



## **QADRI KAMAL QADRI AL-ZAGHAL**

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### **PERSONAL INFORMATION**

- **Gender:** Male.
- **Date of Birth:** June 22<sup>nd</sup>, 1983.
- **Marital Status:** Married.
- **Nationality:** Palestinian.

### **EDUCATION**

- **Ph.D. Degree in Systems Science and Management (Information Science and Technology), 2018**
  - University Kebangsaan Malaysia (The National University of Malaysia), Bangi Selangor, Malaysia;
  - Major: Management Information System.
  - Thesis Title: “*Incubators Success Model and the Moderating Role of Information and Communication Technology Tools*”.
- **Master Degree in Information Technology, 2007**
  - Arab Academy for Banking and Financial Sciences University, Amman, Jordan;
  - Major: Management Information System.
  - Graduation Research: “*The Impact of the CRM on the Jordanian Organizations*”.
- **B.Sc. in Information Technology, 2005**
  - Philadelphia University, Amman, Jordan;
  - Major: Software Engineering.
  - Graduation Project: “*Online Tourism Booking System*, web application ASP.net through VB.net, ADO.net and SQL server 2000, applicable for Tourism in Jordan”.
- **General Secondary School - Tawjihi, 2001**
  - Al-Fadiliyah Secondary School, Tulkarm, Palestine;
  - Major: Scientific.

## OBJECTIVE

Seeking new challenges in software engineering, management information system, and incubation programs which effectively improve my experience, and I am looking forward to occupying an important position in the management and academic sides.

## WORK EXPERIENCES

- **Palestine Technical University – Kadoorie**, (Palestine, Tulkarm: August 2018 – Current)
  - Head of the Computerized Finance and Banking Department, Business and Economics Faculty.
- **Palestine Technical University – Kadoorie**, (Palestine, Tulkarm: June 2011 – Current)
  - Assistant Professor at the Businesses and Economics Faculty.
  - Teaching main courses for B.Sc. as Advanced Programming Language (C++), Computer Software in Industrial Management, Accounting Information Systems, Computer Applications in Accounting, Multimedia, Visual Programming (Using C# .Net, and VB.Net), E-commerce, Database Management System, System Analysis and Design, Computer Networking, and E-business Programming and Applications.
- **Palestine Technical University – Kadoorie**, (Palestine, Tulkarm: September 2011 – September 2014)
  - Manager for the Innovation and Education Technology Center (IETC) in Palestine Technical University Kadoorie, until I started my Ph.D. study.
  - Responsible for establishing, planning and managing the center activities, which was divided into four departments: Education Technology Center, Education Resources & Multimedia Center, E-Learning Center, and Business Incubator.
  - <http://ietc.ptuk.edu.ps>
- **An-Najah National University**, (Palestine, Nablus: January 2014 – August 2014)
  - Part-time Lecturer in the Engineering and Information Technology College, until I started my Ph.D. study.
  - Teaching Computer Skills Courses.
- **Al-Quds Open University**, (Palestine, Tulkarm Branch: March 2008 – January 2014)
  - Part-time Lecturer in the Technology and Applied Sciences College.
  - Teaching main courses for B.Sc. as Database Management System, Computer skills, Data processing, Web Pages Technology Design, Multimedia, System Analysis and Design, Computer in the Education, Network Management and Security, Management Information System, Banking and Finance Information System.
  - Teaching the main Course for Diploma as Production of Digital Multimedia.
  - Teaching and Designing E-Courses in the University using E-Learning style, for the B.Sc. and Diploma Programs using Moodle, Elluminate, and Black Board Virtual Classes.
- **Palestine Technical University – Kadoorie**, (Palestine, Tulkarm: February 2011 – September 2011)
  - **Coordinator** for the project titled Enhancing the Learning/Teaching Process of Technology Education (ETEP) and Establishing the Multimedia Educational Resources Center (MERC) at the Palestine Technical University Kadoorie (PTUK). This project granted from The Quality Improvement Fund “QIF” funded by the World Bank and supervised by the Ministry of Education and Higher Education.

- **Duties and Responsibilities:**

- ✓ Ensure the successful implementation of the project through executing project implementation plan and providing adequate following up for the project activities.
- ✓ Supervising and modifying the project action plan whenever needed.
- ✓ Coordinating meetings between the project partners and project team members as needed.
- ✓ Following up all procurement and financial issues related to the project.
- ✓ Following up all training activities.
- ✓ Follow up financial issues, preparing procurement plans and financial reports in compliance with donor's regulations.
- ✓ Preparing quarterly progress reports as required by PTUK.
- ✓ Evaluation and monitoring project progress at all stages of the project.

➤ **Palestine Technical University – Kadoorie**, (Palestine, Tulkarm: October 2010 – January 2011)

- Part-time Lecturer in the IT Department in the Palestine Technical College.
- Teaching computer skills courses.

➤ **An-Najah National University**, (Palestine, Nablus: April 2008 – August 2010)

- **Director** of the IT Incubators Project: Establishing of the IT incubation facilities at An-Najah National University and the Palestinian Polytechnic University. This project granted from The Quality Improvement Fund “QIF” funded by the World Bank and supervised by the Ministry of Education and Higher Education.

- **Duties and Responsibilities:**

- ✓ Design, and implement of the awareness campaigns and workshops for the local community and An-Najah University students.
- ✓ Attracting and collecting business ideas from tenants.
- ✓ Communicates effectively internally within the university and among other stakeholders and other existing projects and incubators in Palestine including universities.
- ✓ Creates an environment where Innovators can successfully achieve professional career path goals.
- ✓ Manages the Project Coordinators and other staff members.
- ✓ Reviews status reports of Project Coordinators and addresses issues as appropriate.
- ✓ Plans, conducts and manages workshops and training programs.
- ✓ Arrange for venture capitalists to invest in the potential graduate projects.
- ✓ Exercises staff oversight to ensure new operations plans, policies, procedures, and transition/migration plans are consistent with the overall incubator goals and objectives.
- ✓ Ensures Incubator Board is well informed, at all times, of changes and newsworthy events within the incubators.
- ✓ Promotes the incubators through speaking engagements at industry conferences and involvement in local business organizations.
- ✓ Holds responsibility for capacity planning and scheduling consultants' negotiations related to implementing incubation tasks.

- Incubator Web Site: <http://www.najah.edu/incubators>

➤ **Rapsyx**, (Italian company with branch in Jordan, Amman: March 2006 – January 2008)

- I worked as a Full-Time Software/System Developer; I was responsible for a primary component of the system dealing with the Main Form of the application.
- I worked on the development of a RapidOne application which is a Team Work facilitator software which that includes CRM entities to handle customers for the client.
- RapidOne built as a smart client on the .net framework using the C# language and using the MSDE as a client database.

- My core tasks were involved in creating CRM domain objects such as Opportunity, Product Family, Product Profile, Product Group, Market Segment, Topics, and the main form Calendar. Moreover, I worked on other objects as a supporter as Interactions, Relation, Location, Product, and others.
  - I worked on some helping environment and tools as source controls (Visual Source Safe), HTML help workshop, and others.
- **Royal Scientific Society**, (Jordan, Amman: Training October 2004 – January 2005)
- Project: Car reservation, windows application through VB.Net and Microsoft Access as a Data Base.

## OTHER EXPERIENCES

- Participated as a mentor & coacher for a Health Gate mobile application project with PICTI.
- Member of the Palestine Innovation Initiative panel (PI2) for PICTI and Glow Innovation, supporting Palestinian entrepreneurs in implementing their projects and establishing their startup companies.
- Member of the (Business Plan contest) Panel for PICTI with Intel support, evaluating entrepreneurs' technical business plans in Palestine since 2008 until 2012.
- Analyzed and developed many windows application software such as:
- Software to help lecturers in (PTUK) in managing their Courses Information, using C#.Net 2015.
  - Helix Hearing Center Software, using C#.Net 2015.
  - Innovation and Technology Education Center (IETC) software, for PTUK, using C#.Net 2010.
  - Abu Tariff and Alzaghal Mall software, using C#.Net 2015.
  - Alzaghal Dental Clinic software, using C#.Net 2010.
  - CRM Project (RapidOne) for the Rapsyx Company ([www.rapsyx.com](http://www.rapsyx.com)).
  - ASP Online Tourism Booking System software (B.Sc. Graduation Project).
  - Car Reservation software (Practical Training for B.Sc.).

## PUBLICATIONS

- Alzaghal, Q. K., & Mukhtar, M. (2017). **"Factors affecting the success of incubators and the moderating role of information and communication technologies"**, *International Journal on Advanced Science, Engineering, Information and Technology (IJASEIT)*. Scopus. Vol 7(No 2).
- Alzaghal Q. K., & Mukhtar, M. (2018). **"Moderating effect of information and communication technology tools on the relationship between networking services and incubator success"**, *Journal of Engineering and Applied Sciences (JEAS)*. Scopus. Vol 13(No 12).

## CONFERENCES

- Alzaghal, Q. K., & Mukhtar, M. (2017). **"Moderating effect of information and communication technology tools on the relationship between corporate culture and incubator success"**, *8<sup>th</sup> international conference of the Asian academy of applied business 2017 (AAAB2017)*. 20-22 December 2017 at Kota Kinabalu, Sabah, Malaysia. University Malaysia Sabah. This paper was rewarded as the best paper in the conference.

## CERTIFICATED TRAINING COURSES

- **Guideline Strategies to Write the Quality Papers, 1 Full Day, February 2017 @ the Islamic Science University of Malaysia (USIM) - Malaysia**, organized by the Faculty of Qur'anic and Sunnah Studies.

- This workshop designed to provide the main guidelines strategies to write the quality papers (ISI/Scopus), and to speed up the acceptance process.
- **SPSS Intermediate Level, 1 Full Day, November 2015 @ UKM Graduate Center, Workshop series 30/2015,** conducted in University Kebangsaan Malaysia, Bangi – Malaysia.
  - This workshop designed to provide SPSS users with hands-on exposure to more intermediate statistical analysis in SPSS.
  - This workshop covered: Scatterplot, Correlation, Simple Regression, Diagnostic Checking, Multiple Regression, Multicollinearity, Autocorrelation, and Logistic Regression.
- **Change and Foundation of Development in Leading Institutes, 2 Days, November 2015 @ The International Training Institute, Park Royal Hotel Kuala Lumpur – Malaysia.**
  - Training Course.
- **E-marketing Practices, 2 Days, November 2015 @ The International Training Institute, Park Royal Hotel Kuala Lumpur – Malaysia.**
  - Training Course.
- **Structural Equation Modeling (SEM) Intro to Advance Level, 2 Full Days, June 2015 @ Panoply Consultancy, Cooperation with Yamani Club, International Islamic University, Selangor – Malaysia.**
  - Training Course.
- **Finding a Job Is a Job (FJIJ), November 2013 @ Palestinian Education for Employment (EFE), Palestine Technical University – Kadoorie, Tulkarm – Palestine.**
  - Train of Trainers (TOT).
- **InfoDev Business Incubation Management Training, 3 Full Days, April 2013 @ SPARK Palestine, Ramallah – Palestine.**
  - The training Included Three Modules:
    - ✓ Business Incubator Marketing and Stakeholder Management.
    - ✓ Implementing a Mentoring Program.
    - ✓ Technology Commercializing through incubation.
- **Teaching E-Courses – Refreshing Workshop, 4 hours, September 2012 @ Al-Quds Open University in the Open Distance Learning Center (ODLC), Online Training,**
  - Learning and Teaching Using Blackboard services.
  - Using and Designing Courses using Moodle.
- **Open Education and E-Learning, 12 hours, May 2012 @ Al-Quds Open University, in the Continuing Education Center & Community Service, Online and Offline Training,**
  - Learning and Teaching Using Blackboard services.
  - Using Quality Standards for designing eLearning courses.
- **Windows Phone 7 Training Camp, 5 Full Days, February 2012 @ Microsoft Innovation Center, Amman–Jordan.**
  - The Training Included:
 

<ul style="list-style-type: none"> <li>✓ Creating Windows Phone Application.</li> <li>✓ Isolated Storage.</li> <li>✓ Launchers and Choosers.</li> <li>✓ Fast Application Switching.</li> <li>✓ The database in Windows Phone.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Multi-Tasking and Background Tasks.</li> <li>✓ Networks in Windows Phone.</li> <li>✓ Tiles and Notifications.</li> <li>✓ Market Place.</li> </ul>
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- **Increasing Market and Technological Intelligence to Better Support Your Start-ups / SMEs, 10 Full Days, August 2011 @ the Palestine Information & Communications Technology Incubator (PICTI), Ramallah-Palestine.**
  - **Training Objective:** to provide PICTI and the network of centers of excellence in Palestine with the tools (and the know-how on their use), the processes and the methodologies to more adequately sustain the entrepreneurial community of the territory, while putting them in contact with opportunities coming from the EU realities.
  - **Organized By** EBN (European Business & Innovation Centre Network), in partnership with PICTI, and under the auspices of European Investment Bank.
  - **Presence:** I was a candidate on behalf of Palestine Technology University – Kadoorie, for the centers of excellence in the Palestinian universities.
  - **Main Topics:** Contained 5 main sessions:
    1. **New Trends, tools, and processes for business planning**, 2 Full Days, 11-12 April 2011, Trainer: Mr. François-Louis Billon; he is currently the main responsible for the development of OSEO's online services.
    2. **Technology Evaluation and Commercialization**, 2 Full Days, 27-28 April 2011, Trainer: Mr. Wissam Rabadi; he is a senior executive with over fifteen years' experience in Strategic Planning and Management, Business Development, Entrepreneurship, and the Commercializing of Innovations.
    3. **IPR Protection and Technology Transfer**, 2 Full Days, 23-24 May 2011, Trainer: Dr. Gudrun Rumpf; has a fifteen-year international experience in innovation-related fields.
    4. **Business Models**, 2 Full Days, 21-22 June 2011, Trainer: Mr. David Tee; has 25 years' experience in founding companies, incubating new businesses, commercializing technology and consulting to both the public and private sectors.
    5. **Fund raising and investment Readiness**, 2 Full Days, from 3-4 August 2011, Trainer: Mr. Rick Salmon; joined International Business Accelerator (now Xelerator) in 2002. Among his recent assignments, he was acting Vice President for Global Relationships for IBM at Scali AS, a leading software provider of Linux cluster technology.
- **Curriculum Development and How to Merge Technology in the Educations, 75 hours, July 2011 @ Palestine Technical University – Kadoorie, Tulkarm – Palestine,**
  - Creating and using Google documents, and Wiki Workspace.
  - Designing courses using the inspiration.
  - Creating, building and using bloggers, and a WebQuest accounts.
  - Other topics attached to the certificate.
  - This Training Conducted by 3 professional doctors from Columbia University (Teachers College) from the USA for 3 weeks.
- **Distance and eLearning in Higher Education Institutions, 75 hours, October 2010 @ Al-Quds Open University, Open Distance Learning Center (ODLC), Online Training,**
  - Using and teaching Elluminate Virtual Classes.
  - Using and Designing Courses using Moodle.
  - The Quality Standards of designing eLearning courses.
- **English Conversation, 36 hours, July 2010 @ Al-Arabi Center for Information & Technology, Tulkarm - Palestine,**
  - Conducting Conversations.
  - Reading.

- **Advanced Systems Analysis, 60 hours, August 2009 @ Al-Arabi Center for Information & Technology, Tulkarm - Palestine,**
  - Information System definition and Systems Development Life Cycle (SDLC).
  - Information Systems Development Methodologies.
  - UML Diagrams.
  
- **Business Models Development - Training Seminars, 17 days, January 2009 @ the Information Technology Incubator at AN-Najah National University (ITI), Nablus - Palestine,**
  - Business Plan and Feasibility Study writing (6 Full Days).
  - Information Technology and Entrepreneurship (6 Full Days)
  - Project Management – Establishing Small and Medium Enterprises (5 Full Days).
  
- **Advanced Data Bases, 72 hours, October 2008 @ Al-Arabi Center for Information & Technology, Tulkarm - Palestine,**
  - Database Structures and Design.
  - SQL Language, and Microsoft SQL Server
  - Advanced Database Management Systems.
  
- **Incubation and Business Development, 60 hours, September 2008 @ the Palestine Information & Communications Technology Incubator (PICTI), Ramallah - Palestine.**
  - Concepts of incubation, the role of incubation in economic and community development:
    - Understanding small enterprises and the role of incubation in supporting them.
    - Business incubation.
    - Community development (Organizational structures, management & public private partnerships (PPPs)).
    - Marketing for incubators and their firms and client selection.
  - Develop the required expertise in order to provide the most viable business opportunities for the entrepreneurs:
    - Developing mentoring and coaching programs in incubators.
    - Monitoring, evaluation and benchmarking incubator operations.
  - Conducting Workshops:
    - Technology Entrepreneurship.
    - Business Plan Writing.
  
- **Technology Entrepreneurship – Theory to Practice, 2 full days, July 2008 @ the Palestine Information & Communications Technology Incubator (PICTI), Ramallah - Palestine:**
  - The training was about technology entrepreneurship education, held by:
    - Intel Higher Education Program.
    - Lester Center for Entrepreneurship and Innovation.
    - University of California, Berkeley.
  
- **MCSD Course, 3 Months, April 2005 @ WebmasterTc, Amman - Jordan,**
  - Programming with Microsoft Visual Basic.NET.
  - Developing Microsoft ASP.NET Web Applications using Visual Studio.NET.
  - Programming with Microsoft ADO.NET.
  - Developing Microsoft Dot NET Applications for Windows.
  - Developing XML Web Services using Microsoft ASP.NET (Beginner).
  - Building COM + Applications using Microsoft Dot NET Enterprise Services (Beginner).
  - Programming a Microsoft SQL Server 2000 Database.

## **PERSONAL SKILLS**

- Excellent Knowledge in VS6, SQL, C#.net, VB.net, ADO.net, ASP.net, C++, VBScript, HTML.
- Excellent Knowledge in SQL Server, Microsoft Access.
- Excellent Knowledge in computer skills, MS Windows, MS Office package.
- Excellent Knowledge in Computers Hardware, Program Installation, Configurations.
- Excellent Knowledge in Incubation life cycle, infrastructure, selecting/evaluating projects and tenants, etc.
- Excellent Knowledge in the E-Learning Courses Using/Designing E-Course using Moodle and Virtual classes.
- Excellent Experience in Reporting, conducting workshops, exhibitions, training, and many activities.
- Excellent Experience in Systems Analysis and Programming.
- Excellent awareness of the Software Development Life Cycle (SDLC).
- Excellent awareness in writing and evaluating Business Plans.
- Good Knowledge in Windows Phone 7.1 programming using Dot Net Environment.
- Good knowledge in Oracle, UML diagrams, XML, JavaScript, Crystal reports, Java.
- Good Knowledge in PHP, Dreamweaver, Cool Edit, Sound Booth, Photoshop, Flash, SPSS.
- Self-Motivated, enthusiastic about learning new technologies.
- Very good team player.

## **LANGUAGES**

- Arabic – Mother tongue.
- English – Excellent.

## **REFERENCES**

- Furnished Upon Request.