

Ahmed A. Alshiha, Ph.D., CHIA

📍 Riyadh, Saudi Arabia
☎ +966555696986
✉ aaalshiha@ksu.edu.sa

Faculty Member at KSU

Work History

Assistant Professor & Head of Skills Development Unit 10, 2019 - Present

Tourism & Hospitality Department
Collage of Tourism and Archaeology, King Saud University

Taught Courses:

- Principles of Marketing in Hospitality and Tourism Management
- Human Resources in Hospitality Management
- Research Project
- Internship in Hospitality Management

Lecturer 07, 2011 - 09, 2019

Tourism & Hospitality Department
Collage of Tourism and Archaeology, King Saud University

Taught Courses:

- Principles of Management in Hospitality Management
- Human Resources in Hospitality Management

Teaching Assistant, Department of Hospitality and Retail Management 08,2017 - 05,2018

Texas Tech University

Taught Courses:

- 1- Hospitality Financial Analysis
- 2- Hotel Operation

Senior Marketing Specialist 03, 2010 - 07, 2012

King Abdullah Institute for Research and Consulting Studies, King Saud University

Job Duties:

- Responsible for developing a strong professional network and utilizing that network to bring in new business referrals on a regular basis.
- Part of a team that worked to become a steady recipient of government contract opportunities.
- Maintained an extensive database of prospective customers and potential projects coming up for bid.
- Giving continuous accurate and relevant feedback to the Institute's Vice Dean for Business and Development.
- Reviewing customer feedback and then suggesting ways to improve processes and service levels.

Senior Specialist Administration 10, 2008 - 02, 2010

Faculty of Medicine, King Fahad Medical City

Job Duties:

- Organizing & preparing of regulations, policies, forms and organizational structures.
- Supervising all financial affairs to ensure all the documents & processes are according to the approved regulations.
- Continues development of the organization environment.

Account Manager

11, 2003 - 10, 2005

Bank Al-Jazira, Riyadh

Job Duties:

- Work with and advise customers in opening accounts and performing transactions
- Maintain current knowledge about latest banking products and services.
- Meet with new bank customers to explain all the services and features the bank has to offer
- Build and Maintain Client Relationships

Assistant Manager - Part Time

07, 2003 - 10, 2005

SANDROSE INTL CO, Riyadh

Job Duties:

- Assist the General Manager with import and export activities
- Build and maintain effective customer relations

Education

Ph.D. in Hospitality Administration

08, 2014 - 05, 2019

Texas Tech University, Lubbock TX

Dissertation Title: Cultural Intelligence, Job Satisfaction and Turnover Intention in the Saudi Arabian Hotel Industry.

Some Related Course Work:

- Advanced Hospitality Marketing
- Advanced Hospitality Cost Control
- Theoretical Development in the Hospitality
- Strategic Management in the Hospitality Industry
- Advance Lodging & Leisure Issues
- University Teaching in Human Science

M.Sc in Hospitality and Retail Management

08, 2014 - 05, 2016

Texas Tech University, Lubbock TX

Some Related Course Work:

- Operation Management in the Hospitality Industry
- Market Research Analysis
- Event Management
- Sensory Evaluation of Food Products
- Managing Crises in the Hospitality Industry
- Advanced Concepts in E-Commerce

M.B.A, Master in Business Administration

01, 2007 - 07, 2008

Johnson & Wales University, Providence RI

Capstone Project: The Importance of HR Practices in the Telecommunication Service Industry

Some Related Course Work:

- Organizational Behavior and Effective Leadership
- Strategic Communication

- Strategic Service Marketing
- Financial Management
- Human Resource Issues
- Legal Issues in Human Resources

BS, Bachelor of Science in Business Administration

08, 1999 - 05, 2003

Collage of Business Administration, King Saud University

Minor in Marketing

Research Interests

- Cultural Intelligence in workplace
- Human Resources Practices in the hospitality industry
- Service Quality

Conferences and publications

Alshiha, A., & Blum, S. (2015, January). *Hospitality Education in Saudi Arabia, A Competency Assessment from Educators Perspective*. Poster session presented at the 2015 Graduate Education Conference, Tampa, FL.

Alshiha, A., & Blum, S. (2017, January). *Culture Intelligence and Culture Diversity in the Hospitality Workplace: Exploring the Link*. Poster session presented at the 2017 Graduate Education Conference, Houston, TX.

Alshiha, A., & Blum, S. (2017, July). *An Investigation into the Moderating Effect of Cultural Intelligence on the Relationship between Leadership and Job Satisfaction in the Saudi Arabian Hotel Sector*. Poster session presented at the *International Council on Hotel, Restaurant and Institutional Education Conference (ICHRIE 2017)*, Baltimore, MD.

Alshiha, A., & Blum, S. (2017). *Culture Intelligence and Culture Diversity in the Hospitality Workplace: Exploring the Link*, *International Council on Hotel, Restaurant and Institutional Education (ICHRIE 2017) Baltimore, MD, 8-11 July 2017*.

Alshiha, A., & Blum, S. (2017). *Culture Intelligence and Culture Diversity in the Hospitality Workplace: Exploring the Link*, *International Council on Hotel, Restaurant and Institutional Education (ICHRIE 2017) Baltimore, MD, 8-11 July 2017*.

Certificates

Hospitality and Tourism Management

04, 2020 - 05,2020

Florida Atlantic University, Boca Raton

Dr. Peter Ricci

Director, Hospitality & Tourism Management

Stewart Distinguished Professor

Florida Atlantic University

ServSafe - Food and Beverage Safety Training Manger Certificate

06, 2016 - 09, 2016

National Restaurant Association, USA

Certified Instructor/Proctor

CHIA - Certificate in Hotel Industry Analytics

11, 2014 - 01, 2015

AHLEI - American Hotel & Lodging Educational Institute

Certified Trainer

Internship

06, 2015 - 08, 2015

Intercontinental Hotel - Riyadh, Saudi Arabia
Front Office, Sales & Marketing and Food & Beverage

PMP - Project Management Professional Certificate

05, 2008 - 07, 2008

Bryant University, Smithfield, RI

Six Sigma Yellow Belt Certificate

05, 2008 - 07, 2008

Bryant University, Smithfield, RI

Intensive English Program

08, 2005 - 12, 2006

University of Delaware, Newark, DE
English Program for Academic Preparation

Management Training Program

11, 2003 - 10, 2005

The Institute of Banking, Riyadh

The program consists of the following courses:

- Bank Accounts and all Related Services
- Bank Remittances
- Introduction to Financial and Monetary System
- SPAN- Saudi Payments System
- Time Management
- Legal Issue in Banking
- Selling Skills
- Customer Service
- Negotiation Skills
- Products and Services in Foreign Banking
- Fundamentals of Banking Based on Islamic Law
- Investment Products
- Introduction to Accountancy

Workshops

Teaching and Research Preparation

2016 - 2017

Teaching, Learning & Professional Development, Texas Tech University

Courses attended:

- Groundwork Program: Preparing Future Faculty Members
- Research Poster Design
- Cite it Right
- How to Create your Teaching Portfolio
- Motivating Students in Classrooms

Skills and languages

SPSS


Statistics Software

MS Office

 Excel, Word, PowerPoint, Outlook

Arabic

 Native Language

English

 Advance Level

references

- [Dr. Shane Blum, PhD](#)

Associate Professor, Hospitality and Retail Management

Texas Tech University

Lubbock, TX

Email: shane.blum@ttu.edu

Phone: +1- (806) 834 - 8811

- [Dr. Jessica Yuan, PhD](#)

Associate Professor, Hospitality and Retail Management

Texas Tech University

Lubbock, TX

Email: jessica.yuan@ttu.edu

Phone: +1- (806) 834 - 8446