



Curriculum Vitae's

Mohammad Khaleel Ibrahim Okour

PERSONAL INFORMATION

Name (Last, First, Middle): OKOUR, Mohammad Khaleel

Address: Irbid- Jordan.

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E-mail: mohamedokour@yahoo.com

Date of Birth: 2 of August 1987 - **Place of Birth:** Jordan

Nationality: Jordanian - **Gender:** Male -**Marital status:** Married

ORCID ID - <https://orcid.org/0000-0003-0980-9431>

EDUCATION

October -2019

Multimedia University– Malaysia

Doctor of Philosophy (Management)

Thesis Title: Knowledge Management System Usage, User Satisfaction and Decision Making Effectiveness in Jordanian Banks

August – 2013

Yarmouk University – Jordan

Master of Business Administration (MBA)

June – 2010

Yarmouk University – Jordan

Bachelor Degree in Management Information Systems

PROFESSIONAL EXPERIENCE

➤ **LUMINUS TECHNICAL UNIVERSITY COLLEGE (LTUC)- JORDAN**

Post: Senior Lecturer

Year 2018 – Current

Courses Taught:

Courses in the field of Management and Business Administration (**Pearson-Education**).
i.e. Strategic management, Operation management, Principles of management, Human Resources Management, Talent Management, Management Information Systems, Research Methodology.

➤ **LUMINUS TECHNICAL UNIVERSITY COLLEGE (LTUC)- JORDAN**

Post: Business Trainer

Year 2018 – 2019

Key Area: Customer Service Management

Responsibilities:

- Deliver scheduled training sessions to proposed candidates.
- Applying the situational simulation learning methods which inspire the real-world of customer service in retail sector.
- Supervise and assist the candidates in performing their proposed assignments (**Pearson-Education**).

Training Topics:

Several topics in the field of Customer Service.

i.e. Customer Service in Retail Business, Personal Selling in Retail Business, Supply Chain Management in Retail Business, And Work-Based Projects Within Retail Business.

➤ **JORDAN MINISTRY OF EDUCATION**

Post: Senior Teacher

year 2011 –2014 (3 years)

Courses Taught:

- 1- Principles of Management
- 2- Management Information Systems

PUBLICATIONS

- Okour MK, Chong CW, Fattah FAMA. Knowledge Management Systems Usage: Application of Diffusion of Innovation Theory. *Global Knowledge, Memory & Communications*). EMERALD. (**Accepted/ Ranked Q2, Scientific Journal Rankings (SJR)**).
- Public Health Awareness: Knowledge, Attitude and Behavior of Public on Health Risks During the Coronavirus Pandemic (COVID-19) in Sultanate of Oman. (**Accepted/ submitted to Global Knowledge, Memory & Communications**). EMERALD. (**Accepted/ Ranked Q2, Scientific Journal Rankings (SJR)**).

- Okour MK, Chong CW, Asmawi A. Antecedents and consequences of knowledge management systems usage in Jordanian banking sector. *Knowledge and Process Management*. 2019; 26:10–22. WILEY. (**Ranked Q3, Scientific Journal Rankings (SJR)**).
- Okour, M. K., Chong, C. W., Asmawi, A., & Akour, M. (2018). Knowledge Management Systems Usage from the User’s Perspective: The Influence of Organizational Factors in Jordanian Banking Sector. In *The 8th International Conference on Computer Science and Information Technology*. IEEE. (**Scopus Indexed Conference**).

ACADEMIC AND PROFESSIONAL ASSOCIATION

Review Board:

- International Journal of Engineering Business Management (IJEBM)/ SAGE Journals
- International Journal of Knowledge Management (IJKM)/ IGI Global

LANGUAGES

- **Mother Tongue:** Arabic.
- **Other languages:** English (Excellent, spoken and written)

CERTIFICATIONS

- Innovation for Entrepreneurs: From Idea to Marketplace (an online course by University of Maryland and offered through **Coursera**/ January-2021).
- Supporting new and existing students for online and blended learning (November-2020/ Pearson Education)
- Online Assessment methods as part of blended learning programmes (November-2020/ Pearson Education)
- Design Thinking for Innovation – (an online course by University of Virginia and offered through **Coursera**/ September-2020)
- Delivering remote and online learning - BTEC Level 1-3 - International BTEC centers (April- 2020/ Pearson Education)
- Introduction to online remote delivery for BTEC (June- 2020/ Pearson Education)
- Supporting students studying online for BTEC (June- 2020/ Pearson Education)
- Learning to Teach Online (June- 2020/ LinkedIn Learning)

**ADDITIONAL
PROFESSIONAL
SKILLS**

- Online Teaching Using Learning Management systems (**LMS**)/ 200++ Hours
- Analysis software's (i.e. Excel, SPSS, and AMOS).
- PC's Environment, either MAC or Windows platform.
- MS-Office.

REFERENTIALS

Associate Professor Dr. Chin Wei Chong

- Faculty of Management, Multimedia University, Persiaran Multimedia, 63100 Cyberjaya, Selangor, Malaysia.
E-mail: cwchong@mmu.edu.my

Assistant Professor Dr. Muhanad Hatamleh

- Deputy Dean, Luminus Technical University College (LTUC)
Irbid, Jordan
E-mail: m.hatamleh@ltuc.com