal of Business Management and Research(JBMR).**

- Journal of Accounting and Financial Management Research(JAFMR).
- International Academy of Science , (IJBGM )

**Publications in Journals:**

- 1- Shammot Marwan & Suwan, M., "Privatization & Higher Education", Paper Presented at Second Conference Philadelphia University, (1997). (Text: Arabic)
- 2- Shammot, M. & Ahmed, M., "Evaluation of Customers Opinion Regarding Jordanian Commercial Banks – An Empirical Study", AL-Ma'amoon Journal, Vol, 2, Dec., (1999). ( Text :Arabic)
- 3- Shammot, M, "Factors Cause for Non approbation Purchasing Life Insurance Documents in Jordan", AL-Ma'amoon Journal, Vol.1, March, (2000). ( Text :Arabic)
- 4- Shammot, M., "Identifying Training Requirements for Men Selling Insurance Documents In number of Jordanian Insurance Companies", Irbid Journal, Special Issue, August, (2001). ( Text :Arabic)
- 5- Shammot, M., "Difficulties Facing Salesmen Working In Jordanian Insurance Companies", Jerash Journal, Vol. (6), No.1, December, (2001). ( Text :Arabic)
- 6- Shammot, M., "Financial Management Function In Private Hospitals In Jordan", Journal of T. Al-Rafidain, Vol. 2/24, No.68 (2000). ( Text :Arabic)

- 7- Shammot, M., "Determinants of Decisions of the Individual Investors in Amman's Financial Market", Journal of Al-Mustensaria, Vol. Feb, No.38, (2002). (Text :Arabic)
- 8- Shammot, M., "Difficulties Facing Individual Investors In Amman's Financial Market", Journal of Helab University, No. 30, (2002). (Text :Arabic)
- 9- Khader, J., & Shammot, M., "International Investment Opportunities In India & China As Emerging Giants In The Global Economy", Journal of Helab University, No. 32, (2002). (Text English)
- 10- Marwa, A.,& Shammot, M., A., "Evaluation Standards of Amman Stock Exchange Market in Jordan, Journal of AL-Zarka University, Vol.(7), No.1, June, (2005). (Text :Arabic)
- 11- Shammot Marwan & Ahmad M, "Obstacles Facing Employee in Jordanian Commercial Banks" Journal of Commercial Research, Zaqaziq University, (June 2005). (Text :Arabic)
- 12- Shammot Marwan & Sheihk Mustafa., Use of Internet Banking: An Empirical Investigation of Jordan, Journal Zaqaziq of University, Vol.28, No.1, and July, 2006 ", (June, 2006). (Text: English).
- 13- Shammot, M. & Mustafa Shihk, Adoption of Mobile Banking Services in Jordan, Scientific Journal of King Faisal University, Vol.10, 2008. (Text: English)
- 14- Khadar, J. & Shammot, M., Job Satisfaction of Dotcom Employees, Rossicada, Dec., 2006. (Text: English)
- 15- Khader, J., & Shammot, M., Management Development A six

Step Model, Journal of Rossicada, 2007. (Text: English)

- 16- Marwan, A., Shammot, M., the Factors That Influence The Determination Fees of the Tax Consultant Offices in Jordan, Journal of Arabic Management, Arab Organization, 2008. (Text: Arabic).
- 17- Shammot .M. Factors Effecting Investors Decisions at Amman Stock Exchange, Paper Present at Fifth Conference, July, 2007. (Text: Arabic)
- 18- Marwan, A., Shammot, Quality Management Practices and Their Impact on Organizational Performance, And Customer Behavior, European Journal of Economics, Finance and Administrative Sciences Issue 34, 2011.
- 19- Marwan, A., Shammot, The Impact of Quality of Services Provided by Peugeot Company on Customer satisfaction, IJCRB June Edition 2011 IJCRB Vol .3, No. 2.
- 20- Aata, M, M., &Shammot, The proposed criteria for Egyptian Commercial credit risk management and description of a model for measuring these risks, June- 2011.
- 21- Marwan, A., Shammot, Factors Affecting the Jordanian Students' Selection Decision among Private Universities, *Journal of Business Studies Quarterly (JBSQ)*, June 2011, (Vol. 2, Issue 3).
- 22- Marwan, A., Shammot, Green Marketing and Jordanian Consumer Behavior, *Research Journal of International Studies*, Issue 20, Sep. 2011.



- 23- Marwan, A., Shammot, Customer Relationship Management as a Competitive Strength for the Organization, Finance &Commerce Journal,Vol.,No. 493, May, 2010 .
- 24- Marwan, A., Shammot, Zamil, A., The role of measuring customer satisfaction in improving the performance in the public sector organization, *Journal of Business Studies Quarterly (JBSQ)*), June 2011, (Vol. 2, Issue 3).
- 25- Marwan, A., Shammot, Obstacles of Mobile Bank usage in Saudi Arabia as viewed by customers, Academy of Business Journal AlAzhar University, Vol – 5- , July, 2009.
- 26- Zamil, A., & Marwan, A., Shammot, The impact of demographic factors in the use of the Saudi consumer online purchase, Academy of Business Journal AlAzhar University, Vol – 5- , July, 2009.
- 27- Zamil,A.,& Marwan, A., Shammot, The impact of the availability of total quality management requirements on developing the human capital in the higher education institutions in Jordan , Finance &Commerce Journal,Vol.,No. 486, October, 2009 .
- 28- Marwan, A., Shammot, & others, the impact of globalization on the organizational culture, Souhag University, Vol. No. 1, June, 2010.
- 29- Marwan, A., Shammot, & others, the learning organization and the organizational development in systems theory perspective, Souhag University, Vol. No. 1, June, 2010.
- 30- Marwan, A., Shammot, & others, Effect of negative interaction with modern technology on Jordanian

Government organization performance, Egyptian Commerce Journal, June, 2011.

- 31- Marwan, A., Shammot, Obstacles to Mobile banking usage in Jordan as viewed by customers, conference paper, April 2010, U.S.A.
- 32- Usmani M., Shammot,& others Towards a Network of Quality Assurance in Higher Education: A Pakistani Model, *Archives Des Sciences* , ,Vol 65,Issue 7, July , 2012 .
- 33- Usmani M., Shammot,& others Meta Evaluation of a Teachers' Evaluation Programme Using CIPP Model, *Archives Des Sciences* ,Vol 65,Issue 7,July , 2012 .

**Books Published:**

- 1- AL-Shibli, A. & Shammot, M., "Computer Applications in Management & Marketing", AL-Moataz Publisher, Amman, (2002).
- 2- Ramadan, Zeyad, & Shammot, M., "Financial Markets", AL-Quds Open University, (2007).
- 3- Shammot, M., & KinJu, A., "Principles of Investment", AL-Quds Open University, (2008).
- 4- Shammot, M., & Emad, A., "Financial Math's", AL-Quds Open University, (2009).

**Research Interests:**

- Human Resources management field Financial Uses at different Sectors, total quality management, and strategic management, Electronic development at different Sectors Such as E-Banking, E-Commerce, and E-Payment. Management Area.

### *Courses Taught: (Arabic & English):*

- Total Quality Management
- Human Resources Management
- Organizational Behavior
- Business Plan and Development
- Financial Management.
- Investment Management.
- Bank Management.
- Business Communication
- International Management

### *Committees & Individual Experience:*

#### **University level:**

1. Students Disciplinary Member of board formed by the chancellor, Sep. 1999-2001.
2. Member of Scientific Research and Graduate Studies Committee, formed by the chancellor, Sep.2001-2005.
3. Member of Scientific Research and higher studies, Sep., 2004-2006.
4. Member of Academic Training and Development lecturer Staff, formed by the chancellor, Oct. 2002- 2003.
5. Member of Distance Learning Committee, formed by the chancellor, Nov. 2004/2005.
6. Member of saving Fund, Formed by the chancellor, Sep.2006-2007.

*College Level:*

1. Member of College Council, Sep. 1999 – present.
2. Secretary of the Financial & Banking Department 1996 – 2004.
3. Head of the Social Committee 1996-1997.
4. Head of the Central Committee for Courses and Examinations Schedules, 1997-1998.
5. Head of the Students Disciplinary Board 1998-2002.
6. Head of Student Elections Council, 1998-2000.
7. Head of Academic Guidance Council, 1997-2000.
8. Member of Developing Courses Evaluation Format Committee, Member 1998-2003.
9. Member of Budget Committee, 2003-present.
10. Chairman Committee of Scientific reviewer for third and forth conferences at Philadelphia University (2003-2005).
11. Attended & Conducted Workshops on British Quality Assurance Agency (QAA) For Evaluation of Administrative & Financial Sciences In Jordan (2003).
12. Chairman of Committee for (QAA) of Financial & Banking Department, Philadelphia University (2003).
13. Peer Reviewer for many conferences and Journals papers.
14. Head of the Scientific Research Committee, Administrative & Financial Sciences, Philadelphia University, (2000-Present).
15. Participated at 7<sup>th</sup> Annual Islamic Forum In Jordan, (25-27/9/2004).

16. Attended many various Local conferences.

**Computer Skills:**

Ample Knowledge of Personal Computer and software packages such as: Windows, WinWord, Excel, PowerPoint, the WWW and Information Recourses and Electronic Mail.

**Professional and Training Experience:**

- 1- Arab Bank Training Center, a program held for Employees staff, In Financial Analysis (July, 2004).
- 2- Jordanian Kuwait Bank, a program held for Employees staff, In Financial Analysis (July, 2002).
- 3- Jordanian Insurance Union, a program held for Employees staff, In Concepts of Insurance (2000 – 2001).
- 4- Private Sector different programs such as finance, HRD & Quality management, (2000- Present).
- 5- Government Sector different programs such as finance, HRD & Quality management, (2000- Present).
- 6- Private Sector different programs such as Bank Marketing & Islamic Banks (2006-2007) Arabic Islamic Bank.

**Training Courses Provided:**

- Participated as a trainer, Philadelphia University Staff in (2002-2003), The Program was related to Financial Management.
- Participated as a trainer for Philadelphia University Graduated Students in (2003-2004), The Program was related to Financial
- Analysis and Bank Management.

**Training Activities:**

**As Participant:**

- Computer Skills & Application in Finance & Management.
- Preparing & Produce Educational Subjects, For Electronic Broadcast, 2-13/11/2003 Philadelphia University.
- Computer Skills, Philadelphia University, 2003.
- Educational Technology in Distance Education, Philadelphia University 2004.
- The Management Process and Preparing Materials in Distance Education.

**Languages:**

Arabic (mother tongue).

English (very good).