

Dr. Mouzna Al-Mardini



CONTACT INFORMATION:

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PROFESSIONAL EXPERIENCE:

2023- Now: Head of the Entrepreneurship, Innovation and Strategies Department at HIAD: Higher Institute for Administrative Development, Damascus University, Damascus, Syria.

2016-Now: Teacher at AIU: Arab International University, Damascus, Syria.

2015-Now: Teacher at SVU: Syrian Virtual University, Business Administration Program, Quality Management Program, Economics Program, and Tourism Program, Damascus, Syria.

2013-Now: Teacher at HIAD: Higher Institute for Administrative Development, Damascus University, Damascus, Syria.

2013-2022: Teacher at Alfateh Islamic Association, Bilad Al-Sham University, Islamic Economics Department, Damascus, Syria.

2013-2016: Teacher at Faculty of Economics, Damascus University, Opening Learning, Damascus, Syria.

2013-2016: Teacher at RU: Al-Rasheed International Private University for Science & Technology, Damascus, Syria.

2011-2013: Teacher at AIU: Arab International University, Damascus, Syria.

2011-2013: Teacher at HPCTS: AL-Hadarah Private Center for Tourism Sciences, Damascus, Syria.

2011-2012: Teacher at HIBA: Higher Institute for Business Administration, Damascus, Syria.

EDUCATION:

2010-2013: PhD, Doctorate of Philosophy in Business Administration, Human Resource Management, faculty of Economics, Damascus University, Syria, with an overall average of 80.80.

2007-2010 :MBA, Master of Business Administration ,Total Quality Management, faculty of Economics, Damascus University, Syria, with an overall average of 83.87.

1994-1998: BSc, Bachelor of Business Administration, faculty of Economics, Damascus University, Syria, with an overall average of 71.73, With final ranking of the First.

PROJECTS & RESEARCH:

2025: The Impact of Soft Skills on Enhancing Employee Job Performance - A Case Study of The Seven Gates Hotel, Journal of Economic and Legal Sciences, Damascus University.

2018: The Role of Employees Empowerment in Islamic Banks in Achieving Competitive Advantage A field study in Islamic banks in Syria, Journal of Social Sciences, Lebanese University.

2016: Effectiveness of Continuous Improvement Banking Services on Achieving Competitive Advantage - a field study in Islamic Banks in Syria, Tishreen University Magazine.

2013: Effectiveness of Human Resources Training and its Implications in Improving Performance Quality - a field study in Islamic Banks in Syria, Doctoral Thesis.

2012: Top Management Commitment towards the Quality and its Role in Achieving Competitive Advantage – afield study in Islamic Banks in Syria, Damascus University Journal of Economic and Legal Sciences.

2011: Focusing on Customer Needs and its Role in Achieving Competitive Advantage - a field study in Islamic Banks in Syria, Damascus University Journal of Economic and Legal Sciences.

2010: Elements of Quality in Services Provision and its Impact in Achieving Competitive Advantage - a field study in Islamic Banks in Syria, Master Thesis.

Training courses I provided:

2024: Performance Efficiency Indicators - Agriculture Farms, Damascus, Syria.

2023: Strategic Thinking and Planning – Higher Institute for Administrative Development, Damascus University, Damascus, Syria.

2023: Strategic Management and Contemporary Globalization – Dar Al-Mashura for Consulting and Training in cooperation with the Belgian Academy for Research and Vocational Education, Damascus, Syria.

2023: Contemporary Administrative Issues – Dar Al-Mashura for Consulting and Training in cooperation with the Belgian Academy for Research and Vocational Education, Damascus, Syria.

2022: Strategic Leadership and Change Management – Dar Al-Mashura for Consulting and Training in cooperation with the Belgian Academy for Research and Vocational Education, Damascus, Syria.

2022: Administrative Skills – Reda Saeed Hall, University of Damascus, Syria.

2022: Time Management Skills – Higher Institute for Administrative Development, Damascus University, Damascus, Syria.

2020: Administrative Leadership - Al-Mamoun International Center - Damascus - Syria.

2018: Human Resources Management - Al-Mamoun International Center - Damascus - Syria.

Subjects I have taught:

HR: Human Resources Management.

OB: Organizational Behavior.

ML: Managerial leadership.

QM: Quality Management.

OM: Operation Management.

SBM: Small Business Management.

IM: International Management.

SM: Strategic Management.

CM: Change Management.

CM: Crisis Management.

TWM: Team Work Management.

TM: Training Management.

ACT: Administrative Contemporary Trends .

MC: Managerial Communications.

PSM: Purchase and Storage Management .

PC: Planning & Controlling.

SIM: Services Institutes Management.

SM: Services Marketing.

PA: Principles of Assurance.

PM: Principles of Management.

PM: Principles of Marketing.

SM: Management Science.

MM: Marketing Management.

PM: Personnel Management .

TM: Theories of Management.

OT: Organizational Theory.

POS: Preparation of Organizational Structures.

LPO: Leading Pioneer Organizations.

MC: Marketing and Leading Creativity.

AR: Administrative regulation.

PR: Principles of recruitment.

OT: Organization theory.

SELM: Skills to enter the labor market.

QTS: Quality of tourism services.

PM: Principles of Math.

REM: Remedial Math.

TRAININGS:

2016: Training course in Certified Islamic Banking CIB issued by the General Council of Islamic Banks CIBAF, Almashora Company Consulting and Training, Damascus, Syria.

2016: Training course in Neurological Linguistic Programming NLP, Unlimited Horizon Center, Damascus, Syria.

2016: Training course in The 5 Love Languages, Unlimited Horizon Center, Damascus, Syria.

2015: Training course in preparation Certified Professional leaders CPL, (Professional licensed manager, The Seven Habits of the most effective directors , four rules for implementation, focus and time management, effective meeting skills, effective presentation skills, teamwork skills, problem-solving and decision-making), Unlimited Horizon Center, Damascus, Syria.

2015: Training course in training and preparation of Professional Trainers TOT, Unlimited Horizon Center, Damascus, Syria.

2015: Training course in Project Management Professional PMP, Career Management Center CMC, Damascus, Syria.

2015: Training course in Human Resource Management HRM, OUSOS Center, Damascus, Syria.

2015: Training course in the skills of the labor market (how to write your CV, job interview, career development path, communication skills, how to motivate yourself and others, work ethic, work protocol, the project life cycle), Society for Human Resource Management IHRM, Damascus, Syria.

2011: Training Course in Project Administration at Shell Company Training Center, Damascus, Syria.

2011: Training Course in Islamic Banking Services at Syria International Islamic Bank, Damascus, Syria.

2011: Training Courses in English at Higher Language Institute of Damascus University, Damascus, Syria.

2011: Training Courses in ICDL at Execu Train Institute, Damascus, Syria.

2011: Training Course in Entering Market Labor at Career Gaudiness Center, Damascus, Syria.

2009: Training Course in Financial Investment at Invest Expo Company, Damascus, Syria.

LANGUAGE SKILLS:

Arabic: Native language.

English: Speaking, Reading and Writing with very good competence.

COMPUTER SKILLS:

Microsoft Office Programs: Windows- Word- Excel- Access- Power Point- Internet- IT.

Social Media: Facebook, Instagram, Twitter, LinkedIn.

KEY QUALIFICATIONS:

Excellent communication skills, Strong personality, Hardworking, Dynamic, Ambitious, Leadership and motivational skills, Good time management, Ability to work individually as well as a team member, willing to enhance knowledge, able to coach others, Target oriented, High sense of responsibility, able to work well under pressure, willing to work effectively with people in a multi-

culture environment with respect for diversity, ability to establish priorities and meet deadlines, creativity and the ability to work with limited resources, ability to work independently under difficult conditions, very well understanding for different business cases, ready to work in a team spirit and impart the required training and skills to the team.

MEMBERSHIPS:

Member of SSSQ : Syrian Scientific Society for Quality-NGO, Damascus, Syria.

Member of IHRM : Institute Human Resources Management-NGO, Damascus, Syria.

Member of Creative Association-NGO, Damascus, Syria.

INTERESTS:

Reading international business reviews.

Learning new things.

Teaching.

Volunteering.

PERSONAL INFORMATION:

Date of birth: July 7th 1973.

Place of birth: Damascus.

Nationality: Syrian.

Sex: female.

Civil status: married.