

Curriculum Vitae



Dr. Shaker Bani Melhem

Biographical Details:

Shaker Bani-Melhem is Associate Professor in Management and HRM in the College of Business Administration at the University of Sharjah, United Arab Emirates. His research interests include Organizational Behavior, Human Resource Management, and Tourism and Hospitality Management. He has published in numerous prestigious academic journals (**Ranked “Q1” in the SJR and “A” in the ABDC**) such as: International Journal of Contemporary Hospitality Management, Journal of Hospitality and Tourism Management, Journal of Business and Psychology, Journal of Hospitality Marketing and Management, Total Quality Management & Business Excellence, Journal of Service Theory and Practice and Tourism Management Perspectives, among others.

Google scholar:

<https://scholar.google.com/citations?user=tZGaN98AAAAJ&hl=en&oi=ao>

PERSONAL DETAILS

College of Business Administration, Department of Management, **University of Sharjah**, Sharjah, UAE
P.O.Box: 27272, Sharjah, U.A.E.
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F: + 971 6 5050544

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Personal email:
melhemshaker@gmail.com

TEACHING EXPERIENCE

September 2015- Present, Associate Professor, Department of Management, College of Business Administration, University of Sharjah, United Arab Emirates. (www.sharjah.ac.ae).

Courses taught:

Postgraduate (MBA): Leadership and Organizational Behavior, Managing people in the organization.

Postgraduate (Executive MBA): Human Resource Management.

Undergraduate: Human Resource Management, Organizational Behavior, Leadership and Management, Operation & Supply Chain Management, Total Quality Management, Quantitative Business Analysis, legal for Business Environment, Business and Government, Principle of Management and Fundamentals of Innovation and Entrepreneurship.

February 2013 –June 2015

Lecturer (Full Time), Faculty of finance and business administration, Al-Madinah International University (Mediu) at Malaysia (www.mediu.edu.my).

Courses taught:

Human Resource Management, Organizational Behavior, Strategic Human Resource Management, strategic management, Total Quality Management, Operational Management, Quantitative analysis, Principle Of Management, Business Communication and Computer information system (MIS) .

MANAGERIAL EXPERIENCE

September 2021- till now

Head of Management department in the college of business administration, University of Sharjah, UAE (www.sharjah.ac.ae).

June 2014-June 2015

Dean of student affairs, Al-Madinah International University (Mediu) at Malaysia (www.mediu.edu.my).

May 2014- April 2015

Acting dean of Quality & University Development, Al-Madinah International University (Mediu) at Malaysia (www.mediu.edu.my).

February 2013 –June 2015

Head of Islamic finance & banking department in the faculty of finance and business administration, Al-Madinah International University (Mediu) at Malaysia (www.mediu.edu.my).

2011-2013

Head of student services department, Al-Madinah International University (Mediu) at Malaysia (www.mediu.edu.my).

FORMAL EDUCATION

- **Ph.D. 2015 University Utara Malaysia (UUM),** Malaysia, Human Resource Management (HRM).
- **M. A. 2010 University Utara Malaysia (UUM),** Malaysia, Human Resource Management
- **B. A. 2007, Al-Albayt University,** Jordan, Computer Information System (CIS). (HRM).

RESEARC AND PUBLICATION:

According to the Scientific Journal Rankings (SJR), the “ABDC” and SCOPUS

Publications Details:

	Author Name(s) and Year of publication	Research Title	Journal and publisher Names	Issue/ Volume/ pages	Journal rank in the ABDC, SJR and SCOPUS	Impact Factor
1.	Shaker Bani-Melhem et al. (2021)	Does Employee Resilience Exacerbate the Effects of Abusive Supervision? A Study of Frontline Employees' Self-Esteem, Turnover Intention, and Innovative Behaviors.	<i>Journal of Hospitality Marketing & Management</i> Publisher: Taylor & Francis	https://doi.org/10.1080/19368623.2021.1860850	SJR=Q1 ABDC =A 1st quartile= top 10 percent	4.489
2	Shaker Bani-Melhem et al. (2021)	Empowerment as a Pivotal Deterrent to Employee Silence: Evidence from the UAE Hotel Sector.	Human Performance Publisher: Taylor & Francis	34(2), 107-125.	SJR=Q2 ABDC =A 1st quartile= top 10 percent	1.943
3.	Shaker Bani-Melhem et al. (2021)	How and When Does Job Challenge Promote The Innovative Behaviour of Public Sector Employees?.	International Journal of Innovation Management, 2150069 Publisher: World Scientific	Vol. ahead-of-print No. ahead-of-print. https://doi.org/10.1142/S1363919621500699	SJR=Q2 ABDC =2	1.300
4.	Al-Hawari, M. A., Quratulain, S., & Melhem, S. B. (2021).	How and when frontline employees' environmental values influence their green creativity? Examining the role of perceived work meaningfulness and green HRM practices.	Journal of Cleaner Production Publisher: Elsevier	Volume 310, 10, 127598	SJR=Q1 ABDC =A 1st quartile= top 10 percent	9.2
5.	Al-Hawari, M.A., Bani-Melhem, S. and Mohd. Shamsudin, F. (2021),	"Does employee willingness to take risks affect customer loyalty? A moderated mediation examination of innovative behaviors and decentralization".	International Journal of Contemporary Hospitality Management Publisher: Emerald	Vol. ahead-of-print No. ahead-of-print. https://doi.org/10.1108/IJCHM-	SJR=Q1 ABDC =A 1st quartile= top 10 percent	5.667

				08-2020-0802		
6.	Shaker Bani-Melhem et al. (2020)	Paranoid personality and frontline employee proactive work behaviours: A moderated mediation model of empathetic leadership and perceived psychological safety	Journal of Service Theory and Practice. Publisher: Emerald	https://doi.org/10.1108/JSTP-05-2020-0104	SJR=Q1 ABDC =A 1st quartile= top 10 percent	3.6
7.	Shaker Bani-Melhem et al. (2020)	Customer incivility and customer problem-solving behaviour in frontline employees: testing a moderated mediation model	Total Quality Management & Business Excellence Publisher: Taylor & Francis	DOI: 10.1080/14783363.2020.1842187	SJR=Q1 ABDC =A 1st quartile= top 10 percent	3.7
8.	Bani-Melhem, S. (2020).	What mitigate and exacerbate the influences of customer incivility on frontline employee extra-role behaviour?.	Journal of Hospitality and Tourism Management Publisher: Elsevier	44, 38-49.	SJR=Q1 ABDC =A 1st quartile= top 10 percent	5.415
9.	Bani-Melhem, et al. (2020)	Customer incivility and frontline employees' revenge intentions: interaction effects of employee empowerment and turnover intentions.	Journal of Hospitality Marketing & Management Publisher: Taylor & Francis	29(4), 450-470.	SJR=Q1 ABDC =A 1st quartile= top 10 percent	5.5
10.		Leader-member exchange and frontline employees' innovative behaviors: the roles of employee happiness and service climate	International Journal of Productivity and Performance Management Publisher: Emerald	https://doi.org/10.1108/IJPPM-03-2020-0092	SJR=Q1 ABDC =B	2.650

11.	Bani-Melhem et al. (2020)	Determinants of Employees' Innovative Behavior.	International Journal of Contemporary Hospitality Management. Publisher: Emerald	vol. 30 (3)	SJR=Q1 ABDC =A 1st quartile= top 10 percent	5.667
12.	Bani-Melhem , et al. (2020)	Does job stress affect innovative behaviors? Evidence from Dubai five-star hotels.	Journal of Human Resources in Hospitality & Tourism.	Volume:19 Issue: 3	SJR=Q2 ABDC =B	1.350
13.	Bani-Melhem , et al. (2020)	Leader-member exchange and frontline employees' innovative behaviors: the roles of employee happiness and service climate.	International Journal of Productivity and Performance Management.	https://doi.org/10.1108/IJPPM-03-2020-0092	SJR=Q1 ABDC =B	
14.	Al-Hawari, M. A., Bani-Melhem, S. , & Quratulain, S. (2019).	Do Frontline Employees Cope Effectively with Abusive Supervision and Customer Incivility? Testing the Effect of Employee Resilience.	Journal of Business and Psychology Publisher: Springer	35(2), 223-240.	SJR=Q1 ABDC =A 1st quartile= top 10 percent	3.289
15.	Al-Hawari, M. A., Bani-Melhem, S. , & Quratulain, S. (2020).	Abusive supervision and frontline employees' attitudinal outcomes: The multilevel effects of customer orientation.	International Journal of Contemporary Hospitality Management. Publisher: Emerald	Vol. 32 No. 3, pp. 1109-1129.	SJR=Q1 ABDC =A 1st quartile= top 10 percent	5.667
16.	Quratulain, S. , Al-Hawari, M. A., & Bani-Melhem, S. (2020).	Perceived Organizational Customer Orientation and Frontline Employees' Innovative Behaviors: Exploring the Role of Empowerment and Supervisory Fairness.	European Journal of Innovation Management. Publisher: Emerald	Not yet	SJR=Q2 ABDC =B	1.980

17.	Abukhait, R. M., Bani-Melhem, S. , & Faridahwati Mohd Shamsudin (2019).	Do employee resilience, focus on opportunity, and work-related curiosity predict innovative work behavior? The mediating role of career adaptability.	International Journal of Innovation Management. Publisher: World Scientific	Not yet	SJR=Q2 ABDC =B	1.300
18.	Zeffane,R., Melhem, S. J. , (2017).	Trust, Job Satisfaction, Perceived Organizational Performance and Turnover Intention: A Public-Private Sector Comparison in the United Arab Emirates.	<i>Employee Relations.</i> Publisher: Emerald	vol. 39 (7)	SJR=Q2 ABDC =B	1.660
19.	Abukhait, R. M., Bani-Melhem, S. , & Zeffane, R. (2019).	Empowerment, Knowledge Sharing and Innovative Behaviours: Exploring Gender Differences. International Journal of Innovation Management, 23(01), 1950006.	International Journal of Innovation Management. Publisher: World Scientific	23(01)	SJR=Q2 ABDC =B	1.300
20.	Al-Hawari, Mohd A., Shaker Bani-Melhem, and Faridahwati Mohd Shamsudin	Determinants of Frontline Employee Service Innovative Behavior: The Moderating Role of Co-worker Socializing and Service Climate.	Management Research Review. Publisher: Emerald	Vol. 42 No. 9	SJR=Q2 ABDC =B	1.680

21.	Albaity, M., & Melhem, S. B. (2017).	Novelty seeking, image, and loyalty—the mediating role of satisfaction and moderating role of length of stay: International tourists' perspective.	Tourism Management Perspectives Publisher: Elsevier	23, 30-37.	SJR=Q1 ABDC =A 1st quartile= top 10 percent	3.648
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22.. Zeffane, R., & Melhem, S. B. (2018). Do feelings of trust/distrust affect employees' turnover intentions? An exploratory study in the United Arab Emirates. *Middle East Journal of Management*, 5(4), 385-408.

23. Mat, N. & Noorulsadiqin Azbiya, Y, Melhem, S. J., (2016). Knowledge Sharing Effect on HRM Practices and Organizational Innovation among Malaysia's Four and Five Star Hotels. *International Business Management* 10 (16) :3580-3590, 2016 . ISSN: 1993-5250. **(Ranked O3, Scientific Journal Rankings (SJR))**.

INTERNATIONAL REFEREED CONFERENCES

Melhem, S. J (2019). Exploring Antecedents of Employee Turnover Intention – Evidence of Five Star Hotels in Dubai. *Asian Management Research and Case –AMRC, 2019 -Conference* (Hosted by UAE University, Al Ain; 24-26 March 2019).

Melhem, S. J (2016). The influence of Human Resource Management practices (HRM) practices on organizational performance: A study of Jordanian four and five stars hotels. 18th EBES Conference - U.A.E. January 8-10, 2016 U.A.E. Hosted by *American University of Sharjah* , School of Business and Management.

Mat, N. Noorulsadiqin Azbiya, Y & Melhem, S. J., (2016) . Human Resource Management Practices and Organizational Innovation: A Study of Four and Five Star Hotels in Malaysia. *Advances in Global Business Research*, ISS# 1549-9332.

Melhem, S. J. B., & Mat, N. (2014). The mediating roles of knowledge sharing on service innovation: a study of hotels industry in Jordan. *3rd International Conference on Management, Economics and Finance* (ICMEF 2014) PROCEEDING: ISBN: 978-0167- 5705-16-8.

Melhem, S. J. B., & Mat, N. (2014). The influence of knowledge sharing on innovation: A study of Jordanian four and five stars hotels. *Management and Technology in Knowledge, Service, Tourism & Hospitality*, 83.

Melhem, S. J. B., & Mat, N. (2014). The influence of Human Resources Management Practices (HRM) on innovation in service organization. *5 the international conferences on business and economic research*.

Melhem, S. J. B., & Mat, N. (2012). The use of IT and its impact on HRM functions performance and organization performance. *International Postgraduate Business Journal*, vol.4 (2), 87-93.

Postgraduate Supervision

Supervised Postgraduate (MBA) dissertations (2017-2020)- Research titles as follows:

- 1- Safya Almazrouei (2017-2018). The impact of Leader Member Exchange (LMX) and the Empowerment Leadership on Employee Voice Behavior: the mediating role of Psychological Empowerment. (MBA Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 2- Janna Abdalla (2017-2018). Does high Job Security lead to Counterproductive Work Behavior (CWB)?: The moderating role of Accountability. (MBA Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 3- Khawla Alserkal, (2017-2018). Determinants of Employee Creativity in UAE public sector. The mediating role of Employee Happiness. (MBA Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 4- Salma Ghufli (2017-2018). Determinants of Organizational Citizenship Behavior (OCB). The mediating role of Felt Obligation. (MBA Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 5- Ali Sajwani (2018-2019). The Impact of Training & Development and Employee Empowerment on Employee Innovative Behavior: The Mediating Role of Knowledge Sharing. (MBA Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 6- Alya Salim (2018-2019). Comparison between the impact of Abusive Supervision & Open Leadership style on Knowledge Sharing: The mediating role of Knowledge Sharing. (MBA Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 7- Dalal Al Kaabi (2018-2019). The impact of Leader Member Exchange (LMX) and Job Stress on Employee Engagement: The mediating role of Emotional Exhaustion. (MBA Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*
- 8- Noorah Alshamsi (2019-2020). Perceived organizational politics and leadership commitment: testing the mediating roles of empowerment and turnover intentions. (MBA

Dissertation). *Accepted and Submitted to college of Business Administration, University of Sharjah.*

9- Duha Cheikh Ali (2019-2020). Determinants of employee knowledge withholding in the UAE bank industry. (MBA Dissertation).

Internal examiner:

Spring 2019: Rafeeah Alketbi (2019). Internal examiner- MBA- Research title: “The Impact of Workplace Happiness on Employee Performance and Level of Creativity” - *Accepted and Submitted to college of Business Administration, University of Sharjah.*

2014: Internal examiner- MBA- Research title: “The factors affecting employee job satisfaction of universities libraries in Malaysia -Al-Madinah International University”.

External examiner

Doctoral of Business Administration (DBA) candidate:

Shamsa Al Muhairi (ID: 1054718) (2020): Dissertation entitled: “Examining the moderating effects of the demographic factors on the relationship between talent management practices and employee retention: A case of UAE Public Healthcare Sector”. College of Business (CoB), Abu Dhabi University.

SPECIAL AWARDS

December 2020: Awarded the “Annual incentives Awards” for Distinguished Faculty Members in the field of Scientific Research 2020 (University of Sharjah).

December -2011:

Awarded as the best staff in the Al-Madinah International University (Mediu) at Malaysia.

June- 2012:

Awarded as the best staff in the Al-Madinah International University (Mediu) at Malays

Research Grant

2017-2018: Principle investigator - Seed Grant, University of Sharjah, No.1703030205

Jan 2014-April 2014: Research assistant for Knowledge Transfer Program (KTP) research grant under University Utara Malaysia (UUM). The project title “promoting service innovation in hotel industry through HRM practices & knowledge sharing (s/o code: 12358).

University Service, University of Sharjah, UAE (Sept. 2015 – Present)

No	Activity	Date	
		From	To
1.	College level Committees	2021	2022
2.	College Council Committee	2021	2022
3.	Executive Council	2021	2022
4.	Graduate Programs Committee	2021	2022
5.	Faculty Recruitment and Renewal Committee	2021	2022
6.	Program Effectiveness and Accreditation Committee	2021	2022
7.	College Strategic Planning Committee	2021	2022
8.	Member of MBA program accreditation committee	2020	2021
9.	Scientific Research and Seminars Committee	2019	2020
10.	Cultural and Social Activities Committee	2019	2020
11.	Scientific Research and Seminars Committee	2018	2019
12.	Chair of Student Affairs Committee	2017	2018
13.	Member of MBA program committee	2017	2018
14.	Member of Student Affairs Committee	2016	2017
15.	Conducted “employer survey” to collect data about our faculty graduates from the managers/employer in different sectors in the UAE, and then prepared full report including the analysis of the data for the accreditation purpose.	November 2015:	
	Department level Committees		
1.	Member of Recruitment Committee	2020	2021
2.	Member of Recruitment Committee	2019	2020
3.	Research and Seminar Committee	2019	2020
4.	Accreditation and Curriculum Committee	2019	2020
5.	Students Affairs Committee	2019	2020
6.	Outreach and Public Relations Committee (Chair)	2019	2020
7.	Website / College Catalog Committee	2018	2019
8.	Research and Seminar Committee	2018	2019
9.	Accreditation and Curriculum Committee	2018	2019
10.	Member of Recruitment Committee	2017	2018
11.	Member of Accreditation Committee	2017	2018
	University Level Committees		
1.	Member of Recruitment Committee	2019	2020
2.	Member of Judges Selection Committee - Hult Prize	2020/21	
3.	Member of Judges Selection Committee - Hult Prize	2019/20	
4.	Member of Judges Selection Committee - Hult Prize	2018/19	
5.	Member of Recruitment Committee	2019	2020
6.	Member of the University of Sharjah Center for Continuing Education and Professional Development Committee	2019	2020

No	Activity	Date	
		From	To
7.	Member of University Strategic Plan 2020/2024- Champions Committees.	2018	2020
8.	Member of the University of Sharjah Center for Continuing Education and Professional Development Committee	2017	2018
9.	Member of the University of Sharjah Center for Continuing Education and Professional Development Committee	2017	2018
10.	Member of Recruitment Committee	2017	2018
11.	Member of Student Affairs Committee	2016	2017
12.	Conducted more than seven training courses/diploma in a different Management area (i.e, Human resource management, Strategic management and leadership etc...). At the <i>University of Sharjah Center for Continuing Education and Professional Development</i>	2016	2020
13.	I have been involved (member of a team) who conducted a research project funded by the <i>UAE General Authority of Youth & sports Welfare</i> , with overall budget exceeding \$30,000. Project title: The impact of corporate governance on organizational performance: <i>The case of UAE General Authority of Youth & sports Welfare. Submitted to the UAE General Authority of Youth & sports Welfare.</i>	2016	2017

WORKSHOP AND TRAINING PROGRAMMS CERTIFICATES

2016-2021: Performed/delivered more than 10 different training courses at the University of Sharjah Training Center. *University of Sharjah Center for Continuing Education and Professional Development.*

2017: Attended a training program titled “class time reconsidered: Active learning in the university classroom” by Prof. Derek Bruff, Director, Organized by the institute of leadership in higher education [University of Sharjah, UAE, April 30, 2017].

2014: Attended a training program titled “How to use Amos for research analysis”. Al-Madinah international university – Malaysia

2013: Attended a training program titled - How to use “SPSS” for research analysis. UUM – Malaysia, 2013.

2013: Attended a training program titled - “ISO 9001: 2011 Internal Quality Auditing”- Provided by Malaysian government.

2013: Attended a training program titled “How to do Business reports”. Al-Madinah International University – Malaysia.

2012: Attended a training program titled “Microsoft Dynamic Customer Relationship Management system (CRM)”. Al-Madinah International University –

Malaysia.

2012: Participated in Training program on Alim and Campus Management System (CMS). Al-Madinah International University – Malaysia.

2009: Participated in workshop titled “International Human Resource Management”, 2009, University Utara Malaysia.

Articles Reviewed (Reviewing Assignments) (2016-2020):

	Paper Title	Manuscript ID	Journal	Journal Ranking
1.	The cascading impacts of behavioral fluctuation and daily fatigue on frontline employees’ daily turnover intention: The role of service orientation	WHMM-02-2020-1813	Journal of Hospitality Marketing & Management	Q1 (A)
2.	High Involvement Work Practices Enhancing the Team Creative Performance: A Study on Hospitality Industry of Pakistan	WHMM-02-2020-1815	Journal of Hospitality Marketing & Management	Q1 (A)
3.	Effects of Family Incivility on Proactive Customer Service Performance in the Hospitality Industry	WHMM-09-2019-1656	Journal of Hospitality Marketing & Management	Q1 (A)
4.	Testing the moderating effect of occupational commitment among organizational commitment and employee satisfaction and withdrawal intention	IJCHM-02-2020-0151	International Journal of Contemporary Hospitality Management.	Q1 (A)
5.	An examination of interactive effects of employees’ warmth and competence and service failure types on customer’s service recovery cooperation intention	IJCHM-01-2020-0028	International Journal of Contemporary	Q1 (A)

			Hospitality Management.	
6.	Linking Empowering Leadership to Employee's Innovation in Luxury Hotels: Intervening Intrinsic Motivation and Job Complexity	IJCHM-11-2019-0965	International Journal of Contemporary Hospitality Management.	Q1 (A)
7.	When do Abusive Leaders Experience Guilt?	IJCHM-05-2019-0474	International Journal of Contemporary Hospitality Management.	Q1 (A)
8.	Using workplace mindfulness to counteract customer incivility through work engagement: A moderated mediation model	IJCHM-12-2018-0994	International Journal of Contemporary Hospitality Management.	Q1 (A)
9.	PRE-EMPLOYMENT TESTING IN THE UNITED STATES AND AUSTRALIA	IJCHM-11-2018-0923	International Journal of Contemporary Hospitality Management.	Q1 (A)
10.	The impact of NEFACRON on Frontline Employee's Perceptions of Job Stress Some Evidence from Aqaba - Jordan Hotel Industry	IJCHM-06-2018-0475	International Journal of Contemporary Hospitality Management.	Q1 (A)
11.	An examination of the perceived value of organic dining	IJCHM-05-2017-0267.R1	International Journal of Contemporary Hospitality Management.	Q1 (A)

12.	Impact of Demographic Variables on Job Stress Factors: A Study of Employees at Four- and Five-Star Hotels in Istanbul	IJCHM-08-2017-0477	International Journal of Contemporary Hospitality Management.	Q1 (A)
13.	An examination of perceived value of organic dining	IJCHM-05-2017-0267	International Journal of Contemporary Hospitality Management.	Q1 (A)
14.	Impact of Psychological Contract Fulfillment on Organizational Citizenship Behavior: Mediating Role of Perceived Organizational Support	IJCHM-12-2016-0659.R1	International Journal of Contemporary Hospitality Management.	Q1 (A)
15.	Impact of Psychological Contract Fulfillment on Organizational Citizenship Behavior: Mediating Role of Perceived Organizational Support	IJCHM-12-2016-0659	International Journal of Contemporary Hospitality Management.	Q1 (A)
16.	Pragmatism Matters: The Moderation Effect of Pragmatism on the Path between Commitment HRM to Doctor-Patient Relationships and Turnover Intention – an Empirical Study in Chinese Hospitals	RIJH-2017-0740	International Journal of Human Resource Management	Q1 (A)
17-	Human Resources Management Practices and Organizational Commitment in Academia: The mediating role of Work Engagement	MRR-03-2019-0110	Management Research Review	Q2 (B)
18-	When management matters more than leadership	LPAD-2019-2626	International Journal of Public Administration	Q2 (B)

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COMPUTER SKILLS

General: MS Office
Statistics: SPSS, AMOS and Smart-PLS.
E-learning applications: Blackboard Learning System and Campus Management System (CMS).

References

Prof. Dima Rachid Jamali

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Dr Mohammad Al-Hawari

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Prof Hussein Al-Tamimi

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