

- 1. **Family name** Ramadan
- 2. **First name** Reem
- 3. **Academic position** Professor
- 4. **Nationality** Syrian
- 5. **Education:**

Institution	Degrees
Damascus University- Faculty of Economics Management Department	Organizational Development and Change Management (PhD)
Scuola Di Amministrazione Aziendale, School of Management, Turin - Italy.	Micro Finance Higher Diploma - 5 years
American International School	Eight years
Wilton House School – Bexhill, England (Boarding School)	Two years

6. Present Position:

- Full time academic member at the Faculty of Economics- Management Department-Damascus University

7. Language skills: competence on a scale of 1 to 5 (5 – excellent; 1 – basic)

	Reading	Speaking	Writing
Arabic	5	5	5
English	5	5	5

8. Teaching Experience:

1. University of Barcelona – International Human Resource Management – 1999
2. ECAR – Master of Arts in Economic Change in the Arab Region- Philipps Marburg University, Tempus.
3. Oxford EMBA – Executive Master of Business Administration – Oxford University & Damascus University.
4. Bordeaux IV University & Damascus University - Master in Finance, Tempus.
5. Open Learning Programme - Faculty of Economics - Damascus University.
6. INA-National Institute for Public Administration- Damascus.
7. HIBA- Higher Institute for Business Administration. Damascus.
8. TVET -Institute of Management – Damascus.
9. SUV Syrian Virtual University.
10. IUST International University for Science and Technology – Private University.

9. Publications:

1. Ramadan, R. (2017). Questioning the role of Facebook in maintaining Syrian social capital during the Syrian crisis. *Heliyon*, 3 (12)e00483.
2. Ramadan, R. (2017). Unravelling Facebook: a pedagogical tool during the Syrian crisis. *Open Learning: The Journal of Open, Distance and e-Learning*, 32(3), 196-213. doi:10.1080/02680513.2017.1345303.
3. Ramadan, R. (2016). Young Syrian consumer styles: implications for international marketers. *International Journal of Market Research*, 58(6), 835-857. doi: 10.2501/ijmr-2016-040.
4. Ramadan, R. (2016). Syrians' acceptance of digital lectures: a case study. *Open Learning: The Journal of Open, Distance and e-Learning*, 31(1), 9-24. doi: 10.1080/02680513.2016.1150160.
5. Ramadan, R., & Merkin, R. (2016). Communication practices in the US and Syria. *Springer Plus*, 5:845. doi: 10.1186/s40064-016-2486-9.
6. Ramadan, R., & Merkin, R. (2016). The mediating role of general self-efficacy on the relationship between culture and communication behaviour of Syrians. *International Journal of Social Science & Human Behavior Study*, 3(2), 43-53.
7. Ramadan, R. (2012). External Environment Factors Affecting The Entrepreneurial Intention Among Syrian University Students Using The Global Entrepreneurial Monitor (GEM). *Journal for the Economic and Legal Sciences, Damascus University*, 35(1), 232-252.

8. Ramadan, R. (2012). The Effect of Attitudes towards Entrepreneurship on Entrepreneurial Intentions of University Students. *Journal for the Economic and Legal Sciences, Damascus University*, 36(2), 145-164.
9. Merkin, R., & Ramadan, R. (2010). Facework in Syria and the United States: A cross-cultural comparison. *International Journal of Intercultural Relations*, 34(6), 661-669.
10. Ramadan, R. (2006). Change Management in Organizational Development, a Comparative Study between Private and Public Sector Organizations. *Journal for the Economic and Legal Sciences, Damascus University*, 24(1), 156-175.
11. Ramadan, R. (2005). Small and Medium Organizations in Syria, Implications for Change Management. *Journal for the Economic and Legal Sciences, Damascus University*, 21(1), 233-251.
12. Ramadan, R. (2004). Changes in Perceptions towards the Importance of Microfinance to the Syrian Economy. *Journal for the Economic and Legal Sciences, Damascus University*, 20(2), 112-126.
13. Ramadan, R. (2001). Conflict Management Styles and the Impact of Conflict on Organizational Effectiveness. *Journal for the Economic and Legal Sciences, Damascus University*, 13(1), 34-48.

10. Training Experience in the Region:

Country	Topic
Yemen; Egypt; Jordan; Morocco	Training in Microfinance different Modules

11. Professional and academic experience:

Date	Company & reference person	Position	Description
2005-ongoing 2010-2014	Syria Trust for Development	Consultant	<p><i>Establishing the Faculty of Tourism at Damascus University.</i></p> <ul style="list-style-type: none"> ▪ Managing the transformational change management process at the Faculty of Tourism. ▪ Developing the Academic Curriculum in accordance with the International best practices of teaching tourism, within the

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	Mohamad Amer Al- Mardini Former President of Damascus University	Dean of the Faculty of Tourism at Damascus University	credit hour system and the ECTS framework. <ul style="list-style-type: none"> ▪ Developing the Academic Curriculum within the qualificationtions of the (NARS) National Academic Reference Standards, and the (ARS) Academic Reference Standards. ▪ Developing and implementing an electronic management System and database at the Faculty (TMS2). ▪ Developing Post graduate and MBA programs at the Faculty of Tourism. ▪ Establishing a career centre and skills development program at the Faculty. ▪ Establishing a Tourism Management and GIS Business Incubator and a media and advertising unit at the Faculty run by students.
2004–2010	SANABEL Arab Network for Microfinance Manager Mr.Shireen Farrag 202 37488624 010 9995969 Fax: + 202 33370714 www.sanabelnetwork.org	Trainer and Consultant	<i>Improving the Effectiveness of Microfinance Institutions in the MENA Region through training.</i> <i>Main Tasks:</i> <ul style="list-style-type: none"> ▪ Training in Human Resource Management for MFIs. ▪ Promoting, adapting and implementing the practice of social Performance management (SPM) for MFIs. ▪ Evaluation of training courses. ▪ Making recommendations before and during the preparation of the training sessions on how to adjust the materials ▪ Recommend on the future training needs skills of the groups.
2010	UNRWA- UNICEF Triodos FACET NSCE North South Consultants Exchange www.facetbv.nl www.nsce-inter.com Yasmine D'Alessandro	Consultant	<i>External Evaluation of the Child Friendly School (CFS) initiative implemented in schools supported by UNRWA</i> <i>Main Tasks:</i> <ul style="list-style-type: none"> ▪ To prepare training materials for PRAs ▪ Train PRAs ▪ Conduct pilot surveys to selected schools

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	yasmine@nsce-inter.com		<ul style="list-style-type: none"> ▪ Data analysis
2010-2013	Ministry of Higher Education Dr.Najeeb Abdul Wahed Vice Minister of Higher Education	Coordinator and Programme Team Leader	<p><i>Accreditation – Pathway to Quality Assurance Main</i></p> <p><i>Tasks:</i></p> <ul style="list-style-type: none"> ▪ To establish an internationally accepted accreditation criteria for selected bachelor programs from pilot Faculties in major Public and Private Universities in Syria with a view of accepted reference points against which the programs will be assessed.
2010-2013	Ministry of Higher Education Dr.Najeeb Abdul Wahed Vice Minister of Higher Education	Coordinator and Project Team Leader	<p><i>Skills and Career Center - Pathways to the Labour Market Main</i></p> <p><i>Tasks:</i></p> <ul style="list-style-type: none"> ▪ Establish Skills and Career Centers; develop job descriptions and support systems within each university. ▪ Design and implement skills and competency development programs for students, focusing on needs assessment. ▪ Design and implement market screening instruments.
2008	Ministry of Finance Dr.Mohamed AlHussein Former Minister of Finance Fax:2224701	Chairman of the Board Savings Bank	<p><i>Apart from Chairman of the Board Duties; Main</i></p> <p><i>Tasks:</i></p> <ul style="list-style-type: none"> ▪ Supervise and Implement a Microfinance credit scheme.
2008-2009	GOPA - Consultants GTZ Project – Ministry of Labour and Social Affairs- Syria Mr.Jens Rubner Project Manager	National Expert & Trainer for Change Management	<p><i>Restructuring the Ministry of Labour and Social Affairs & Change Management Training</i></p> <p><i>Main Tasks:</i></p> <ul style="list-style-type: none"> ▪ Introducing and implementing a change management plan. ▪ Mapping of functions/tasks at the Ministry.

Date	Company & reference person	Position	Description
	Jens.Rubner@gopa.de		<ul style="list-style-type: none"> ▪ Recommend new functions/tasks/structure regarding HRM and main structure at Ministry.
2007	UNDP - Dr.Mustafa Al kufri Dean Of The Faculty of Economics Tel. 2125298	Consultant & Researcher	<p><i>Higher Education Strategy Implementation Plan and Upgrading the BA Programme in Syrian Universities & Quality Assurance</i></p> <p><i>Main Tasks:</i></p> <ul style="list-style-type: none"> ▪ Develop a detailed module for upgrading the business administration programmes at Damascus University ▪ Upgrading the business administration curriculum.
2006	UNESCO Dr.Faysal Al Abbas 051-2094- 051-860450 Fax.051-860460	Coordinator	<p><i>AVICENNA VIRTUAL CAMPUS Network Project Main Tasks:</i></p> <ul style="list-style-type: none"> ▪ Produce a Virtual Course in Fundamentals of Management. ▪ Organize training for tutors and control the on-line courses. ▪ Manage and train the students using the Avicenna library platform.
2006-2008	ETF Project Triodos FACET NSCE North South Consultants Exchange – The Netherlands www.facetbv.nl www.nsce-inter.com Yasmine D'Alessandro yasmine@nsce-inter.com	Consultant & Researcher	<p><i>Support for Young Unemployed People in the Areas of Self Employment and Micro - enterprise creation' MEDA project Education and Training for Employment' implemented by the European Training Foundation.</i></p> <p><i>Main Tasks:</i></p> <ul style="list-style-type: none"> ▪ Analyse the existing interventions in the country aimed at creating an Entrepreneurial culture, policy environment, effective and sustainable institutions to support Entrepreneurs and business support services. ▪ Survey of all government and non-government institutions that are actively promoting entrepreneurship and self-employment. ▪ Survey of all policy measures that are in place to promote awareness and support entrepreneurial initiatives among young people.

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2003-2005	John Speakman Lead PSD Specialist The World Bank Ph 1 202 4732397, Fax 1 202 4776391 Washington DC, USA	Project Manager & Researcher	<p><i>ICA World Bank Investment Climate Assessment Survey on SMEs Main Tasks:</i></p> <ul style="list-style-type: none"> ▪ Carry out an assessment of the investment climate in Syria. ▪ Identify the impact of various costs on firm productivity ▪ Assist the government in prioritizing areas most in need of Reform.
2004	EAMS Euro Arab Management School Granada – Spain Usama Zariief +34 958805050 Fax:+34958800152 zariief@eams.fundea.es www.eamsfundea.es	Consultant & Researcher	<p><i>Entrepreneurial Development of SMEs in Syria a Focus on Women Entrepreneurs</i></p> <p><i>Main Tasks:</i></p> <ul style="list-style-type: none"> ▪ Identify opportunities within Syria for Improving future support for entrepreneurial development in order to stimulate the growth of small and medium sized enterprises (SMEs). ▪ Develop cooperation between Syria & the Spanish Agency for International Cooperation (AECI) through EAMS.
2003	Thompson Committee USA Dr.Ruslan Khadour Dean of The Faculty of Economics Tel. 2124855 Fax. 2119810	Project Member	<p><i>Curricula reform - modernizing teaching - content and teaching methods.</i></p> <p><i>Main Tasks:</i></p> <ul style="list-style-type: none"> ▪ Provide necessary training to upgrade staff capacity – on content and teaching methods. ▪ Assist in developing objective processes for curricula review and staff development.

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