

Ms. Amal Alnabelsi

I. PERSONAL DATA

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Nationality: Jordanian

Address: Irbid-Jordan

II. EDUCATION

<u>Year</u>	<u>Institution</u>	<u>Degree</u>
▪ 2022-2025	▪ JUST, Irbid, Jordan	▪ Master's Degree in Health Care Management and Quality GPA: 4.17/4.3 (Distinguished)
▪ 2019-2022	▪ JUST, Irbid, Jordan	▪ Bachelor's Degree in Health Management and Policy GPA: 4.12/4.2 (Distinguished)

III. PROFESSIONAL EXPERIENCE

- **Full-time lecturer**, Philadelphia University, Hospital Management Department, Faculty of Business (March 2026 – Now)
- **Trainee** in the Warehouse Department, Drug Inventory Control Division at KAUH (June – July 2025).
- **Trainee** in the Quality and Safety Department at Irbid Specialty Hospital (April – May 2025).
- **Training, Research and Teacher Assistant** at JUST (10/2022 – 1/2025).

- Responsible for training and supervising students, delivering lectures for several academic courses, and assisting in research activities within the university department.

IV. **SKILLS AND LANGUAGES**

Skills:

- Advanced Microsoft Office skills: Word, Power Point, and Excel
- SPSS, Minitab, and the ability to learn any statistical software required.
- Very high presentational skills.
- The ability to create interactive presentations.
- The ability to create educational materials from science based sources.

Languages:

- Arabic (Native)
- English (Excellent Reading, Writing, and Speaking)

V. **NON-DEGREE COURSES AND CERTIFICATES**

- [Epidemiology in Public Health Practice Specialization](#) (26 hours) from Johns Hopkins University, online through Coursera (2025).
- [Supply Chain Excellence](#) (13 hours) from Rutgers University, online through Coursera (2025).
- [Leading Healthcare Quality and Safety](#) (15 hours) from George Washington University, online through Coursera (2025).
- [Data Analytics for Lean Six Sigma](#) (11 hours) from University of Amsterdam, online through Coursera (2025).

VI. VOLUNTARY WORK

- Team leader and Member of [HPM Team](#), JUST (2019 – 2023)

Volunteering Team Leader for four years during university, responsible for organizing and delivering numerous educational lectures, preparing study materials and summaries for students, and planning and managing academic events.

VII. RESEARCH AND PUBLICATION

- Master's Thesis 2025:

“The Effect of Building Age and Hospital Size on Operational Efficiency and Healthcare Workers' Satisfaction with the Physical Environment”.

- Book Chapter:

“The Mediating Role of Medical Service Geographical Availability Between the Healthcare Service Quality and the Medical Insurance”.