

Curriculum Vitae  
Lubna Said Mohammad Hiajawi

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***Personal information:***

Date of birth: 26<sup>th</sup> of September 1976

Place of birth: Kuwait

Marital status: Married

***Education:***

**2004** M.A in Tourism Administration at Yarmouk University (Irbid, Jordan).

**1999** B.A of Archaeology & Tourism at Mute University, (Karak, Jordan).

***Projects:***

These researches is mainly done to support the subjects of the Master degree:

- Services Marketing – Tourism Marketing.
- Customer service in 5 and 4 Stars Hotels in Amman –Management of tourism resources.
- The Foreign Tourist Vision of the Tourism in Jordan – Tourism products in Jordan.
- Incoming tourism and the problems - field training in Jarrahs.

***Training courses:***

- Al Anduls college, trainee lecturer starts (January to June 2000)
- Fares & Ticketing, Royal Jordanian Amman Galileo, (2001).
- Air Cargo – Al Fadi Center, Amman (2004).

- Teach the Teachers (Jordan University –Amman 2012).
- TOT, Saber Air fares & Ticketing, (Amman 2012)
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- Communication Skills & Body language, Nizar Abandah Academy, (Amman 2016)
- Use Moodle System, Accreditation and Quality Assurance Center, University of Jordan on August, 2017.
- University of Jordan, Elsevier Training for ‘How to publish’ on May 2018.
- Scientific Research Methods, Jordan Business Excellence Center, (Amman August, 2018).
- Teaching Critical Thinking Skills, Accreditation and Quality Assurance Center, University of Jordan on October, 2018.
- Problem-based learning, Accreditation and Quality Assurance Center, University of Jordan on October, 2018.

***Work experience:***

- Lecturer at Jordan University, Archaeology & Tourism School, Oct. 2014 until now.
- Lecturer at Jordan University Tourism & Hospitality Management – Aqaba Branch (2011 -2014).
- Dean Assistance for Quality (Nov. 2012 –Nov.2013).
- Frequent Consultation Center IATA Authorized Training Center. As a partner & Instructor. (2011 -2015)
- Applied Science Privet University, Part-time Lecturer (Hotel management, Administration and Accounting for travel agency) starts with the first semester (2009-2011)
- The Hashemite University, Part-time Lecturer (Air cargo, Rehabilitation of air hosts)  
Starts from (15/3/2009 – 15/5/2009).
- Frequent Travel, as a partner in Travel Agent. Amman Jordan (2008 - 2015)
- Applied Science Privet University, in Studies &Consultations Center, coordinator and full time lecturer  
(English language for pre-intermediate, English for Tourism, Hotel management, Administration and Accounting for travel agency, and Air cargo (25/7/2006 – 5/10/2008)

- Amman Private University, in Studies & Consultations Center at the same time Applied Science University, Lecturer in the Programs of the American University of Cairo Which held the Courses in Amman co-operate with Center (15/10/2003 – 25/7/2006)
- International Tours Lufthansa City Center, Assistant Office manager, Hotel Reservation, Incoming & Outgoing package and Airline Reservation and office administrator (15/5/2001 – 1/3/2003).
- University of Jordan, in Studies & Consultations Technical Services Center, Lecturer in IATA / UFTAA International Travel and Tourism Management

Subjects: Managerial Skills, English Language, MICE –Meeting, Incentive, Conference and Exhibition. Administration and Accounting.

### ***Conferences:***

- 10<sup>th</sup> Global Islamic Marketing Conference ( GIMAC 10 ) Alanya, Turkey April 2019.
- The 3<sup>rd</sup> International Conference on Petra and Nabataean Culture 19 -21, June, 2018 Petra, Jordan.
- Jordan's Tourism Competitiveness Index 2016 ( USAID) Amman, Jordan 2017.
- Tourism Research symposium, Jordan University with USAID , Amman ,Jordan 14 May 2014.
- Ethics and communication skills and assets of tourism and hospitality services, Jordan University , Aqaba Branch- Jordan May 2014.
- IATA Congress, Discuss all the Training Innovation, Work shop Stanford University , Workshop Harvard University .( IATA/ EITHAD AIRLINES Abu Dhabi, UAE. 19 -20 March 2013.
- Tourism and Hospitality Education and Training Conference (USAID/Jordan University – Tourism & Hospitality Faculty/ Aqaba, 19 Dec 2012 .
- Petra Preserving and Developing Jordan's Cultural Attraction (USAID/ Petra Development & Tourism Region Authority, Amman, Jordan 17 Oct 2012).
- USAID Workshop about Tourism Teaching Development as a representative for Jordan University – Tourism & Hospitality Faculty/ Aqaba ). Amman, 16 Sep 2012
- IATA Congress, Discuss all the Training Innovation, Work shop Stanford University , Workshop Harvard University . Istanbul, Turkey 18 -19 May 2012 ) .
- Tourism in Amman Downtown between Reality and Ambition.(Jafra organization & Archaeology and Tourism Ministry ) Amman, Jordan 14-15 Feb. 2012.

***Committee:***

- Student Affairs Committee, Archaeology and Tourism School, Jordan University, 2018-2019
- Decision of Supply, Installation, Operation & Maintenance Committee (Computers, Printers, Projectors)The University of Jordan, 2017
- Employee Affairs Committee, Hospitality and Tourism School, The University of Jordan- Aqaba Branch, 2012 -2014.

***Researchs:***

- Ismaiel Abuamoud.; Amal Ibrahim & Lubna Hijawi, 2019. "Estimating the Economic Impact of Tourism in the North of Jordan through the I-O Approach," European Research Studies Journal, European Research Studies Journal, vol. 0(1), pages 254-266.
- Lubna S Hijawi.; Ismaiel Abuamoud.; Noah Wilkerson.; and Nada Al Rawabdeh, 2019. Availability of Friendly Islamic Tourism Facilities in Jordan, "Journal of Tourism, Hospitality and Sports", V. 41, 2019. DOI: 10.7176/JTHS