

# Noor Al-Ma'aitah

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## PROFILE SUMMARY

A highly motivated, reliable and ambitious Supply Chain researcher with excellent communication, planning and team working skills with the ability to work well on my own. Experienced in buyer-supplier relationships and the impact of national culture on building/maintaining long-term relationships in particular within the Middle East region.

## ACADEMIC QUALIFICATION

### **2010–2014– PhD in Supply Chain Relationships, University of Kent–UK**

Title of Thesis: “An Examination of Supply Chain Relationships in Jordanian Manufacturing Context: A Cultural Perspective.”

- This research examines the impact of national culture on maintaining a long term relationship between buyers and suppliers in the Jordanian manufacturing sector as a representative market for the Middle East region;
- The results of this PhD project contribute to a better understanding of the peculiarities of the cultural values of the Middle East and their implications for regional and multinational firms operating in the Middle East; and
- The findings of the PhD project assist the management of regional and multinational firms operating in the Middle East to build more effective relationships with their buyers and suppliers in the region and contribute to the further improvement of the Jordanian’s market.

### **2005–2008– MBA, Mutah University– Jordan**

Comprehensive Exam System and Modules included: Financial Management, Marketing Management, Operations Management, Managerial Economics, International Management, Strategic Management, Human Resource Management and Management Information System.

### **2001–2005– BA Teaching Mathematics, Mutah University–Jordan**

### **2000–2001– General Secondary Education Certificate (GSEC) –Jordan**

## WORK EXPERIENCE

**2018– Present– Head of Business Administration Department, Mutah University– Jordan**

**2014–Present– Assistant Professor, Mutah University– Jordan**

- Teaching various courses at the undergraduate level, for example, Operations Management, Control Management, Banks Management, Applications of Statistics for Business Students, Marketing Management and Principles of Management, Data Analysis Using SPSS, and Ethics in Work Place. In addition, at the postgraduate (MBA) level, for example, Research Methods in Social Sciences, Human Resource Management, and Training and Development.

### **2009–2015– Purchasing Officer, Elreha Jordan Co. – Jordan**

- Reviewed customers' orders and generating the sales orders;
- Selected the right suppliers and creating the purchase orders;
- Followed up on engineering issues, quality issues and price issues;
- Ensured timely and accurate shipments; and
- Invoiced customers.

The company's headquarter is located in Florida, the European branch is located in Germany, and two operations offices are located in Hong Kong and Jordan. I mainly handle the office orders from Germany and communicate with the two operations offices to facilitate and arrange shipments, which are all done online.

### **2008–2009– Documentation and Customer Service, Al-Jazy Shipping and Forwarding Company– Jordan**

- Tracked the shipments online and via the phone;
- Prepared manifests for the customs department;
- Contacted the customers and clearance companies by sending loading confirmation, pre-arrival notice and arrival notice;
- Prepared invoices to the customer and also collecting them; and
- Filled out the shipments.

## **KEY SKILLS**

- Languages: Arabic (native speaker), English (very good level);
- Computer Skills: good working knowledge of Microsoft Office (Word, Excel, and Power Point); and
- Data Analysis Software: good knowledge in SPSS and beginner level in Amos software.

## **PROFESSIONAL ACHIEVEMENT**

- Sep, 2018– Present– Chairman panel of postgraduate studies– Department of Business Administration, Mutah University, Jordan
- Sep, 2018– Present– member panel of MBA comprehensive Exam– Mutah University, Jordan.
- Oct, 2018– Present– member panel to review academic promotion application– School of Business– Mutah University–Jordan
- Nov, 2017–Present– member panel of quality assurance – School of Business– Mutah University–Jordan
- Sep, 2017– Present– member panel of postgraduate studies– Department of Business Administration, Mutah University, Jordan
- August, 2017– 2018– member panel of MBA comprehensive Exam– Mutah University, Jordan.
- April, 2016– Sep, 2016– member panel of MBA comprehensive Exam– Mutah University, Jordan.
- Sep, 2015– Sep, 2016– Representative of Department of Business Administration at the Faculty Committee– Mutah University, Jordan.

## **ACTIVITIES AND CONFERENCES**

- Abuzaid, A., Al-Ma'aitah N., Al-Haraisa, Y., Al-Tarawneh, K., (2019), Examining the Impact of Transformational Leadership on the Strategic Decision Effectiveness of Jordanian Microfinance Companies. *International Review of Management and Marketing*, 9(2), pp.76–83.

- Al-Ma'aitah, N. (2018), Green Supply Chain Management (GSCM) practices and their impact on performance: An insight from the Jordanian construction sector. *International Journal of Construction Supply Chain Management*, 8(2), pp.87–104
- Al-Ma'aitah, N. (2018), Do Green Supply Chain Management (GSCM) Practices Lead to Performance? The Case of Jordanian Construction Sector. 27 World Business Congress: IMDA conference: Transformation, Coopetition, and Sustainability in the era of Globalization, Engagement, and Disruptive Technology, Vol. XXVII, page 233, 10–14 June 2018, Sha Tin, Hong Kong.
- Al-Ma'aitah, N. (2018). The Role of Justice in Achieving Long-term Buyer-Supplier Relationship: The Case of Jordanian Manufacturing Sector. *International Review of Management and Marketing*, 8(2), pp.109–117.
- Al-Ma'aitah, N; Soltani, E., and Liao, Y. (2015), “Supply Chain Relationships and Its Resulting Outcomes for Quality in the Middle East Context: A Cultural Perspective”. *Innovation Arabia* 8, 16–18 February, 2015, Dubai.
- Al-Ma'aitah, N.; Soltani, E.; &Liao, Y. (2014), “Supply chain relationship and national culture: Empirical evidence from the MENA region”. 21st international Annual EurOMA conference: Operations Management in an Innovation Economy, 20–25 June, 2014, Palermo, Italy.
- Al-Ma'aitah, N., Soltani, E. & Liao, Y. (2013) Collectivist Cultural Values and Buyer-Supplier Relationships in the Middle East: The Jordanian Experience, *International Journal of Global Management Studies*, Vol.4, No. 2, 4–5 March 2013, Berkeley, California.
- Al-Ma'aitah, N. (2012), “ The impact of national culture and trust on building long term buyer-supplier relationship in the Middle East: The case of Jordanian manufacturing sector, 28th IMP Conference, IMP Doctoral Consortium ,11–15 September 2012, Rome, Italy
- Runner up poster, 4th annual ‘PhD Poster Day’ (2011), Kent Business School, June 2011, Canterbury, UK.

## AWARDS

- Harrington Best TQM Thesis Award (2015), Hamdan bin Mohamad Smart University, Dubai.
- Full PhD Scholarship (2009), Mutah University, Jordan
- Full BA Scholarship (2001–2005), Jordan Armed Forces, Jordan

References are available on request