CV

Name : Rawan Tayseer Khasawneh (روان تيسير هولو خصاونة)
Date of Birth: 3 December 1989
Nationality: Jordanian
Marital Status: Married
Full time lecturer
Computer Information Systems Department
Faculty of Computer and Information Technology
Jordan University of Science and Technology
Irbid - Jordan
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EDUCATION

M.Sc., Management Information Systems, Excellent 94.8 (**2013**)
Management Information Systems Department,
Faculty of Information Technology and Computer Science
Yarmouk University
Irbid - Jordan

Graduation project entitled with: Factors Influencing Group Decision Making
Performance in a GSS Enabled Environment.

B.Sc., Management Information Systems, Excellent 93 (**2011**)
Management Information Systems Department,
Faculty of Information Technology and Computer Science
Yarmouk University
Irbid – Jordan

Passed Jordanian Certificate of General Secondary Exam, 96.6 (2007)
Al-Noa'ymah Comprehensive Secondary School for girl,
Irbid - Jordan

EXPERIENCE

Lecturer

February, 2014 - present. Full time lecturer in the department of Computer Information Systems at Jordan University of Science and Technology, (Jordan)

- Operations Research.
- Management Information Systems
- Professional and ethical issues in computing
- Introduction to Management
- Computer skills

Lecturer

Sep, 2013- Jan, 2014. Part time lecturer at Information Technology & Computer Science Faculty - Jordan University of Science and Technology, (Jordan)

- Programming Lab.
- Computer skills

Lecturer

Sep, 2011-Jan, 2013. Teaching assistant at Management Information Systems Department - Information Technology & Computer Science Faculty - Yarmouk University, (Jordan)

- Programming for Management Information Systems Lab.

- Decision Support Systems Lab.

- Software Project Management Lab.

- Graduation Project in MIS.

Part time trainer

Sep, 2011 – Nov, 2011. Programming trainer at PSD Company – Irbid- Jordan

Teacher

Feb, 2011 – June, 2011. Management Information System and Business Statistic teacher at Al-Noa'ymah Comprehensive Secondary School for girl, Al-Noa'ymah, Irbid, Jordan

EXPERTISE

Lecturing

The subjects taught are listed below:

- **Operations research (CIS383): this course helps students in solving problems in different environments that needs decisions. The module covers topics that include: linear programming, Transportation, Assignment, network flow and CPM/PERT techniques. Analytic techniques and computer Packages will be used to solve problems facing business managers in decision environments.**

This module aims to introduce students to use quantitative methods and techniques for effective decisions–making; model formulation and applications that are used in solving business decision problems

☐ **Programming for Management Information Systems Lab (MIS 312):** This course is intended to complement MIS 310 (Programming for Management Information Systems). The main objective of this course is to provide students with a practical experience in programming using vb.net in order to enhance their capabilities for writing high quality programs. Students will learn how to write programs and develop interactive business applications programs using visual-based programming environment on the Internet. Topics to be covered include: program development, working with form properties, adding controls to a form, mutable forms, creating users interface, creating menus, creating executable files, and distributing windows applications.

☐ **Software Project Management Lab (MIS 362):** This course is intended to complement MIS 361 (Software Project Management) by providing students with hands-on experience in the related topics. Students will gain practical experience with tools used in project management such as Microsoft Project, COCOMO, and Monte Carlo Simulate, while working as part of a project team.

☐ **Decision Support Systems Lab (MIS 485):** This course is intended to complement MIS 480 (Decision Support and Business Intelligence Systems) to have students apply the concepts covered in that course, and provide them with a practical understanding of the key technical and managerial issues in the effective design, development, use, and evaluation of the Decision Support Systems (DSSs). Laboratory experiments will cover the decision making process, modeling and analysis of developing DSS.

☐ **Graduation Project (MIS 499):** The objective of this course is to have students deliver projects for a client-business firm or other organization. Students work with their clients, perform an analysis, provide design alternatives, evaluate alternatives, develop and demonstrate a working computerized model of a part of the system, prepare a recommendation and make a formal presentation to the client.

TRAINING COURSES:

20 Sep 2010 – 20 Oct 2010	**VB.NET Course.**
Jan 2010 – June 2010	**Success Skills Course**

RESREACH INTERESTS

o E-government, social media and sentiment analysis, E-marketing and E-CRM,

knowledge management systems and group decision support systems.

MEMBERSHIPS

- Member of the international editorial review board of the International Journal of Technology Diffusion (IJTD).

PERSONAL SKILLS

- Basic Computer Skills (Word Editors, Spreadsheet, PowerPoint, etc).

- Excellent Communication skills.

- Ability to learn anything new and I have the motivation to learn every good technology released.

- Energetic and enjoy dynamic and challenging environments.

- Capability for hard and long hours working.

- Excellent in several programming languages: C++, VB.NET, HTML.
- Excellent knowledge in Internet, Internet search, etc.
- Excellent leadership and time management skills.

Publications

1. Abu-Shamaa, R., Al-Rabaiah, W., & Khasawneh, R. (2015). The Effect of Job Satisfaction and Work Engagement on Organizational Commitment. The IUP Journal of Organizational Behavior, vol.14(4).
2. Abu-Shanab, E., **Khasawneh, R.** & Smadi, I. (2013). Authentication Mechanisms For E-Voting. A book chapter in *"Human Centered System design for E-Governance" edited by* Saqib Saeed & Chris Reddick, IGI Global, USA, (2013).
3. Abu-Shanab, E. & **Khasawneh, R.** (2013). E-Government Adoption: A Digital Divide Perceptional View. *The 6th International Conference on Information Technology (ICIT 2013)*, Amman, Jordan, May 8-10.
4. Abu-Shanab, E. & **Khasawneh, R**. (2014). E-government Adoption: The challenge of Digital Divide based on Jordanians' Perceptions, Theoretical and Empirical Researches in Urban Management Journal, vol.9(4), pp.5-19.
5. **Khasawneh, R. T.,** Abu Shamaa, R. A., & Rabayah, W. A. (2014). E-Participation: A Way for Creating Public Value. In C. Akrivopoulou, & N. Garipidis (Eds.) *Human Rights and the Impact of ICT in the Public Sphere: Participation, Democracy, and Political Autonomy* (pp. 14-30). Hershey, PA: Information Science Reference. doi:10.4018/978-1-4666-6248-3.ch002

6. **Khasawneh, R.** & Abu-Shanab, E. (2013). E-Government and Social Media Sites: The Role and Impact. *World Journal of Computer Application and Technology, vol.1(1)*, pp.10-17.

7. **Khasawneh, R.** & Abu-Shanab, E. (2012). Electronic Customer Relationship Management (e-CRM) in Jordan: The Case of Egyptian Arab Land Bank. *International Journal of Technology Diffusion (IJTD)*, vol.3(3), pp.36-46.

8. **Khasawneh, R.** & Abu-Shanab, E. (2013). Factors Affecting Group Support Systems (GSSs) Usage: Users Perceptional View. *The 4th International Conference on Information & Communication Systems (ICICS 2013)*, Irbid, Jordan, April 23-25.

9. **Khasawneh, R.** & Abu-Shanab, E. (2013). Factors Influencing Group Decision Making Performance in a GSS Enabled Environment. *Computer Science and Information Technology Journal*, vol.1(2), pp.145-152.

10. **Khasawneh, R.** & Abu-Shanab, E. (2013). Using KMS as a Tool to Improve Decision Making Process. A book chapter in *"Knowledge based Processes in Software Development" edited by* Saqib Saeed & Izzat Alsmadi, IGI Global, USA, (2013).

11. **Khasawneh, R.** & Alazzam, A. (2015). Customer Knowledge Management (CKM): A Way For Increasing Customer Satisfaction. Submitted as a book chapter in " *Handbook of Research on Managing and Influencing Consumer Behavior*" edited by Hans Ruediger Kaufmann, IGI Global, USA

12. **Khasawneh, R.** & Alazzam, A. (2014). Towards Customer Knowledge Management (CKM): Where Knoweldge and Customer Meet. A book chapter in "*Knowledge Management for Competitive Advantage: Issues and Potential Solutions*" edited by Michael Chilton & James Bloodgood, IGI Global, USA, (2014).

13. Khasawneh, R., Rabayah, W. & Abu-Shanab, E. (2013). E-governmnet Acceptance Factors: Trust and Risk. *The 6th International Conference on Information Technology (ICIT 2013)*, Amman, Jordan, May 8-10.

14. Khasawneh, R. & Tarawneh, M. (2016). Citizens' attitudes toward e-government presence on social networks (e-Government 2.0): An Empirical Study, IEEE 7th International Conference on Information and Communication Systems (ICICS2016), 5th − 7th April 2016, Irbid, Jordan

15. Khasawneh R. T.; Wahsheh H. A.; Alsmadi I. M.; Al-Kabi M. N. (2015). Arabic Sentiment Polarity Identification Using a Hybrid Approach, IEEE 6th International Conference on Information and Communication Systems (ICICS2015), 7th − 9th April 2015, Amman, Jordan, pp. 148-153.

16. **Khasawneh R. T.,** Wahsheh H. A., AL-Kabi, M. N., Alsmadi, I. M., Sentiment Analysis of Arabic Social Media Content: A Comparative Study, The 8th International Conference for Internet Technology and Secured Transactions (ICITST-2013), December 9-12, 2013, London, UK.

REFEREES:

Dr. Emad Abu-Shanab, Associate Professor in Department of Management Information Systems, Yarmouk University.
E-mail: abushanab@yu.edu.jo & abushanab.emad@gmail.com
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Dr. Jamal Abu-Doleh, Professor in Business Administration Department, Yarmouk University.
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Dr. Suleiman Mustafa, Professor in Department of Computer Information Systems, Yarmouk University.
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Dr. Izzat Alsmadi, Associate Professor in Department of Computer Information Systems, Yarmouk University.
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