**ABBAS M.M AL HAWAMDEH**

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### EDUCATION

2017-2021 DBA in Human Resources Management. Alliant International University- U.S.A. Dissertation title: Perceptions of Human Resources Management Strategies on Employee Performance at the Jordanian Private Universities.

2012-2013 MA in International Relations. University of Sheffield-UK.

2009-2012 BA in English Language and Literature. Jerash University-Jordan.

2009 Higher Education (Tawjihi) in IT.

Advanced Level (A2 Level) in Arabic Language and Literature.

GCSEs in Electronics; Mathematics; Biology; Arabic; Physics; Chemistry; and English.

### WORK EXPERIENCE

**March 2022-current**. Jerash University- President Assisstant for Human Resources Management.

ROLE

Ensures a positive employee-employer relationship in order to provide a positive employee experience and retaining top talent. Provide support and assistance to university staff and faculty in resolving personal or work-related concerns or conflicts. As well as negotiating benefits and incentives for the employees at the university. Also being responsible for meeting potential staff, recruiting, training as well as upgrading, updating, recruiting, and maintaining systems at the university

**October 2021-current.** Jerash University- Jerash-Jordan. Assistant Professor at the Business School.

ROLE

Observed and evaluated students’ performance, behaviour and social development.

Enhanced student learning by optimizing wide range of instructional approaches and innovative seminar activities.

Evaluated and revised session plans and course content for both face to face and online interactions to facilitate and moderate classroom discussions and student centred learning

Keeping students on-task with proactive behaviour modification and positive reinforcement strategies.

**October 2015–March 2017.** Jerash University-Jerash-Jordan. Counseling and Consulting Officer.

ROLE

Provides support and assistance to the University staff and faculty in resolving personal or work-related concerns. Jerash University takes the enhancing of the emotional health, well-being, and job performance of members of the university community very seriously. By providing confidential and professional counselling, coaching, training and consultation services to staff, faculty, retirees, benefit-eligible adult dependents and departments. Connecting the university members with certified coaches that provide personalised coaching services to assist with achieving professional or personal goals such as procrastination, improving work organisation and completion of specific projects.

**July 2014–September 2015.** Jordan Islamic Bank-Amman Jordan. International Department Officer

ROLE

Provides trade financial solutions and enhance trade services at the international department of the Islamic Bank of Jordan along with managing international company’s foreign currency exposure with our foreign exchange services for international businesses. Also, I was in charge to guide business planners to execute and expedite treasury services for global banking.

**May 2006-Dec 2009**. Affinion International-Portsmouth-UK. Contact Center Agent and Administrator.

ROLE

Deals with customers and clients in a busy environment, handling security data and deadlines to keep the service at its highest level.

I was in charge of administrating data (clients/ customers) correspondences.

In addition to receiving many rewards in recognition to my performance, I obtained the title of “agent of the month” on several occasions, as I used to handle day-to-day issues and to provide good customer service feedback.

In this job, I also worked in night shifts which gave me the opportunity to experience leading a team of nine people dealing with emergencies for lost and stolen financial cards, as well as helping stranded customers to a safe journey home.

**Sep 2003–May 2006.** Tangier Road Launderette Company. Portsmouth-UK. Manager and Technician.

ROLE

Along with the role of having the responsibility for dry cleaning, money handling and dealing with customers, I was leading a team of three people, responsible of storing and ordering stock, dealing with machinery and repairs, banking and handling complaints from customers.

**Sep 2000-Sep 2003.** Portsmouth Recruiting Agencies. Organizer and Mediator.

ROLE

Making arrangements for workers' transportation, clocking their work times and processing all correspondence from both ends, such as; Pay, Leave, Absence, Overtime, etc.

### PERSONAL CHARACTERISTICS AND SKILLS

* Experienced in working with clients and customers, in an office environment as well as in the field.
* A well-presented and articulate person who works in a thorough and committed manner.
* Quickly adapts to new systems and procedures.
* Able to use own initiative and work as a leader and within a team.
* Conscientious and self-motivated.
* Proven leadership skills, including managing and motivating others to achieve objectives.
* An effective communicator at all levels within an organization and works effectively when under pressure.
* Fluent in Arabic and fluent in English.
* Excellent communication skills.
* Excellent IT skills (Word-processing, spreadsheets, e-mails, computer and internet skills).

# PROFESSIONAL DEVELOPMENT AND TRAINING

* Innovation Management: Innovation Associate (Demystifying Innovation, Innovation Techniques, Innovation Breakthrough Process).
* Time and Research Management.
* Leadership and Management and how to be a Team Leader.
* Management and Supervision Skills and Competences Workshops with HR.
* Microsoft Word 2000 & Outlook.
* Excel 2000.
* PowerPoint.

### KYE SKILLS AND EXPERIENCE

Administration.

.Supervision

Customer Services.

Retail Services.

Staff Training.

Working with strict deadlines.

### PERSONALITY I am a very polite and responsible person. I like playing football and I enjoy swimming and competing in sporting activities.

I consider myself to be an easy going and very flexible person, and someone who can adapt quickly to any rising situation.

Travelling to various part of the world has given me the advantage of knowing many cultures and how to respect its traditions and customs.

Full California Driving License Clean

Full UK Driving License: Clean

Jordanian Driving License: Clean

### REFEREES

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