







PERSONAL INFORMATION

ATTIA ABDELKADER ATTIA ALI



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Sex male | Date of birth 01/12/1991 | Nationality Egyptian | Religion Islam

STUDIES APPLIED FOR

Applied for a PhD in Management science

WORK EXPERIENCE

(15/01/2021 - present)

RESEARCH AND ASSISTANT LECTURER

BUSINESS ADMINISTRATION DEPARTMENT, FACULTY OF COMMERCE, ASSIUT UNIVERSITY, ASSIUT, EGYPT. commerce@aun.edu.eg <http://www.aun.edu.eg>

Assist in teaching the practical lessons of undergraduate courses such as; (Service marketing, human resource management, international marketing, customer relationship management, and organizational behavior). Assist in research works at the business administration department. Participate in training and graduation projects for undergraduate students and Participate in organizing conferences at the business administration department as well.

(27/11/2014 – 02/09/2018)

TEACHING AND RESEARCH ASSISTANT

BUSINESS ADMINISTRATION DEPARTMENT, FACULTY OF COMMERCE, ASSIUT UNIVERSITY, ASSIUT, EGYPT commerce@aun.edu.eg <http://www.aun.edu.eg>

Assist professors with such tasks as lectures, data entry, exams, tutoring, and laboratory research, at times being responsible for an entire undergraduate course. Assist in teaching the practical lessons of undergraduate courses. Participated in the preparation of marketing service and human resource management courses (exercise development and test corrections). Preparation of the international marketing course (Correction of essays, editing textbook, and data collection) and marketing management course preparation (Model testing and Creation of new exercises).

(15/04/2016 – 20/07/2018)

A DEBATE COACH AND ARBITRATOR

THE BRITISH CULTURAL CENTER, ASSIUT, EGYPT

Teach students public speaking and debate skills using the British cultural center's curriculum and lesson plans. Conduct practices and drills to reinforce and evaluate the public speaking and debate skill development of each student. Manage and implement all necessary logistics for debate competitions. Teach young people the art of debate and simulation in various subjects and the ability to use arguments and evidence to persuade anyone of their point of view.

(30/11/2013 – 05/08/2014)

CUSTOMER SERVICE REPRESENTATIVE

ROME COMPANY FOR TOURISM, SOHAG, EGYPT

Handle complaints and responsible for maintaining a good relationship between the company and its customers. Manage data regarding customer satisfaction and report it. Confirm traveler reservations and place various tourism programs for them.

EDUCATION AND TRAINING

(04/09/2018 – 25/12/2020)

MASTER DEGREE IN BUSINESS ADMINISTRATION (FIELD OF MARKETING), WITH ENGLISH LANGUAGE.

Business School, Sichuan University, China | Sichuan University, No.24 South Section 1, Yihuan Road, Chengdu, China, 610065, China <http://en.scu.edu.cn/>

I Studied several courses in Business administration and Marketing and related subject such as; international marketing, international finance, macroeconomics and service marketing and finance, microeconomics. In addition to my master thesis which has entitled: **"The role of customer satisfaction after service failure and recovery in the relationship between perceived justice and customer citizenship behavior: An Empirical Study on the Egyptian internet companies,."** My master degree completed with Excellent, equivalent to 89.1 out of 100 GPA.

(17/03/2015 – 18/06/2016)

PRE- M.SC. COURSES IN BUSINESS ADMINISTRATION (FIELD OF MARKETING), WITH ENGLISH LANGUAGE

Faculty of Commerce, Assiut University |Faculty of Commerce, Business administration department, Assiut University, Assiut, 71515, Egypt | <http://www.aun.edu.eg/>

My studies were divided into two main parts; the first part, related to MSc courses in Business administration and related subjects such as; business research methods, consumer behavior, service marketing, international marketing, marketing communications, marketing research, **finished with a Very good equivalent to 3.7 out of 4 GPA.** Regarding the second part, it was focused on the research activities.

(16/09/2009 – 20/07/2013)

BACHELOR DEGREE IN BUSINESS ADMINISTRATION (ENGLISH AND ARABIC COURSES).

Faculty of Commerce, Assiut University |Faculty of Commerce, Business administration department, Assiut University, Assiut, 71515, Egypt | <http://www.aun.edu.eg/>

Graduated with **a Very Good 85.20% aggregation score.** I ranked the top of 2013's class with honor degree **"Award of the first class."** Studied 51 courses included courses in Management Science, Business, and economics, and accounting.

PERSONAL SKILLS

Mother tongue(s) Arabic Native Language

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	6.5	6	6.5	6.5	6
IELTS					
Chinese	A2	A2	A2	A2	A2

Communication skills

I have more than 7 years of experience in teaching and research in management sciences. Because of my job as a research and teaching assistant in the Business field, I enhanced many merits and skills that help me to acquire expertise in management Sciences.

Organisational / managerial skills	Can work individually or as an effective member of a team as well. Ready to learn anything new by achieving it in a short time. Ability to work well under pressure, and I passed more than experience in this way.
Job-related skills	The ability to assist in organizing big events and scientific conferences, Professional Academic Writing, Presentation, teaching, analytic skills, Punctuality and well organization, and the ability to deal with challenging tasks.
Computer skills	I have obtained ICDL International Computer Driving Licence, SPSS Statistical Tool Using data analytical software (IBM SPSS, IBM Amos, R-Packages, PSPP, JASP, STATA, SAS, MATLAB, MINITAB), Microsoft Office (Word, Excel, Access, PowerPoint, Outlook).
Training programs	I have passed the following training programs from Faculty and Leadership Development Centre (FLDC)- Assiut University- Egypt: <ul style="list-style-type: none"> ▪ Effective management of time and work stress. ▪ Crisis management. ▪ Publication of research in international journals. ▪ The Effective Presentations and Communications Skills. ▪ Communications skills. ▪ IT Applications in Teaching and Statistical Analysis in Scientific Research.
Experience	I've got more than 20 certificates of appreciation because of scientific excellence, cultural activity, Student activities, and my participation in leadership activities. I was the Top of 2013's Class, Faculty of Commerce, Assiut University. I spent three months training at the Banque du Caire. I was the academic supervisor on the stock market simulation model at the faculty of commerce, Assiut University.
Conferences and seminars	I attended several seminars in the business administration department, Faculty of Commerce, Assiut University, Egypt, and as well as a Business school, Sichuan University, China, in different subjects of all branches of Business, Economic, and Accounting

ADDITIONAL INFORMATION

Publications	<ul style="list-style-type: none"> ▪ Ali, A. A. E. K. A. (2020). The impact of brand dimensions on customer satisfaction with the brand: An empirical study on mobile phone customers in Egypt, <u>European Journal of Management and Marketing Studies, 5(3).</u> ▪ Ali, A. A. E. A., & Mohamed, A. A. E. R. A (2020). The role of perceived justice with service recovery in the relationship between empowerment of frontline employees and customer satisfaction after service failure and recovery” Customers of intern et company’s case study. <u>International Journal of Business, Economics, and Law, Vol. 21, Issue 5 (April) ISSN 2289 1552.</u> ▪ Ali, A. A. E. K. A. The effect of social media marketing on consumers purchase intention: An empirical study on Egyptian context. <u>Journal of consumer behaviour. Under review.</u> ▪ Ali, A. A. E. A., & Mohamed, A. A. E. R. A. Using Adaptive Network based Fuzzy Inference (AN FIS) Model for Predicting Loss Ratio of Petroleum Insurance sector in Egypt (Misr Insurance Holding Company). <u>International journal of computing science and mathematics. Under review</u>
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References

- Prof. Dr. Abdelsalam Ali Noweir – abdelsalam.mansour@commerce.au.edu.eg – (+20) 01011616154 . Dean of Faculty of Commerce, Assiut University, Egypt.
- Prof. Dr. Adel Mohamed Rayan – rayan@aun.edu.eg – (+20) 01000492404, Professor of business administration, Faculty of commerce. Vice-President for Education & Students' Affairs.
- Prof: Dr. Li Shan – lishan@scu.edu.cn – (+86) 008685159086, Professor of business administration, Sichuan University, China. Director of MBA Education Centre of SCU Business School.