



❖ Personal Information

Name	<u>Raad Meshal Al-Tal</u>
Date of birth	April 10,1985
Nationality	Jordanian
Marital Status	Single
E-mail:	altall1985@yahoo.com
Mobile	(+962)7795252425

❖ Qualifications

- Bachelor degree in Software Engineering from Philadelphia university in Jordan **2003-2007**
- Master of Management Information systems from Arab academy for banking and financial sciences in Jordan **2007-2009**
- PhD of Management information Systems (MIS) from The American University certified as accredited/recognized by American-Mideast education and International Assembly for Collegiate Business Education(IACBE) in Cyprus **2012-2016**

❖ Work Experience

- 1- Lecturer at Toledo college** from 2009-2010
- 2- Trainer at expert of education organization at Saudi Arabia** from 2009-2010
- 3- Lecturer at Northern bordered University in Saudi Arabia** from 2011-2012
- 4- Assistant Professor at Jadara University** 2016-2018

❖ Skills and Languages

- Excellent Communication skills.
- Very Good computer skills
- Active Driving license
- Team work
- Able to work under pressure
- Fluent in Arabic
- Good command of English language (reading, writing and speaking)
- Good command of Turkish language (speaking)

❖ Academic researches

- Chatting System Project: Web site for Chatting on visual basic 6. (with percentage average 84 %).
 - Implementation CRM in banking sector with 87 %.
 - Applying knowledge management to enhance the quality of decision making process at public sector (proposal).
 - Narrative comparison of E-lancing and E-commerce websites PhD Thesis
 - Publication of Co-relation between CRM, Knowledge Management and Customer Satisfaction in Organizations in International Journal of Communications, Network and System Sciences
 - Electronic Commerce deployment, motivations and satisfaction: A qualitative perspective
A Vehbi, RM al-Tall - International Journal of Computer Science
 - Publication of Electronic lancing deployment, motivations and satisfaction: A qualitative Perspective Organizations in International Journal of Communications, Network and System Sciences
 - eWOM, revisit intention, destination trust and gender
AM Abubakar, M Ilkan, RM Al-Tal, KK Eluwole - Journal of Hospitality and Tourism Management, 2017
 - Motivational factors for educational tourism: marketing insights
I Harazneh, RM Al-Tall, MF Al-Zyoud, AM Abubakar - Management & Marketing, 2018
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❖ Essential Job Functions

- Plans, develops and implements procedures and policies that enhance the quality of life for people receiving services and assures procedures that support people.
- Provides effective and efficient budget management that assures the best utilization of resources.
- Provides effective staff management (hiring, development, training, performance feedback, etc.) that assures utilization of personnel to best meet the needs of the people receiving supports and services. Evaluates service needs and staffing requirements to assure needs of people supported are met.
- Develops and implements information technology related training that assures the best possible delivery of IT related supports and services. Reviews training at least annually and makes modifications as needed.