

AMIN AHMAD SHAQRAH, PH.D.

Associate Professor of MIS
Faculty of Economics & Administrative Sciences
Al-Zaytoonah University of Jordan-Jordan

Office: + 96264291511(149)

Mail to: amsh_10@yahoo.com

Mail to: amsh.10@gmail.com



PERSONAL INFORMATION

DOB/POB: April, 1978 – Jordan

Nationality: Jordanian

Marital Status: Married with Four Children

EDUCATION

Ph.D., Management Information Systems (MIS), 2008

University of Banking & Financial Sciences, Jordan.

Thesis title: Using Knowledge Sharing Strategies as an External Structure to Improve CRM: An Empirical Investigation toward a Conceptual Framework

M.Sc., Management Information Systems (MIS), 2004

Amman Arab University for Graduate Studies, Jordan.

ACADEMIC/PROFESSIONAL EXPERIENCE

- **Associate Professor** of MIS, Al-Zaytoonah University of Jordan, Jordan, 2013-Present.
- **Assistant Professor** of MIS, Al-Zaytoonah University of Jordan, Jordan, 2008- 2013.
- **Owner**, CompuHome Co., 2001- 2005.
- **Main Accountant**, Modern International Trading Resources LLC., 1999-2001.

RESEARCH INTERESTS

Knowledge sharing and transfer, E-Business value strategies, Human and social implications of enterprise systems (KM, CRM, SCM), IT/IS adoption, Business Intelligence.

PUBLISHED JOURNAL PAPERS

1. **Shaqrah, A.** (2010).A Conceptual Model of Customer Innovation Centric, *International Journal of Customer Relationship Marketing and Management*, Vol. 1(2), pp.57-71.
2. **Shaqrah, A.** (2010).Adoption of Telemedicine among Health Care Services: The Strategic Adoption, *Journal of e-Health Management*, Vol. (2010), pp.1-19.
3. **Shaqrah, A.** (2010).A Typology of Tacit Knowledge Sharing Themes to Fostering GDSS, *International Journal of Decision Support Systems Technology*, Vol. 2(3), pp.41-50.
4. Alomoush, K. and **Shaqrah, A.** (2010).An Empirical Study of Household Internet Continuance Adoption among Jordanian Users, *International Journal of Computer Science and Network Security*, Vol. 10, pp. 32-44.
5. **Shaqrah, A.** (2011). Antecedents of Security Pillars in E-Commerce Applications, *International Journal of Business Data Communications and Networking*, Vol. 7(2), pp.36-52.
6. **Shaqrah, A.**, Alqirem, R. and Alomoush, K. (2011). Affecting Factors of Knowledge Sharing on CRM Value Strategies: An Empirical Investigation Using Structural Equation Modelling, *World Journal of Social Science*, Vol. 1(1), pp.1-16.
7. Alomoush, K. Alqirem, R. and **Shaqrah, A.** (2011). The Driving Internal Beliefs of Household Internet Adoption among Jordanians and the Role of Cultural Values, *International Journal of Technology Diffusion*, Vol. 2(1), pp.29-49.
8. Alhashem, A. and **Shaqrah, A.** (2012).Exploring the Relationship between Organizational Memory and Business Innovation, *International Journal of Knowledge Based Organizations*, Vol. 2(3), pp.33-48.
9. Alhashem, A. and **Shaqrah, A.** (2012). Social Knowledge Network as an enabling factor for Organizational Learning, *Journal of Theoretical and Applied Information Technology*, Vol. 40(1),pp.1-8.
10. Alhashem, A. Abu Alghanam, S. and **Shaqrah, A.** (2012). The impact of organizational learning disciplines upon the performance of the public sector: Case study at Ministry of Planning and International Cooperation,

International Journal of Information, Business and Management, Vol. 4(2),pp.160-171.

11. **Shaqrah, A.**, Alhashem, A. and Alqirem, R. (2013). Social capital, attitude, expectations and quality of knowledge sharing in Jordanian knowledge stations, *International Journal Knowledge-Based Development*, Vol. 4(2),pp.185-199.
12. **Shaqrah, A.** (2014). The Role of Greater Amman Municipality in the Making of a Knowledge City, *European Scientific Journal*, Vol.10 (28),pp. 448-456.
13. **Shaqrah, A.**, and Abu Husain, AL. (2014). A Model of Jordanian Firm's Trainees' Acceptance of a Web-Based Training, *Journal of International Technology and Information Management*, Vol.xxx.

PUBLISHED CONFERENCE PAPERS

14. **Shaqrah, A.** and Alkhaldi, F. (2009).An Empirical Model of the Customer Knowledge Sharing Management, *Proceeding of the 12th IBIMA Conference on Creating Global Economies through Innovation and Knowledge Management*. Kuala Lumpur, Malaysia, pp.1259-1268.
15. Alqirem, R., Alomoush, K., and **Shaqrah, A.** (2012). Applying Systems Thinking in Business Intelligence Tools, *Proceeding of the 11th Annual International Conference on Business Intelligence and Knowledge Economy*. Alzaytoonah University of Jordan, Jordan, pp.1145-1149.
16. **Shaqrah, A.** (2012). Social capital and Jordanian knowledge stations advantage, *proceeding of the 4th Annual American Business Research Conference*. NY, USA.
17. **Shaqrah, A.** (2013). Critical Factors for Successful Implementation of ERP, *Proceeding of the International Journal of Arts & Sciences Academic Conference*. Toronto, Canada.
18. **Shaqrah, A.** (2014). Factors Affecting Transformation of Amman towards a Knowledge City: Case Study on Greater Amman Municipality, *Proceeding of the 5th International Conference on Business and Economics*. Madrid, Spain.

LECTURED COURSES

- Graduate Studies:
Management Information Systems, Electronic Business, Knowledge Management.
- Undergraduate Studies:

Systems Analysis and Design, Business/Marketing Applications on Internet, Office Automation Systems, Statistical Packages for Social Sciences, Research Seminar in MIS, Graduation Projects, Database Management Systems, Information Systems Security, Enterprise Systems for Management, Decision Support Systems, and Business Intelligence systems.

PROFESSIONAL ACADEMIC MEMBERSHIP

- Member of the Union of Arab Statisticians.
- Member of the Interdisciplinary Journal of Information, Knowledge, and Management, USA.
- Member of the International Business Information Management Association, USA.
- Member of the International Academy of Business and Economics, USA.

LANGUAGES

Arabic (Native), English (Excellent)

COMPUTER LITERACY

- General Skills: Professional in MS office 2013, Project Management Software, Visio, various Business Applications Software, and Professional Internet Skills.
- Professional Statistical Software: SPSS V.22, EQS, Smart PLS, Amos (structural equation modelling and advance path analysis).

REFEREES

- Dr. Raed Alqirem, Associate Professor and Chair of MIS Dept., Alzaytoonah University of Jordan, e-mail: Qirem@hotmail.com.
- Dr. John O. Okpara, Professor and Chair of Management & Marketing Dept., Bloomsburg University, e-mail: jokpara@bloomu.edu.
- Dr. Firas Alkhalidi, Associate Professor of KM, Amman Arab University for Graduate Studies, e-mail: Falkhalidi@hotmail.com.