



## CURRICULUM VITAE

### Personal data

**Name :** Youssef Ahmad Wakkaf

**Birth date :** 1-2-1966

**Marital status:** Married.

**Nationality:** Syrian.

**Faculty:** Alhawash private university. Al-Sham Private University + Syrian Virtual University.

**Department:** Statistics and programming - human resources Management - management program.

**Mobile:** 0432228828 -994251925

**Email:** [yosefwakaf@gmail.com](mailto:yosefwakaf@gmail.com)

[t\\_ywakkaf@svuonline.org](mailto:t_ywakkaf@svuonline.org)

[https://scholar.google.com/citations?user=IWOCZ-](https://scholar.google.com/citations?user=IWOCZ-EAAAAJ&hl=ar&oi=ao)

[EAAAAJ&hl=ar&oi=ao](https://scholar.google.com/citations?user=IWOCZ-EAAAAJ&hl=ar&oi=ao)

### Academic qualifications:

-Ph.D. in Economics, specialization in statistics and programming Tishreen University. 2020. Excellence Degree .

-Master's Degree in Economics - specialization in statistics and programming - Tishreen University, 2015.

-Bachelor's degree in Economics, specialization in statistics, Damascus University, Second class on college.

### Languages:

Arabic: Mother tongue.

English: good .

Computer: ICDL.



### Job experiences, Administrative experiences and responsibilities and serving the university and society:

- Vice Dean of the Faculty of Pharmacy for Administrative and Student Affairs - Al-Hawash Private University 2024-2025.

- Member of the Faculty of Pharmacy Council - Al-Hawash Private University - 2024/2025.

- Member of the Crisis and Disaster Management Committee at Al-Hawash Private University.

-Lecturer, Syrian Virtual University, management program, Probability&Statistics course, 2021,2022-2023 .

- Lecturer, Syrian Virtual University, Management Program, Economic and Administrative Mathematics Course, 2022-2023-2024.
- Supervisor of Master's Theses in Business Administration Program, Syrian Virtual University, 2021, 2022-2023-2024-2025.
- Vice Dean of the College of Administrative Sciences for Administrative Affairs and Students, 2022-2023-2024.
- A faculty member at Al-Sham Private University, Faculty of Administrative Sciences (ASPU), Human Resources Management Department, in Lattakia, 2020-2021-2022-2023-2024.
- Head of the Department of Human Resources Management - Faculty of Administrative Sciences - Al-Sham Private University in Lattakia - 2023 - 2024.
- Academic guidance at the Faculty of Administrative Sciences - Al-Sham Private University in Lattakia - 2020-2021-2022-2023-2024.
- Lecturer, Mathematical Statistics, Faculty of Economics Tishreen University Third year - second semester, 2017-2018.
- Lecturer, Analytical Statistics, Faculty of Education - Tartous University, 2019.
- Lecturer, Al-Sham Private University, Faculty of Administrative Sciences Lattakia, Principles of Statistics and applied statistics course. 2020-2021-2022-2023-2024.
- Lecturer, Al-Sham Private University, Faculty of Administrative Sciences Lattakia, Economic and management mathematics, management information systems course 2020-2021-2022-2023-2024.
- Lecturer, Al-Sham Private University, Faculty of Administrative Sciences-Lattakia, Financial Mathematics course, 2021-2022-2023-2024.
- Lecturer, Al-Sham Private University, Faculty of Administrative Sciences-Lattakia, Quantitative methods in management course, 2022-2023-2024.
- Lecturer, Al-Sham Private University, Faculty of Administrative Sciences-Lattakia, Accounting Information Systems course, 2023-2024.
- Lecturer, Al-Sham Private University, Faculty of Administrative Sciences-Lattakia, Training and qualification management course, 2023-2024.
- Lecturer, Al-Sham Private University, Faculty of Administrative Sciences-Lattakia, Computer Applications in Accounting course, 2023-2024.
- Member of the Council of the Faculty of Administrative Sciences - Al-Sham Private University in Lattakia - 2022-2023-2024.
- I was appreciated by the Quality Team at the Syrian Virtual University and considered one of the distinguished teachers in the Management Program - 2023/2024.
- Branch Manager of the Commercial Bank of Syria in Drekish Tartous Governorate-2015-2016
- Branch Manager of the Commercial Bank of Syria in Sheikh Badr, Tartous Governorate-2018 -2019 -2020- 2021.
- Chairman of the Department of contracts and supply on Water Resources Directorate.
- Member and Chairman of the Tender Committee in the Directorate of Water Resources.
- Chairman of the Finance Division to the Ministry of Irrigation.
- Accountant and storekeeper in Sofia Refrigeration Company in the United Arab Emirates /Dubai, Sharjah /.

**Supervising master's theses:**

- The Impact of Time management on the Performance of Employees in Pharmaceutical Warehouses“**
- The Impact of Digital Transformation on Human Resources Management Practices at Kalamoon University”**
- The Information and Communications Technology Impact on the Performance of the Human Resources.A field study on the United Nations World Food Program in Damascus Syria“**
- Supervising more than (20) graduation projects for students of the Faculty of Administrative Sciences, at Al-Sham Private University in Lattakia.**
- Supervision of a master's thesis entitled:The Role of Management Information Systems in Improving Employee Performance, Case study of Syriatel Mobile Telecom. Specialized MBA, Virtual University 2022.**
- Supervision of a master's thesis entitled:The effectiveness of management information systems in improving the performance of government organizations and the factors affecting them: a field study in Syrian Prime Ministry. Specialized MBA, Virtual University 2023.**
- Supervision of a master's thesis entitled:The role of electronic marketing in developing the quality of domestic tourism service in Syria. Specialized MBA, Virtual University.2023.**
- Supervision of a master's thesis entitled:Factors affecting the intention to leave work among new and old employees: a field study on employees at MTN-Syria Specialized MBA, Virtual University.2023.**
- Supervision of a master's thesis entitled: Digital Transformation in Banks and its Impact on Achieving Competitive Advantage.A Case study at the World Bank for Trade and Finance in Damascus Governorate. Specialized MBA, Virtual University.2025.**
- Supervision of a master's thesis entitled: The Impact of Relationship Marketing on Customer Loyalty: A Case Study of Banque Bemo Saudi Fransi in the Banking Sector. Specialized MBA, Virtual University.2025.**
- Supervision of a master's thesis entitled: Studying the impact of the financing process for small and micro projects in improving the standard of living of rural families in Latakia Governorate. Specialized MBA, Virtual University.2024.**
- Supervision of a master's thesis entitled: The Role of Electronic Management in Improving Public Service in The Syrian Telecom, A Study of The Electronic Citizen Service Center (ECSC). Specialized MBA, Virtual University.**

**Membership of scientific and administrative committees:**

- 1-A judging panel on a master's thesis entitled: The impact of data mining implementation in telecom companies on the customer satisfaction, Case study Syriatel. Specialized MBA, Virtual University.**
- 2-A judging panel on a master's thesis entitled: The effect of information Technology and Communications on the quality of administrative services offered to Tishreen University students. Specialized MBA, Virtual University.**
- 3-A judging panel on a master's thesis entitled: The impact of applying electronic management on organizational behavior of employees. A field study on the employees at Syriatel Mobile Telecom. Specialized MBA, Virtual University.**

- 4-A judging panel on a master's thesis entitled: The Impact of Knowledge Management on Achieving Organizational Creativity. A field study on DHL's branch for international freight in Syria. Specialized MBA, Virtual University.
- 5-A judging panel on a master's thesis entitled: The effectiveness of applying the ERP system in improving the financial performance of non-governmental organizations. A field study on the Syrian Arab Red Crescent organization. Specialized MBA, Virtual University.
- 6-A judging panel on a master's thesis entitled: The impact of communication mechanisms and the workers participation in decision-making on the feeling of job security. Case Study: Syriatel Mobile Telecom. Specialized MBA, Virtual University.
- 7-A judging panel on a master's thesis entitled: The Impact of Teleworking on the effectiveness of Organization Information Security system. Case Study: Syriatel Mobile Telecom. Specialized MBA, Virtual University.
- 8-A judging panel on a master's thesis entitled: The Impact of Viral Marketing Tools on The Purchasing Decision. Field Study Syriatel Telecommunication Company's Customers. Specialized MBA, Virtual University.
- 9-A judging panel on a master's thesis entitled: The Impact of Information Technology on Human Resources Performance (Case Study: Unipharma and Barakat Pharmaceutical Industries Companies), Specialized MBA, Virtual University.
- 10-A judging panel on a master's thesis entitled: The Impact of E-Marketing on Achieving a Competitive Advantage for Pharmaceutical Companies (A case study of Ugarit Pharmaceutical Company) Specialized MBA, Virtual University.
- 11-A judging panel on a master's thesis entitled: The impact of electronic services on the marketing aspect of the organization, Case study of Syria International Islamic Bank. Specialized MBA, Virtual University.
- 12-A judging panel on a master's thesis entitled: The impact of communication mechanisms and the workers participation in decision-making on the feeling of job security. Specialized MBA, Virtual University.
- 13-A judging panel on a master's thesis entitled: The Impact of Viral Marketing Tools on The Purchasing Decision. Field Study Syriatel Telecommunication Company's Customers. Specialized MBA, Virtual University.
- 14-A judging panel on a master's thesis entitled: The Impact of Teleworking on the effectiveness of Organization Information Security system. Case Study: Syriatel Mobile Telecom. Specialized MBA, Virtual University.
- 15- A judging panel on a master's thesis entitled: The impact of applying talent management in achieving organizational excellence: an applied study on the banking sector in the city of Damascus. Specialized MBA, Virtual University.
- 16- A judging panel on a master's thesis entitled: The impact of localization of information technology on the perceived quality of patients in the health sector in public hospitals in Damascus Governorate. Specialized MBA, Virtual University.
- 17- A judging panel on a master's thesis entitled: The extent to which business intelligence systems contribute to enhancing sustainable performance: A case study of the Directorate of Transport in Damascus. Specialized MBA, Virtual University.
- 18- A judging panel on a master's thesis entitled: The Impact of Information Security Awareness on Syrian Companies. Case Study: MTN Syria Telecommunications Company. Specialized MBA, Virtual University.

- 19- A judging panel on a master's thesis entitled: The Impact of Digital Transformation on Human Resources Management Practices at Kalamoon University. Specialized MBA, Virtual University.
- 20- A judging panel on a master's thesis entitled: The Information and Communications Technology Impact on the Performance of the Human Resources.  
A field study on the United Nations World Food Program in Damascus Syria. Specialized MBA, Virtual University
- 21- A judging panel on a master's thesis entitled The: Impact of Time management on the Performance of Employees in Pharmaceutical Warehouses. Specialized MBA, Virtual University.
- 22- A judging panel on a master's thesis entitled The: The impact of technological development on the work of human resources management .Acase study of Ultramedica Pharmaceutical Industries. Specialized MBA, Virtual University.
- 23-A judging panel on a master's thesis entitled The: The impact of using information technology in improving human resources performance. (Case study of Al-Joud Company in Lattakia Governorate). Specialized MBA, Virtual University.
- 24-A judging panel on a master's thesis entitled The: The Impact of BIM in Reducing Risks Related to Construction Projects. Specialized MBA, Virtual University.
- 25-A judging panel on a master's thesis entitled The: The Impact of Electronic Payment Features on Customer Loyalty- A Field Study on Cellular Companies' Customers in Aleppo City. Specialized MBA, Virtual University.
- 26- Arbitration of more than (30) graduation projects for students of the Faculty of Administrative Sciences, at Al-Sham Private University in Lattakia.
- 27-Arbitration of more than (15) graduation projects for students of the College of Pharmacy and Cosmetology, at Al-Hawash Private University.

#### **Published Researches**

- Study Of The Relationship Between Software And Service Quality In The Syrian Commercial Bank A Field Study In The Commercial Bank Branches In Tartous Governorate.
- The reality of information systems and their impact on the commercial performance of Syrian Commercial Bank. A field study in the commercial bank branches in Tartous governorate
- The reality of information literacy at the University of Tishreen. A field study on a sample of undergraduate students.
- The role of banking information systems in achieving customer satisfaction  
Field Study on Customers of Commercial Bank Branches in Tartous Governorate.
- Availability of Information Systems Operating Requirements In Syrian Commercial Bank. Field Study The commercial Bank Branches In Tartous Governorate.
- The level of banking awareness of workers and its role in the commercial performance of the bank.A field study in the Syrian commercial bank branches in Tartous.
- Corporate Governance on Agency Costs: Evidence from Syrian Joint Stock Companies.
- Studying the Impact of Information Systems on the Financial Performance of the Commercial Bank of Syria.Using Legal Correlation Analysis.
- Impact Of Corporate Governance On The Quality Of Financial Reports

**(An Field Study On The Listed Companies In Damascus Securities Exchange).**

**-The Role of Electronic Management in Improving Public Service in The Syrian Telecom, A Study of The Electronic Citizen Service Center (ECSC).**

**-Contributing to the workshop for reconstruction at Tishreen University - Faculty of Economics, entitled: The effectiveness of scientific research and its role in development and reconstruction.**

**-Contributing to a training workshop entitled Introduction to Scientific Research with Data Analysis using the spss program at Al-Sham Private University - College of Administrative Sciences.**

**-Participation in a workshop on the principles and requirements of ISO 21001 - within the framework of academic accreditation - at the Syrian Center for ISO Experts. Sham Private University - Lattakia Branch, 2024.**

**- The effect of applying of the information security strategy on the sustainability of the competitive advantage in Syriatel.**

**2025-5-30**