

Curriculum Vitae



Personal Data

Full Name Nejdeh "Mohammad Zain" Mahmud Hayajneh
Date/ Place of Birth February 10th, 1979– Jordan
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Education

- June, 2019: **MA in Quality Management**; School of Business; The University of Jordan, Amman, Jordan
- September, 1997– June, 2001: **BSc in Marketing**; School of Business; The University of Jordan, Amman, Jordan

Professional Experience

- October, 2023–Present: **Director of Strategic Planning Department**, Accreditation and Quality Assurance Center, The University of Jordan, Amman, Jordan.
- March, 2018– October, 2023: **Head of Planning Division**, Accreditation and Quality Assurance Center, The University of Jordan, Amman, Jordan.
- September, 2008–March, 2018: **Administrator** in Quality and Development Division, School of Graduate Studies, The University of Jordan, Amman, Jordan.
- September, 2004–March, 2008: **Customer Account's Responsible** in Logistics and Shipping Department, The Sun Jordan Textile COM.LTD, Qualified Industrial Zone (QIZ), Zarqa, Jordan.

Certificates

- Certified **Assessor** (Public Sector, Private Sector, and Business Associations Sector) "**EFQM**", King Abdullah II Awards for Excellence.
- Certified **Lead Auditor** ISO 9001:2015 "CQI/ IRCA", SGS.
- Certified **Internal Auditor** ISO 9001:2015, "Ministry of Labor".
- **TRAINER**: Strategic Plan, TQM/ Quality, ISO 9001.

Committee Membership

- Membership of "Integrity Assurance" Committee, The University of Jordan.
- Membership of "Higher Strategic Plan" Committee, The University of Jordan.
- Membership of "Higher Quality Assurance" Committee, The University of Jordan.
- Membership of "King Abdullah II Award for Government Excellence and Transparency" committees, The University of Jordan.
- Membership of "internal quality management system (ISO 9001: 2015)" committee, The University of Jordan.

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Workshops and Training Courses

- **Risk Management/ ISO 31000:2018/** (Course); November. 22, CQI/ IRCA”, SGS.
- **Strategic Planning** (Course), October. 15, 2023 – October. 26,2023. Center of Consultant and Training, The University of Jordan, Amman, Jordan.
- Course and workshop in **Entrepreneurship and Innovation, Change management, Design thinking,** ORANGE JORDAN in cooperation with the national program to connect industry with academia, Oct. 30, 2022–Nov. 3 ,2022.
- **EFQM Assessor Training (Public Sector, Private Sector, and Business Associations Sector);** Oct. 3, 2022–Oct. 5,2022, King Abdullah II for Excellence, Amman, Jordan.
- **EFQM Certified Foundation Training;** Sep. 20, 2022–Sep. 20,2022, King Abdullah II for Excellence, Amman, Jordan.
- **Training of Trainers (TOT)** (Course); May. 22, 2022–June. 2,2022, Center of Consultant and Training, The University of Jordan, Amman, Jordan.
- **Leadership and Management** (Course); Dec. 13, 2021–Dec. 26,2021, Center of Consultant and Training, The University of Jordan, Amman, Jordan.
- **Lead Auditor/ ISO 9001:2015/Quality Management System Auditor/** (Course); May. 16, 2021–May. 20,2021, CQI/ IRCA”, SGS.
- **Radar Methodology** (Course); March. 3, 2021–March. 4,2021, King Abdullah II Center for Excellence, Amman. Jordan.
- **Principle of Excellence Stander** (Workshop); March. 2, 2021–March. 2,2021, King Abdullah II Center for Excellence, Amman. Jordan.
- **Strategic Plan** (Online Workshop); July. 14, 2020, EDRAK, Amman. Jordan.
- **Quality Management System Audit** (Course); Oct. 15, 2019–Oct. 17,2019, Royal Scientific Society, Amman. Jordan.
- **Internal Audit 9001:2015** (Course); Sep. 2, 2019–Sep. 11,2019, Ideal Adds Consulting, Ministry of Labor, Amman. Jordan.
- **Total Quality Management Course /TQM** (Course); Sep. 22, 2018–Oct. 20,2018, Talal Abu–Ghazaleh Knowledge Society, Amman. Jordan.
- **A Specialized Training on the Criteria of King Abdullah II Award for Excellence** (Course); Nov.27, 2018–Dec. 5,2018, King Abdullah II Center for Excellence, Amman. Jordan.
- **SPSS Training** (Course); Sep.8, 2018–Sep. 10,2018, Amman. Jordan.
- **Six Sigma Green Belts** (Course); August.12, 2017–August. 16,2017, Applied Science Private University, Amman. Jordan.
- **English Conversation–Advanced Level** (Course); Nov.02, 2017–Nov. 27,2017, Center of Consultant and Training, The University of Jordan, Amman, Jordan.
- **English Language Course;** April.09, 2008–June. 09,2017, British Council, Amman, Jordan.

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- **Marketing & Customer Account Training** (Course); July.11, 2007–July. 14,2017, BİL KONT Textile, Istanbul, Turkey.

Research Articles

- Hayajneh, N., Suifan, T., Obeidat, B. Y., Abuhashesh, M., & Kanaan, R. K. (2020). The relationship between organizational changes and job satisfaction in the Jordanian telecommunication industry. *Journal of Social Sciences (COES&RJ–JSS)*, 9(1), 1–20.
- Hayajneh, N., Suifan, T., Obeidat, B., Abuhashesh, M., Alshurideh, M., & Masa'deh, R. (2021). The relationship between organizational changes and job satisfaction through the mediating role of job stress in the Jordanian telecommunication sector. *Management Science Letters*, 11(1), 315–326.

Languages

Arabic, English, Turkish.