



## PROFILE

Professor Rifat Shannak is a well-qualified professional; with over 30 years of practical experience in General Management & Business Development issues. He is an accredited trainer in Jordan for courses in management, information technology and total quality management.

A recipient of several awards including the Presidential Award of Excellence for Contribution to TQM Improvements Efforts at the University, (2005/2006), Professor Shannak is a certified EFQM assessor. His varied career has been conducted in business as well as research, teaching, and consulting on information technology and business management, in private and public enterprises. Professor Shannak teaches undergraduate and graduate level courses in information systems and management at Jordanian Universities. He has also previously worked as the Acting President and Dean for Talal Abu Ghazaleh University College of Business – Bahrain. Professor Shannak is an ex-dean of Jordan University Business School (1/9/2016-1/9/2018). Currently, a member of the Jordanian Government higher Civil Service Council.

## INSTITUTION

<b>PhD in Management (Management Information Systems)</b> Aston University Business School – UK	1999
<b>Masters of Business Administration</b> University of Jordan – Jordan	1994
<b>B. Sc. in Microelectronics &amp; Computing</b> University College Wales – UK	1982
<b>High School</b> Filton Technical College, Bristol – UK	1979

## MEMBERSHIP OF COMMITTEES & PROFESSIONAL SOCIETIES

- Member of the Jordanian Government higher “Civil Service Council”.
- Chairman, Committee to evaluate Quality of Higher Education at Applied Scientific University – Bahrain (2013-2014) and the Ahlia University in Bahrain (2014-2015).
- UNDP approved reviewer and advisor on quality of higher education. (Reviewed Universities in Lebanon, Bahrain and Sudan).
- Chairman of Business Management Department (Winner of King Hussein Prize for Excellence given to the Business Management Program) during the Academic Year 2004-2005.
- Reviewer for MOHE committees.
- Reviewer for King Hussein Fund of Excellence on Total Quality Management.
- Member, Internal and External Committee Examining for Many Graduate Theses at the University of Jordan, Al-Balqa University, Amman Arab University for Graduate Studies, Al-Beit University and Mutah University, Middle East University in Amman.
- Reviewer for Publication of Academic Articles for a Number of Journals.
- Council Member for Faculty of Graduate Studies, (Sep. 2005 – Aug. 2006) as the Vice-Dean of the Business School.
- Reviewer for Ministry of Education (Supervision committee for the Information Management branch of secondary education).
- Accredited trainer for courses in management, information technology and total quality management.
- Reviewer for King Abdulla II Quality Award of Excellence for the private sector (third cycle 2003/2004).
- Chairman or Member of Many Committees formed by the Jordanian Accreditation Council – Ministry of Higher Education and Scientific Research (Sep. 2000 – To date).

- Reviewer for the Emirates Awards for Excellence (Sheikh Khalifeh Programme for Excellence) – Public Sector (2012).
- Consultant for Faculty of Law Quality Award Preparation at the University of Jordan (Faculty Won Award in 2006).
- Consultant for Faculty of Arts-English Language Award Preparation at the University of Jordan (Faculty Won Award in 2009).
- Chairman or Member of many Faculty Committees in the Business School.
- Chairman or Member of many University Committees for Quality.
- Member of Strategic Planning Committee – University of Jordan.
- Member of the ISO9000 Committee for Jordan University Hospital. (Hospital acquired ISO certificate during 2007).
- Member of Committee of Experts for Forming Accreditation Council, July 2005 – August 2007.
- Member of the Higher Committee for the Recognition of Non - Jordanian Higher Education Institutes. (Aug. 2007 to 2009 & 2014).
- Jordanian Project Officer for a number of International Projects on Civic Education.
- Certified EFQM Assessor
- Member of Jordan Society for Quality
- Member of the Editorial Board of International Journal of Qualitative Information Systems Research-INDERSCIENCE Publishers.
- Member of the Editorial Board of Jordan Journal of Business Administration

#### AWARDS AND PRIZES

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- King Hussein Quality Award of Excellence for Business Management (During my tenure as Chairman of the Business Management Department, 2004/2005, University of Jordan.)
- Presidential Award of Excellence for Contribution to TQM Improvements Efforts at the University, 2005/2006

#### SIGNIFICANT ACHIEVEMENTS

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- Founder of the Management Information Systems Department at the University of Jordan.
- Consulted on quality for the University Faculty of Law Quality Award preparation in 2006, which the Faculty won.
- Also consulted for the Faculty of Arts/English Language Department in 2009, which also won the first award of excellence by the Hussein Fund for Excellence.

#### EMPLOYMENT HISTORY

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- Ex- Dean of Jordan University Business School from September, 1<sup>st</sup> 2016 – September, 1<sup>st</sup> 2018 and Professor of Management (MIS) in the School of Business at the University of Jordan.
- Acting President and Dean for Talal Abu Ghazaleh University College of Business – Bahrain during 2014/2015 (On a sabbatical leave from the University of Jordan).
- Professor of Management (MIS) in the Business School at the University of Jordan during 2013/2014.
- September 2011 till September 2013, Chairman of MIS Department- School of Business, University of Jordan.
- September 2010 – August 2011, Chairman of MIS Department, Faculty of Business, Amman Arab University for Postgraduate Studies (On a sabbatical leave from the University of Jordan).
- September 2006 – August 2010, Chairman of MIS Department, School of Business, University of Jordan.
- Sept 2005 – August 2006. Vice Dean of the School of Business, University of Jordan.
- Sept 2004 – Aug 2005, Chairman of MIS Department, School of Business, University of Jordan.
- Sept 2002 – Aug 2004, Chairman of Business Management Dept., School of Business, University of Jordan.
- March 2000 – date, lecturer, School of Business, University of Jordan.

- 2000 – Present, lecturer at other Jordanian institutes (Banking Institute, Arab Academy for Banking & Finance (Arab League), Amman Arab University for Graduate Studies, Amman Private University, Alzeitunah University, Petra University, German-Jordan University (Talal Abu Ghazaleh Graduate Business School).
- Sept 1995 – Aug 1999, Teaching Assistant, Aston Business School, Aston University, UK.
- Sept 1994 – Aug 1995, Lecturer, School of Business, University of Jordan.
- Jan 1987 – Dec 1990, Regional Manager for Near and Middle East (International Company) [The Arab Countries and Turkey].
- March 1986 – Dec 1986, Area Sales Manager (International Company)[Saudi Arabia].
- Jan 1984 – Feb 1986, Deputy Managing Director and Maintenance Manager (United Trading Group – Electronics Division).
- July 1982- Dec 1983, Computer Engineer, United Trading Group.

#### CONSULTANT AT:

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- Ministry of Higher Education (on King Abdullah II Award of Excellence - Knowledge Management).
- Housing Urban Development Directorate.
- Jordan Valley Authority.
- Jordan Cigarettes Factory in Bankruptcy.
- Nabil Food Factory.
- Centre of Excellence for the Jordanian Pharmaceutical Industries.

#### TEACHING INTERESTS AND SPECIALISATION

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- Principles of Management
- Principles of MIS
- Production and Operations Management
- Information Resource Management (for both undergraduate and postgraduate students)
- e-Business
- Supply Chain Management and Logistics
- Decision Support Systems and Knowledge-based Systems
- knowledge Management
- Evaluation of Systems
- Total Quality Management
- IT Impacts and Corporate Culture-related Issues
- e-Commerce Applications in Organisations
- Applications of IT/IS
- Systems Development and Implementation.
- Research Methodology for Masters Students
- Information Systems Planning& Management for Masters Students.
- Statistics and Research Methods for Masters Students.
- Special Topics in Business Management.
- Graduation Project for MIS Masters Students.
- Supervised Masters and PhD Theses.

#### CONFERENCES ATTENDED (LOCAL & INTERNATIONAL)

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- AACSB Conference, London-UK, 9-11 May 2018.
- JUBS Conference in Istanbul, 28-30 April 2018.
- ASU Conference, April 2018.
- JUBS joint Conference with Jerusalem Open University 6, April 2018.

- JUBS joint Conference with Jerusalem Open University 5, April 2017.
- Joint Conference with PSU, May 2017.
- Slovenia Erasmus Workshop, April 2017.
- The Fourth International Conference entitled “Sustainability and Excellence Performance in Organizations under Uncertain Environment”, Great Amphitheater - The University of Jordan School of Business Amman 19-21/4/2016.
- The Third International Conference for the Faculty of Business Administration at Mutah University – Jordan entitled “Vigilant Strategy to Face Regional and Global Challenges in the Renewable Business Environment”, 28 – 30 April 2015.
- Bahrain Workshop, Feb 2015.
- Mutah University Conference, April 2015.
- Conference on "Intellectual Capital Development", Kuwait 18-21 January 2010, Organized by Ministry of Awaqaf – Kuwait.
- International Business Information Management Association 12<sup>th</sup> Conference, Kuala Lumpur – Malaysia, June 2009.
- Hamline Summer College for Teachers Conference, Hamline University, St. Paul – USA, July 2007.
- Pugwash Conference, Cairo – Egypt, November 2006.
- Hamline Summer Conference on Civic Education, Hamline University, St. Paul – USA, July 2006.
- International Business Information Management Association Conference, Bonn – Germany, June 2006.
- Ministry of Higher Education First International Conference on the Quality of Higher Education, Amman Jordan, December 2005.
- MEDiate Conference, Cosenza – Italy, November 2005.
- Faculty of Business Conference, University of Jordan, Amman – Jordan, 2004.
- Business Administration and Its Applications Conference, Aston University, Birmingham – U.K., 1999.
- Business Information Systems Conference, Manchester Metropolitan University, Manchester – U.K., 1998.
- Scientific Education Conference, Leeds University, Leeds – U.K., 1997.
- The Fifth European Conference on Information Systems, Cork – Ireland, 1997.
- Med-Campus Workshop on Applications of Information Technology, Amman – Jordan, 1995.

#### WORKSHOPS ATTENDED (LOCAL & INTERNATIONAL)

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- Adenauer Foundation Workshop of Teacher Training, Antalya – Turkey, August 2008.
- Adenauer Foundation Workshop of Teacher Training, Antalya – Turkey, July 2007.
- Economic Cooperation Workshop on High-Tech and Information Technology, Wittenberg Cultural Centre, Wittenberg – Germany, July 2007.
- Economic Cooperation Workshop on Tourism, Wittenberg Cultural Centre, Wittenberg – Germany, July 2006.
- Improving and Modernizing IT Specializations Standards Workshop, Amman – Jordan, 2006.
- Fredrick Ebert Foundation Workshop, "Women and Civic Education", Istanbul – Turkey, January 2006.

#### TRAINING COURSES

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*Delivered many Training Courses in Jordan and in the Arabian Gulf Countries [Including training for officers in the UAE and Qatari Armies as well as the Amiri Diwan]:*

- Project Feasibility - Project Management
- Business Correspondence - Report Writing

- Total Quality Management - Excellence Awards (King Abdulla II)
- Management Courses (Heads of Faculty Central offices) - Diwans, University Middle Management Staff and University Top Management).
- Preservation and Electronic Archive - Management Information Systems
- Decision Support Systems - E-Commerce
- Management for IT Centers - Information Management
- Human Resource Management (Individual & Corporate Performance)
- Training of Trainers
- Time Management
- ICT Security Strategies and Challenges

## LANGUAGES

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*Indicated on the basis of competence on a scale of 1 to 5 (1 - excellent; 5 - basic)*

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| • ARABIC:  | • ENGLISH: | • GERMAN:  |
| READING-1  | READING-1  | READING-4  |
| SPEAKING-1 | SPEAKING-1 | SPEAKING-4 |
| WRITING-1  | WRITING-1  | WRITING-   |
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