

Rawan S. Hassan Mansour

Doctorate in Business Administration

Mobile: 00962 799598322 | Email: rowan.mansour@yahoo.com

Professional Summary

Highly dedicated academic and researcher with a Doctorate in Business Administration and a strong background in curriculum development, researching, and post-secondary studies. Keen to drive an effective and exciting academic environment and mentor students towards academic and career achievement. Well experienced in high-impact researching, developing new and exciting courses in business, and utilizing new educational technology tools. Committed to contributing to academic institution development and achievement through effective leadership and academic contribution.

Education

- **Doctorate in Business Administration** – The World Islamic Sciences and Education University, 2024 (GPA: 88.4)
- **Master of Business Administration** – Al Zaytoonah University, 2020 (GPA: 87.3)
- **Bachelor of Business Administration** – Hashemite University, 2011 (GPA: 3.42)

Professional Experience

- **Jerash University, Jerash, Jordan**

- **Assistant Professor**

July 2025 – Present

- Delivering high-quality instruction, conducting research, and contributing to the academic and professional development of students. Support the department's mission through teaching, scholarly activities, and service.
 - Supervising student research projects.
 - Conducting and publishing academic research.
 - Contributing to curriculum development and academic committees.

- **Bank of Jordan, Amman, Jordan**

- **Assistant Branch Manager**

February 2019 – July 2025

- Cultivate and maintain strong relationships with major customers to ensure consistent revenue growth.
 - Oversee sales administration and customer service operations to enhance efficiency and client satisfaction.
 - Maintain accurate records of sales performance, client accounts, and customer inquiries.
 - Mentor and support newly recruited sales representatives, assisting them in technical and product-related inquiries.
 - Conduct market research to analyze competitors' pricing strategies and customer preferences.

- **Customer Service Representative**

December 2011 – February 2019

- Promoted banking products and services by identifying customer needs and offering tailored solutions.
 - Provided accurate financial information to customers regarding account balances and transaction history.
 - Assisted in opening new customer accounts while ensuring compliance with banking regulations.
 - Informed customers about new financial products and services, enhancing cross-selling opportunities.

Research Experience

- Accepted for Publication: **"The Impact of Strategic Foresight on Smart Organizations: The Moderating Role of Agile Leadership in Jordanian Commercial Banks"** – Al Mithqal Journal
- Samer, A., Mansour, R., & Omar, L. (2018). **"The Role of Corporate Social Responsibility in Local Community Development: A Study of Jordan Ahli Bank."** International Journal of Academic Research in Business and Social Sciences, 8(5), 199-214.
- Samer, A. & Mansour, R. (2018). **"Evaluating the Role of Management Information System Characteristics in Managerial Decision-Making: A Study of Mut'ah University."** International Journal of Academic Research in Business and Social Sciences, 8(5), 187-198.

Certifications & Training

- **Project Management Professional (PMP) Certification** – Al Rajaa International for Trade & Investment, 2025 (40 Certified Hours)
- **Field Training - Behavioral Competencies** – Dynamix in Jordan - Dunes Club, 2024 (7 Hours)
- **New BOJ Mobile** – Bank of Jordan - Call Center, 2024 (3 Hours)
- **Know Your Customer (KYC)** – Bank of Jordan - Microsoft Teams, 2024 (2 Hours)
- **Practical Training for SSSO's in Compliance Department (KYC / FATCA)** – Bank of Jordan - Compliance Department, 2023 (14 Hours)
- **Special Training Course on FATCA** – Bank of Jordan - Microsoft Teams, 2023 (2 Hours)
- **Understanding Customer Needs in Financial Institutions** – Bank of Jordan - Learning & Development, 2023 (3 Hours)
- **Advanced Digital Banking Services** – Bank of Jordan - Online, 2023 (4 Hours)
- **AML & CTF Regulations & Compliance** – Bank of Jordan - Compliance Department, 2023 (5 Hours)
- **Customer Experience & Satisfaction Strategies** – Bank of Jordan - Training Center, 2023 (6 Hours)
- **Banking Risk Management** – External Trainer - Learning & Development, 2023 (8 Hours)
- **Cybersecurity Awareness in Banking Sector** – Bank of Jordan - IT Security Department, 2023 (2 Hours)
- **Effective Communication in Customer Service** – Bank of Jordan - Call Center, 2023 (3 Hours)
- **Fraud Detection & Prevention in Banking** – Bank of Jordan - Compliance & Risk Department, 2023 (4 Hours)
- **Digital Transformation in Banking** – Bank of Jordan - Online, 2022 (6 Hours)
- **Risk-Based Approach in Compliance** – Bank of Jordan - Compliance Department, 2022 (4 Hours)
- **Retail Banking Services & Products** – Bank of Jordan - Learning & Development, 2022 (5 Hours)
- **Trade Finance & Letter of Credit Essentials** – Bank of Jordan - External Trainer, 2022 (6 Hours)
- **Customer Relations Management (CRM)** – Bank of Jordan - Learning & Development, 2022 (3 Hours)
- **Conflict Resolution & Negotiation Skills** – Bank of Jordan - Online, 2022 (2 Hours)
- **Time Management for Banking Professionals** – Bank of Jordan - Learning & Development, 2022 (3 Hours)
- **ECM - Update Customer Information & Service Complaints** – Bank of Jordan - Microsoft Teams, 2021 (2 Hours)
- **Banking Ethics & Professional Conduct** – Bank of Jordan - Learning & Development, 2021 (4 Hours)
- **Customer Experience (CX) Strategies** – Bank of Jordan - Training Center, 2021 (3 Hours)
- **Retail Loan Processing & Approval** – Bank of Jordan - Online, 2021 (6 Hours)
- **AML & CTF Policies in Banking** – Bank of Jordan - Compliance Department, 2021 (5 Hours)
- **Anti-Bribery & Corruption Awareness** – Bank of Jordan - Compliance, 2021 (2 Hours)

- **Leadership & Team Management in Banking** – Bank of Jordan - Training Center, 2021 (8 Hours)
- **Operational Risk in Banking** – Bank of Jordan - Compliance & Risk, 2021 (4 Hours)
- **Cybercrime Prevention & Digital Fraud Awareness** – Bank of Jordan - IT Security, 2021 (3 Hours)
- **Credit Analysis & Risk Assessment** – Bank of Jordan - Training Center, 2020 (5 Hours)
- **Financial Crime Awareness** – Bank of Jordan - Compliance Department, 2020 (3 Hours)
- **Strategic Thinking in Banking** – Bank of Jordan - External Trainer, 2020 (4 Hours)
- **Handling Difficult Customers & Complaint Management** – Bank of Jordan - Call Center, 2020 (3 Hours)
- **Digital Payment Systems & Security** – Bank of Jordan - IT Department, 2020 (4 Hours)
- **Workplace Ethics & Code of Conduct** – Bank of Jordan - HR Department, 2020 (2 Hours)

Skills

- Experienced in conducting and publishing high-impact research.
- Proficient in designing and structuring academic courses.
- Skilled in delivering engaging lectures and presentations.
- Adept at guiding students in research and career planning.
- Data Analysis & Statistical Tools
- Educational Technology & E-Learning
- Critical Thinking & Problem-Solving

Languages

- Fluent in Arabic (Native)
- English (Professional Working Proficiency)

Additional Information

- **Location:** Amman, Jordan
- **Date of Birth:** 21-09-1989
- **Nationality:** Jordanian
- **Marital status:** Married