

Dr. Akram Hamdan

Ph.D, Business Administration
General Manager of the Palestinian Banking Institute
Instructor at the Arab American University – Graduate Studies
Certified trainer - international and local institutions

Currently I am working as General Manager for the Palestinian Banking Institute, we deliver related courses about banking, management and life/technical skills for all banking sector and other sectors. Also, I am instructor at the Arab American University – graduate studies and supervising several master's theses.

For 20 years I worked in the Palestinian banking sector, meanwhile lecturer and trainer for many recent topics. I have an efficient mix between different knowledge areas (management, banking and IT). Through my career life I worked in different positions, in information technology sector at the beginning of my career life, to the banking/management positions and consulting projects.

I hold a PhD in Business Administration from Turkey. Also, I have two master's degrees in Scientific Computing and MBA from Birzeit University. Also I obtained international certificates in Project Management (PMP) and Six Sigma (SSBB) and accredited trainer with international institutions such as the IASSC in USA.

I delivered different master and bachelors courses, in addition to local and international training. My life is full of successful stories about implementing different projects in management, Strategy, HR, and IT fields.

Thank you,

please see below my resume

Dr. Akram Hamdan

RESUME

Identification

Name : Akram F. Hamdan
Date of Birth : 27-10-1972
Marital Status : Married
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Education

Year	University	Degree	Major
2021	OKAN Istanbul (Turkey)	Ph.D	Business Administration
2013	Birzeit	Master	Business Administration
2005	Birziet	Master	Scientific Computing
1995	Al Quds	Bachelors	IT

International Training Certificates

Year	University	Certificate
2013	Project Management Institute (active)	PMP (Project Management Professional)
2011	Arizona State University with Palestine Institute for financial & banking Studies in-coordination	SSBB (Six Sigma Black Belt)

With Arab American University (AAUP)

Summer semester 2019/2020 was my first experience with AAUP, it was a Leadership course. it was very intrested course containing a lot of theories, knowledge, experiences and practices that enriches our students and helped them exploring their selves and developing leadership skills and attitude.

Through my journy with AAUP I taught the following courses

1. Leadership
2. Strategy Management
3. Tools for strategy Management
4. Talent Management
5. Training and development (Arabic)
6. Legal and Ethical issues in Human resources (Arabic)
7. Seminar, Current issues in HR
8. Leadership ethics
9. Planning and decision Making
10. Legal and Ethical issues in Human resources (English)
11. Training and Development (Arabic)
12. Interpersonal Communication

With Al-Quds Open University (QOU)

After graduation from birzeit univeristy with master degree in computation science (IT track), I joined QOU and taught different courses for bachlors level (2006-2015):

1. Project Management
2. Introduction to computer science
3. System Analysis
4. e-Business
5. Quality management
6. Data structure
7. Applied computer science
8. Other courses

Accreted Trainer With

- International Institution form Six Sigma Certificate (IASSC, USA)
- Institute for financial & banking (Jordan and Palestine)
- UNDP
- MAS
- Palestinan National School for Administration
- KnowledgeAcademy (International)
- Simplilearn (International)
- JAWWAL
- alestine Islamic Bank
- Arab Islamic Bank
- Al Quds Bank
- SAFA Bank
- ARABBANK
- GIZ
- PITA
- And Many Others

List of deliveded training courses:

- Management excelece
- Balanced Score cards
- Action planning
- Manageral reporting
- Positive Attitude
- Six Sigma all levels
- Other technical courses
- Leadership
- Project Management Profisional (PMP)
- Principals of Project Management
- Business planning
- Strategic planning
- Total quality management
- Other technical courses
- Problem solving and decision making

About My Knowledge and Experience Areas:

Strategy Management: Train different management levels, set vision, mission and goals, run a retreat and all included activities, prepare the strategic plan and control procedures with all departments, build all needed KPIs and define strategy movement to execution with all stockholders.



Quality Management: Train different management levels using Six sigma approach and general approach for quality implementation and control, define quality specs and KPIs (qualitative and quantitative), develop and implement different quality measurement and control methods like Mistry shopper, observation statistical analysis and conducts customers satisfaction surveys.



Balanced Scored Card: implement management by objectives approach, develop framework to define projects and activities related to main strategic goals for an institution and assign different weights to different tasks then align it to all staff levels.



Researches and studies: preparing scientific research and Feasibility studies by analyzing the market for new or existing products or projects. as example, conducting research for customers/employees satisfaction and loyalty and for any other research topic using scientific approach and following scientific research methodology road map. Preparing feasibility study for different projects.



Project Management: Establish PMO (Project management office), develop process guide and procedure manual for project management cycle tailored to an institution after analyzing all internal environment and specific needs. Then support and monitor PMO implementation.



Task/time Management: in different institution, it is always about tasks and follow-up, I am able to develop and deliver modern techniques to manage assigned tasks from different management levels and prepare all evaluation reports and link it to annual projects and employees appraisals.



eChannels: Implement call/contact center service for any institution, develop on-line support for all customers, define different algorithms and build the needed knowledgebase. Manage development of online applications like online service and application management.



Information Technology: Education and long experience will help me to develop/implement different solutions (SW/HW) for different services institutions private/public, I use best practices and standard approach for such projects (SDLC).



Personal development: develop staff knowledge and personal skills in leadership, interviewing and selection, team management and communication, enhance loyalty, motivation, and promote thinking skills and taking staff out of the box.



Procedures: develop Standard Operation procedures (SOPs) manual for all departments and implement reengineering techniques for all processes to enhance processes performance, there will be standard templates for all policies, procedures and forms, in addition to RACI model and version control.



Training Management: in addition to deliver training in many fields I can prepare annual training plan for all employees' levels and conduct assessment (pre/post training). The training management will cover all need, for the employee and the institution.



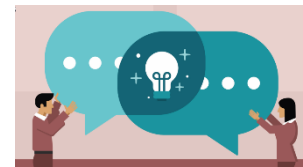
Operational budgeting: implement project based budgeting and link it to institution strategic goals and to different departments, define all budget items and accumulate it for all stockholders.



CRM: Develop Customer relationship management practices, strategies and technologies to manage and analyze customer interactions and data throughout the customer lifecycle, with the goal of improving business relationships with customers, assisting in customer retention.



Comunication: Daily and in every moment, we communicate verbally or nonverbally, we express about needs and wants, we listen and transfer messages via different channels, new life considered so complicate to do clear communication, we learn tools, and skills to make successful communication and personal presentation.



About My Working Experience:

In 1995, after my graduation from Al-Quds University I worked with the Palestinian Housing Council for data entry and a programmer for in-house application to manage housing unites beneficiary's information. In that year I worked also in Scientific Arab School teaching IT courses.



In 1996 I joined ARABBANK, started in programming fields, we developed many systems and delivered support and training, some of those systems still running, it was very remarkable period in my technical/management experience, last years in the bank I moved to project management and systems implementation, also we enhanced different processes and lowering processes time by automating different activities. I gained experience in IT, project management, training and Banking.



In 2006 I joined Egyptian Arab Land Bank and led the IT department, with my staff and management support, we moved the IT environment (HW and SW) from old legacy systems to up-to-date systems, we have implement new banking system and developed all eChannels (website, online-banking, ATM), which have no exist before we joined the bank, I worked for about five years, it was so important period, I got the green belt certificate



in Six Sigma and awarded as the best Six Sigma project in Palestine

In 2011 I joined Bank of Palestine and led the eChannels department, this was new department, we established the contact/call center and delivered phone calls support center to about 600,000 customers, also we developed the intranet, the website the online banking. Also I led the Quality assurance department where we implemented and maintained quality of services techniques for about 50 branches, techniques used like Mistry shopper, site visits and others, another important projects was the SOPs (standard operating procedures) and operation centralization, I initiated these projects but I quit before completing it.



In 2015 I joined Palestine Islamic Bank, as Assistant General Manager for Planning, development and public relations. It is new position, we established new four department and accomplished many projects in short period, like SOPs for all departments and branches, new Internet/Mobile banking, new website, Strategic plan for 2017-2020. We developed new products and campaigns, we promoted bank existence in different media channels and we enhanced bank reputation and reachability. In this period I led the Human Resources committee, we developed the new HR Guide, and we developed and supervised the training plan.



Since 2007 I joined Al-Quds open University as part time instructor for different management and IT courses.



Since 2017 , self-employed, I did different training and consultations about business planning, employees' positive attitude development, project management, problem-solving and decision making, quality management, and other topics. In 2019 I established Matrix consulting inst. to do my job though it



Since 2020 , Part time instructor – Administrative and Finance department. (mentioned earlier)



Teaching: Leadership, Training and Development, Communication, Quality Management, Stratgy Management.

Since Jan-2022 , General Manager – Palestinina Banking Institute



Mangement, Organiztion, Leading and Motivation. We and educate the Banking sector and other sectors for financial and management fields and softs skills.

About My Social Responsibility:

I did many projects and training courses eduacting and coaching our youth for enterpernuership and social projects, the most intresting acheivments were:

- **Zinnia:** I trained a team from 11th grade students, they established Zinnia company which seeks to achieve social, cultural, and economic goals, through flower arrangements and unique products, such as Air plants, and the Phoenician glass, which has played a major role in reviving the Palestinian culture. The company seeks to draw a smile on every citizen's face, and protecting nature.
We win th best company in Palestine with Injaz Company competetion 2015.
- **Kid Smile:** I trained a team of uiversity level students, they run “Basmat Tifl (Kid Smile)” to collect and fix then distrivute clother for kids who needs that, the projects reached 4600 kid within two months.
We win th best company in Palestine with Injaz Waves of Happiness competetion 2014.



Languages:

- I have excellent ability for both English and Arabic; read/write/speak.

Skills

- Organization management
- Leadership
- Communication
- Dynamic thinking
- Presentation and discussion management
- Ideas sampling and giving always related example

Interests

- Sport
- Internet
- Movies

Tips

- V. Good experience in Microsoft application
- Powerful training abilities
- I have driving license









Thanks

for reading my CV