

RAED IBRAHIM, PhD.

Management Consultant and Professional Trainer

+962 79 555 35 77 / raed@raedibrahim.org / www.raedibrahim.org / Amman, Jordan, P.O. Box 963591 Amman 11196

SUMMARY

With an experience of over two decades, and through careful analysis of current business practices, Dr Raed aims to help organizations and individuals improve their performance in various fields of management and leadership, develop the core skills needed to excel in the workplace, and provide expert advice and guidance to achieve the client's goals. Dr Raed strategically offers training and coaching on business related and personal development topics.

Having worked with various local and regional institutions for over two decades, it has granted me a wealth of experience in the field of training and consulting. My key to success is focusing on the individual development of my clients in different industries through interactive training sessions that significantly impact the performance of organizations, departments, and teams.

What makes my training sessions vastly effective is the use of highly engaging and interactive methods of learning, paired with carefully studied techniques that adopt accelerated learning as its key point to help my clients quickly and effectively apply new knowledge in their work and personal lives.

My mission is to craft highly creative organizations using unique combinations of professional and personal experience.

AREAS OF EXPERTISE

- Leadership and Management
- Quality management
- HR
- Staff Management & Engagement
- Strategic Planning
- Strategic Management
- Key Performance Indicators
- Change Management
- Change Leadership
- Customer Satisfaction Surveys
- Job Satisfaction Surveys
- Crisis Management
- Customer Experience
- Mystery Shopper projects
- Creativity and Innovation

PROFESSIONAL EXPERIENCE

Freelance Management Trainer and Consultant

2022 - now

MANAGING PARTNER

MENA JO Training & Consulting

2014 - 2022

CEO

Total Talent Training & Consulting

2010 - 2014

CEO

Advanced Technologies Co.

2005 - 2010

DIRECTOR

Talal Abu-Ghazaleh International

1995 - 2005

CONSULTANCY EXPERIENCE

- 2022 – Senior Consultant / Riyadh, KSA
- 2018 - CONSULTANT / Amman, JO
- 2017 - CONSULTANT / Amman, JO
- 2016 - CONSULTANT / Amman, JO
- 2014 - PROJECT MANAGER / Amman, JO
- Performance Management System
- Quality Management System ISO 9001:2015
- King Abdullah II Excellence Award
- Customer Satisfaction Surveys
- Human Resources Restructuring Project

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- 2013- PROJECT MANAGER/ Tripoli, LY
 - 2013- PROJECT MANAGER / Tripoli, LY
 - 2010 - PROJECT MANAGER / Amman, JO
 - 2010 - PROJECT MANAGER/ Tripoli, LY
 - 2010 - PROJECT MANAGER / Tripoli, LY
 - Quality Management System ISO
 - Quality Management System ISO
 - Customer Satisfaction Survey
 - Competencies Design
 - Human resources Development
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TRAINING EXPERIENCE

Delivered more than 1000 training courses in Management, Leadership, Change Management, Change Leadership, HR Management and Soft Skills to different governmental and international organizations, such as:

- | Jordan | Saudi Arabic | Libya |
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| <ul style="list-style-type: none">• Ministry of Industry and Trade• Arab Bank• Jordan Dubai Islamic Bank• Safwa Bank• Jordan Kuwait Bank• Metlife• Ministry of Public Sector Development• Pharmacy One• Amman Arab University• Al Khalidi Hospital & Medical Center• Zain• Jordan Drug Store• GSK• Housing Bank• Arab Bank• UNRWA | <ul style="list-style-type: none">• Ministry of Interior• Ministry of Tourism• Ministry of Finance• Riyadh Second Health Cluster• Communication and Information Technology Commission - CITC• Public Pension Agency• King Fahd Security College• Saudi Technology and Security Comprehensive Control (Tahakom)• The National Center for Performance Measurement (ADAA) STC• Saudi Standards Metrology and Quality Organization (SASO)• HSBC Bank• Riyadh Bank• Banque Saudi Fransi• Social Development Bank | <ul style="list-style-type: none">• Ministry of Justice• Ministry of Information• Ministry of Defense• Ministry of Finance• Ministry of Economy• National Oil Corporation• Mellitah Oil and Gas B.V.• Arabian Gulf Oil Company• Zueitina Oil Company• Agip Oil Company Limited• Harouge Oil Operation Company• National Commercial Bank• Libyana Mobile Phone• Jumhouria Bank• Eni Gaz• Suncor Energy Company• Al-Madar Al-Jadid |
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ABILITIES

- Display strong management, organizational and leadership skills;
 - Ability to influence change in a dynamic environment;
 - High-level involvement in the areas of strategic planning;
 - Proficiency in developing, implementing and reviewing organization's processes, procedures and policy;
 - Demonstrated capacity to assess and manage performance and continuously improve work practices to achieve results;
 - Demonstrated ability to identify and build the capacity necessary for achieving organizational goals;
 - Demonstrated ability in the areas of problem solving in the work environment;
 - Proven ability to initiate and manage change to obtain a better performance led culture;
 - Handling multiple- projects, directing and motivating staff involved
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EDUCATION

- PhD in Business Management - Girne American University, Cyprus

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- Honorary PhD in Business Administration - Oxford College PhD Studies – Ireland
 - Master Degree in Business Administration - Amman Arab University – Jordan
 - Bachelor Degree in Accounting - Philadelphia University – Jordan
 - Diploma in Computer Programming and System Analyst – Arab University College of Technology - Jordan
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CERTIFICATION

- EFQM Certificate
 - KPIP, KPI Institute
 - PMP
 - Lead Auditor, IRCA - QMS Auditor
 - Chartered Certified Leader - CABA, Canada
 - Certified Professional Trainer - IAPPD, UK
 - Certified Trainer - ICPM, USA
 - Microsoft Certified Trainer - Microsoft
 - Certified Professional Trainer, IBTA, USA
 - Arab Certified Public Accountant (ACPA) - University of Cambridge
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PUBLISHED ARTICLES

- The effect of customer engagement on customer loyalty: indication from the insurance industry in Jordan. *Journal of Financial Services Marketing*. <https://link.springer.com/article/10.1057/s41264-023-00216-w>.
 - The Impact of Emotional Intelligence on Transformational Leadership in the Jordanian Islamic banks. *International Conference on Cyber Resilience (ICCR)*. <https://ieeexplore.ieee.org/document/9995871>. DOI:10.1109/ICCR56254.2022.9995871
 - Nexus between strategic thinking, competitive Intelligence and Innovation Capability: Managerial Support as a moderator. 2022 - *Journal of Intelligence Studies in Business*. <https://ojs.hh.se/index.php/JISIB/article/view/835>
 - The mediating role of workplace flourishing on the causal link between linguistic ostracism and withdrawal behavior. 2021 - *Kybernetes Journal - Emerald*. <https://doi.org/10.1108/K-02-2021-0163>
 - The effect of talent management on innovation: Evidence from Jordanian Banks. 2020 - *Management Science Letters*. 10.5267/j.msl.2019.11.028
 - Digital Quality Management Systems: Benefits and Challenges. 2019 - *Proceedings on Engineering Sciences*. DOI:10.24874/PES01.02.015
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UNDER PUBLICATION

- Nexus Between Workplace Ostracism and Employee Productivity: The Mediating Role of Emotional Exhaustion and Lack of Motivation