

OMAR SHUBAILAT

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SUMMARY

An Associate Professor with a focus to meet the university's vision and mission through student mentoring, supporting university faculty activities and duties, teaching, and research with extensive leadership and management hands-on experience through a broad spectrum of jobs and entrepreneurial ventures. I believe in enabling students and helping them to spread their wings. I was lucky to be selected by GJU Deans Council to be part of a team aiming to develop a nationwide business entrepreneur curriculum with four other state universities; we finished the pilot course with the developed curriculum during the Fall semester of 2015-16. I serve as an assistant to the president for the main campus and social responsibility, overseeing teams from the maintenance department, services department, and social responsibility section, which totals 240 employees. Also, I served as a dean of student affairs from March 2016-March 2018, which helped me to strategize capacity building in students to become entrepreneurs. It helped connect them with top entrepreneurs worldwide through a network of mentors and investors. Directing the Training and Consultation Center (CTC) during COVID-19, which is a self-supported financial unit of GJU, with a budget of over JOD200,000, required immense and innovative efforts to stay financially afloat.

- Assistant to the University President
- Dean of Student Affairs
- Professor & Exchange Coordinator at GJU
- Ph.D., MBA & M.Sc. Industrial Eng. & Mgt.
- Six Sigma Green Belt, ISO, continuous improvement
- Director of GJU Consultation & Training Center
- Nationwide Entrepreneurship curriculum development
- Instituting Leadership Program & Team Building
- Quality Manager for top automotive industry Corporations

EDUCATION

- Ph.D.** Industrial Engineering/ Computational Engineering, Mississippi State University, Starkville, MS-2013
MBA concentration in leadership, **Aurora** University, Chicago, IL- 2008
- MSc.** Industrial Engineering and Manufacturing/Quality, **Wayne State** University, Detroit, MI-2002
- BSc.** Industrial Engineering, **Applied Science** University, Amman, Jordan-2000

TECHNICAL PAPERS

First Author Publications

1. **Shubailat, O.**, Al-Zaqeba, M. A., Madi, A., & Khairi, K. (2024). Investigation the effect of digital taxation and digital accounting on customs efficiency and port sustainability. *Journal of Governance and Regulation*, 8(1), 67-68.
2. **Shubailat, O.**, Al-Zaqeba, M. A., Madi, A., & Hamid, S. A. (2024). The Effect of Customs Strategies on Environmental and Sustainable Responsibility of Jordanian Supply Chain Management. In *Navigating the Technological Tide: The Evolution and Challenges of Business Model Innovation* (pp. 315-326). Springer.
3. **Shubailat, O.**, Al-Zaqeba, M., Madi, A., & Ababneh, A. (2023). Customs intelligence and risk management in sustainable supply chain for general customs department logistics. *Uncertain Supply Chain Management*, 12(1), 387-389.
4. **Shubailat, O.**, Al-Zaqeba, M., Madi, A., & Alheet, A. (2023). Analyzing the improvement of estate governance and management in Jordan using blockchain. *International Journal of Data and Network Science*.
5. **Shubailat, O.**, King, R., Qatu, M., & Hammi, Y. (2013). Vehicle Design for Robust Driveline NVH Due to Imbalance and Runout a Case Study. *INTER-NOISE and NOISE-CON Congress*.

Co-Authored Publications

6. Qahman, A. I. A., Madi, A., **Shubailat, O. M.**, Al-Zaqeba, M. A. A., & Aloqaily, A. N. (2024). The Role of Fintech and Sustainable Practices on Financial Reporting Quality in Jordanian Customs Clearance Companies. *WSEAS Transactions on Business and Economics*.
7. Madi, A., Alsoussi, A., & **Shubailat, O. M.** (2023). Self-initiated expatriates motivation and basic psychological needs—a generalization and extension replication. *Journal of Global Mobility*, 11(3), 358-387.
8. Al-Zaqeba, M. A. A., **Shubailat, O. M.**, et al. (2023). The influence of board of directors' characteristics on corporate social responsibility disclosures in Jordanian Islamic banks. *International Journal of Advanced and Applied Sciences*.
9. Tashtoush, H., Rozar, N. M., **Shubailat, O.**, Alown, B. E., & Madi, A. (2022). A Study On The Determining Factors Of Employee Performance For Success In Transportation Services In Jordan's Tourism Industry. *Multicultural Education*, 8(1).

Qatu, M. S., King, R., Wheeler, R., & **Shubailat, O.** (2011). Vehicle Design for Robust Driveline NVH Due to Imbalance and Runout Using a Monte Carlo Process. *SAE International Journal of Passenger Cars*, 4(2), 1033-1038.

JOURNAL & CONFERENCE PAPER REVIEW

Chairing a session in the conference “ The International Conference of Business and Technology” in London, UK. Analysis of Risk in a Supply Chain System with Damage Costs, *Proceedings of the 2013 IIE Engineering Lean and Six Sigma Conference, MD Sarder, eds.*
Random Vibration Monte Carlo Simulation Using Multiple Harmonic Function Schemes, *International Journal of Vehicle Noise and Vibration*, 2013.

Research Projects:

Country Team Leader & Primary Investigator (Jordan) | GUESSS Project *Global University Entrepreneurial Spirit Students' Survey (University of St.Gallen & University of Bern) 2018 – Present*

- **Strategic Leadership:** Spearheaded the national execution of the world's largest student entrepreneurship study across three consecutive waves (2018, 2021, 2023), representing Jordan on a global platform of 57+ countries.
- **Stakeholder Management:** Orchestrated partnerships with diverse Jordanian universities to deploy comprehensive surveys, successfully securing thousands of student responses to drive national insights.
- **Data Integrity & Analysis:** Ensured rigorous data quality and compliance with international research standards, contributing vital datasets used to benchmark Jordan's entrepreneurial spirit against global trend

Academic Experience:

German Jordanian University, Jordan
Associate Professor

Feb. 2014 - Current
April 2024

Assistant Professor, Logistics Department

- Designing and implementing lessons (see taught courses section)
- Developed quizzes, exams, and homework.
- Revised the syllabus to meet accreditation standards.
- Cooperated with real companies and integrated real-life projects into the courses I taught.
- Advised numerous Bachelor & Master theses, and participated in examination committees in both levels, inside and outside the school. (Higher Education Ministry: university competitive exam for supply chain, BSc)

Lübeck, Germany

Dec. 15-24, 2022

Visiting Professor, teaching material development

Co-developed new teaching material on the field of Enterprise Resource Planning (SAP S4Hana) to integrate it in the study plan.

Bir Zeit University, Palestine.

Feb 1-15, 2023 & July 2024

Visiting Professor, teaching MSc. Course.

- Designing a blended class
- Utilizing case studies
- Working with a different environment with its peculiarities

Aalen University, Germany.

April-Sep, 2022

International Online Course Collaboration

- Entrepreneur nuggets
- Leadership and Emotional Intelligence nuggets

TAUGHT COURSES

German Jordanian University – Amman, Jordan:

Logistics Sciences Department- bachelor's degree:

- Logistics Network Design
- Operations Management
- Operations Research
- Introduction to Logistics
- Special Topics in Logistics
- Bachelor Thesis for Dual Study Program

Logistics Sciences Department- master's degree:

- Production and Operations Management
- Supply Network Design and Optimization

Management Sciences Department :

- Leadership and Emotional Intelligence
- Project Management
- Quality Assurance
- Business Statistics
- Special Topics in Management

School of Applied Technical Sciences – Industrial Engineering:

- Project Management

Bir Zeit University – Ramallah, Palestine

MSc- Supply Chain Management:

- Production and Operations Management

Central Michigan University – Michigan, US

School of Engineering and Technology:

- Engineering Statistics
- Applied Statistics
- Solid Mechanics Lab

RESEARCHER POSITIONS

Center for Advanced Vehicular Systems (CAVS)-Mississippi State University – Mississippi, US

Junior Researcher June 15-Aug 15, 2013:

- Noise, Vibration, and Harshness (NVH) in vehicles
- Nissan trucks and sedan vehicles

Bagley Engineering School- Mississippi State University – Mississippi, US

Research Assistant: Jan 07, 2010-June 15, 2013:

- Noise, Vibration, and Harshness (NVH) in vehicles
- Nissan trucks and sedan vehicles

SPECIAL TRAINING & EXPERTISE

Entrepreneur trainer, PFF (Preparing Future Faculty-One Year program), Team leading and managing, Six Sigma Green Belt, ISO Quality Management System, TS 16949 Internal Auditing, Lean Manufacturing, Problem Solving, Time and Motion Studies, 5S, APQP, PPAP, MSA, SPC, QMS, TQM, DOE/Taguchi, FEMA, Kepner-Treago, 8-D, 5-Why, Fishbone, Poke Yoke
Simulation software such as FlexSim

PROFESSIONAL EXPERIENCE

Assistant to the President for Main Campus Affairs and Social Responsibilities, and Director of Maintenance Department for all campuses and university locations at German Jordanian University (GJU), Amman Nov 2022 – Sep 2023 I held comprehensive oversight of the university's physical infrastructure and community engagement, managing all aspects related to the main campus including security, beautification, structural integrity, and robust safety measures. My role ensured the pristine cleanliness and optimal functionality of all university facilities – halls, labs, auditoriums, and critical structures – across all campuses and university locations. Concurrently, I cultivated strong relationships with internal and external communities, actively supporting events, collaborating with authorities, and ensuring the university fostered a positive impact on local communities through its social responsibility initiatives.

Director, Consultation and Training Center (CTC) at German Jordanian University (GJU), Amman Feb 2019 – Feb 2021 Led the Consultation and Training Center, spearheading efforts to strategically utilize the university's academic and technical resources to serve the local community and contribute to national development goals. This involved developing and marketing comprehensive annual training strategies across diverse fields of expertise, organizing specialized workshops and conferences, and meticulously managing faculty consulting activities to foster productivity and competitiveness. My role also encompassed strengthening scientific cooperation with international partners, particularly Germany, through collaborative research and training initiatives, while also ensuring university students were equipped with crucial skills to effectively navigate a highly competitive job market. Through these efforts, the center aimed to elevate knowledge acquisition, enhance professional performance, and consolidate university revenues.

Dean of Student Affairs at German Jordanian University (GJU), Amman March 2016 – March 2018

Placing all undergrad students at all schools, welfare, progression, and capacity building as priorities and achieving the university vision through developing robust strategy through a balanced scorecard with clear Key Performance Indicators: communicating, carrying out activities, prioritizing and measuring, and monitoring then control.

Overseeing a budget of three quarter a million and around 20 employees, including a clinic with a full team (physician, pharmacist, and nurses). Moving services into the electronic realm to take advantage of the cyber world. In my capacity, I oversaw student assistant systems and participated with my team in the design review of the stadium and gym complex. As a dean, I helped in the upper university vision and decision-making process for the whole university.

Assistant Professor & Exchange Coordinator at German Jordanian University (GJU), Amman Feb 2014 – Feb 2016

Teaching and research in the areas of quality assurance, project management, quantitative analysis, Statistics, entrepreneurial studies, and leadership, with a focus on manufacturing and production environment and the latest quality assurance practices.

Exchange coordinator of Management and Logistics Sciences School. My main responsibilities are preparing students for the one academic year abroad before departing, following up with them while in Germany, receiving them back, and completing their academic requirements, class equating, and internship paperwork. Attract faculty members from Germany to participate in teaching and research at GJU in the Flying Faculty program. On the other hand, helping

Faculty from GJU to engage in teaching, research, or consultation activities in Germany through the Train of Trainer (ToT) program. Serving on school committees to connect and serve the university, local and national communities.

Adjunct Professor at Central Michigan University (CMU), Mt Pleasant, MI

Aug - Dec 2013

I taught at school of Engineering and Technology. Part of my duties were to help evaluating current classes for ABET certification also developing new classes with other faculty members. Teaching is a process in which the student is elevated to a higher level of understanding, critical thinking, problem solving, knowledge integration, information and experience assimilating and ability to recall, analyze, and apply. This new level is neither temporary nor just to make a grade, it is for life. My goal is to get all students to a level of mastery and then leap to the self-directed learning. This goal is not easy to achieve, as it requires the utmost attention of me to each student, I must know them very well, understand where they stand so I can help them to advance themselves. Prepare for each class meticulously, expect the areas that students might need more work on and prepare questions they might ask beforehand. The learning process is living creatures, in which the teacher and the students need to interact continuously; this requires a genuine respect of the learning process from the teacher and student, beside genuine respect among students as a body and between them and their teacher.

Researcher at Center for Advanced Vehicular Systems (CAVS @ MSU), Starkville, MS Jun 2013-Aug 2013

Further investigation and research in the Noise, Vibration, and Harshness (NVH) related to light trucks, with simulation to evaluate different cases of driveline systems.

The Mississippi State University of Agriculture and Applied Science, Starkville, MS Jan 2010-May 2013

The State of Mississippi's public, nonprofit, educational Entity is classified as a "comprehensive doctoral research university with very high research activity" by the Carnegie Foundation. Fall 2011 enrollment statistics from the Mississippi Institutions of Higher Learning show that the MSU Starkville campus is the largest university campus in the state. In 2009, Mississippi State University was ranked #18 nationally in Forbes magazine's "America's Best College Buys" and 1 in agricultural schools within the Southeastern Conference. Mississippi State was also ranked by U.S. News & World Report as one of the best universities in the United States for Engineering and Veterinary Medicine. It ranked #84 and #24, respectively.

Research Assistant/ Ph.D. Student

Responsible for all research activities: communications with industry and manufacturers, planning and coordinating all activities, defining required equipment and software, purchasing equipment and software, allocating resources, training for new equipment, carrying out all steps related to research and experimentation, verification and troubleshooting, collecting and processing data, deducing conclusions and disseminating results and communicate them through technical papers and scientific, and expanding knowledge through learning in classes and technical training.

- Planned, developed material, and conducted training classes for professionals.
- In a program tailored to prepare Ph.D. students for a teaching position in the university. The "Preparing Future Faculty program (PFF)" is offered only to handpick Ph.D. students.
- Involved in research and have been the first author and coauthored of published papers. Three technical conference papers. Two of them are already published, one becoming a journal paper, while the other is still in the approval process.
- Accomplished successfully completed high-level courses in several universities and in different formats (online, in-class, research, or material-oriented classes), which helped me appreciate different methods and approaches to teaching college students.

CONSULTANT (main projects):

Sep 2008 to Oct 2009

- Elkhorn Family Clinic, Elkhorn, WI

Clinic and health center with high potentials to expand.

Project Manager/ Continuous Improvement Leader:

Responsible for all new projects: Conducting feasibility studies, activity-planning and timeline generating, pulling resources, supervising activities, establishing controls and system to maintain goals, gathering data to assure efficiency and effectiveness goals are achieved, and communicating with top management project progress and results.

- Dubai Statistics Center, Dubai, United Arab Emirate

Government newly formed center. DSC is the only official source for the collection, analysis, and publication of statistical economical and finance beside population and social information and data in UAE.

Consultant

Responsible for staff training, establishing quality management system (QMS), process improvements, and ISO standards preparation.

- Trained individuals from all departments on process mapping and led the process mapping activities.
- Improving current processes to the best practices in the industry
- Creating controls to monitor efficiency and effectiveness.
- Authored the first draft of the Quality Manual
- Consulted top management to formulate and communicate the center's policy through focus groups.
- Establishing the main guidelines for an extensive QMS
- Creating a documentation system to control documents and records.
- Applying the foundations and skeleton to establish ISO 9001:2008 and ISO 14001:2004
- Training top employees on QMS and process mapping concepts

**TROSTEL, LTD., Lake Geneva, WI
2008**

March 2006 to Aug

Custom rubber seal manufacturer to the appliance and automotive industry with annual sales of \$70 million.

Senior Quality Engineer/ Director

Responsible for performing Advanced Product Quality Planning (APQP) for all new products, including team formulation, high-level design, product and process reviews, and supplier/customer negotiations. Provided quality engineering support for adjacent sister plant, including problem-solving/reporting, resolving customer issues, and TS 16949 activities. Oversaw quality assurance lab and all dimensional planning for new products, projects, and verifications. Managed technical/support staff of three.

- Utilized DMAIC Six Sigma methods to investigate many defective parts per million (PPM) for customers, reducing PPM from 55,000 to 3,000 and saving \$55,000 annually.
- Achieved one-time savings of \$200,000 by initiating and leading a multi-functional team to rework and resolve production, customer, and supplier issues to reabsorb all unusable materials effectively.
- Led multi-faceted large-scale projects to outsource metal stamping and transfer metal treatment operations. Satisfied all customer requirements, maintained positive supplier relations, met all timelines, and achieved significant savings.
- Collaborated with supplier quality engineering regarding audits, non-conforming products, de-sourcing activities, and quality management system (QMS) reviews, ensuring supply chain consistency and improved product/process quality.
- Initiated various lean manufacturing methods, including Kaizen, 5S, and process improvement, that enhanced effectiveness and efficiency by eliminating waste.
- Trained engineers, technicians, and operators on various quality tools, including SPC, MSA, FMEA, capability studies, and lean methods, boosting confidence, skills, and individual performance effectiveness.

RECTICEL NORTH AMERICA, Clarkston, MI

June 2004 to March 2006

Manufacturer of polyurethane compounds for the automotive window encapsulation and interior trim markets.

Quality Engineer/Supervisor

Responsible for quality engineering, supplier quality, internal TS 16949 auditing, and APQP for all new products. Served as supplier quality engineer; conducted audits, collaborated, and followed up with suppliers based on non-conformance conditions. Conducted DOE studies, PFEMA, PPAP, and Gauge R&R analyses. Managed staff of 18 quality technicians, auditors, analysts, and inspectors.

- Created a quality team responsible for executing various aspects of QMS, including SPC, product and process auditing, and inspections.

- Member of a task force charged with successfully mitigating significant customer production, quality and process issues.
- Collaborated with Canadian customer regarding continuous improvement strategies, enhancing customer satisfaction through achieving a zero PPM goal.
- Chosen to serve on corporate business improvement team responsible for reorganizing and turning around production and quality in sister plant in Tuscaloosa, AL.
- Achieved continuous quality improvement through effective synchronization of suppliers with OEM and tier-1 requirements.
- Member of warranty team charged with investigating, negotiating, and resolving warranty and field failures.

MAGNA/TESMA GROUP, Farmington Hills, MI

Jan 2004- June 2004

Full service global supplier of advanced powertrain and drivetrain products.

Quality Engineer

Full time contract position secured through **Quality Professional, Inc.** Responsible for utilizing various problem-solving methods and recommending corrective actions, setting up containment levels 1, 2 and GP-12, and creating layered process audits (LPA). Conducted PFEMA cross-functional team reviews, and revised process control plans.

- Initiated SPC system on the floor and trained approximately 125 operators, cell leaders and supervisors across 3 shifts, effectively stabilizing, monitoring and controlling production processes and leading to prevention of product defects.
- Created process auditing system for production, ensuring consistency and leading to improved quality and productivity.
- Designed Go-Nogo gauges for different workstations and cells, facilitating quality control of products.

QUALITY PROFESIONAL, INC., Detroit, MI

Dec 2002-Dec 2003

Provider of quality control services including inspection, testing and engineering.

Quality/Industrial Engineer

Provided customers consulting and expertise to support their internal quality teams. Educated customers on utilization of various quality tools including APQP, PPAP, SPC, and MSA. Set up production and assembly cells. Set up containment levels 1 and 2 (CS1 and CS2). Developed procedures to sort, categorize and process nonconforming products. Ascertained rework procedures required on defective parts.

Entrepreneur, Detroit, MI

2000 to 2002

Business leader in digital marketing concepts

PROFESSIONAL MEMBERSHIPS
 Honors Alpha Pi Mu Fall-2012 (USA)
 Honors Tau Beta Pi Spring 2011 (USA)
 Honors Phi Kappa Phi Fall-2011 (USA)
 American Society for Quality-ASQ (USA)
 Institute of Industrial Engineers-IEE (USA)
 Detroit Society of Engineers (USA)
 Jordan Engineers Association (Jordan)