



Ad-Daheya Street, Nablus, Palestine  
 (+970) 9 2326264 (+970) 598 202857  
 anan\_aghbar@hotmail.com  
[www.linkedin.com/in/ananaghbar](https://www.linkedin.com/in/ananaghbar)  
 Skype: anan\_aghbar

Sex Male | Date of birth 12/07/1993 | Nationality Palestinian

## EDUCATION AND TRAINING

Jun., 2011 – May, 2016

**Bachelor of Industrial Engineering**  
**An-Najah National University, Palestine**  
**GPA 3.84 / 4.00 (Excellent)**

**Courses:** Total Quality Management, Operations Management, Operations Research, Methods Engineering, Management Information Systems, Planning and Inventory Control.  
**Graduation Project:** Applying Lean Techniques and Developing Improvements at An-Najah National University Teaching Hospital.

Jun., 2014 – Aug., 2014

**Certificate of Entrepreneurship Studies Program**  
**Kelley School of Business, Indiana University, Bloomington, U.S.A.**

**Courses:** Entrepreneurship, Business Planning, Marketing, Economics, Accounting, Finance, Human Resources and Operations.

Sept., 2010 – Jun., 2011

**Certificate of General Secondary Education in Scientific Branch (Tawjihee)**  
**Al-Islamiya Secondary School, Palestine**  
**GPA %97 (Excellent)**

## WORK EXPERIENCE

Dec., 2016 – Present

**Planning & Quality Assurance Specialist- Vice President Office for Planning, Development and Quality Assurance**  
**An-Najah National University, Nablus, Palestine**

- Led academic and administrative staff evaluation systems.
- Led new academic programmes accreditation.
- Developed and automated quality-of-education framework for the university.
- Evaluated performance indicators (KPIs) and identified benchmarks for the university's strategic plan.
- Developed the University's Intervention Plan (2020).
- Supervised the University's strategic plans development and implementation.
- Conducted processes re-engineering, automation, digitization and institutional development.
- Supported ISO 9001:2015 development in different centers in the university.
- Supported submission for university rankings and awards (QS, Times Higher Education & Green Metrics).
- Submitted and managed EU Erasmus+ and other funding proposals.
- Executed feasibility studies for new academic programs (Financial studies).

Dec., 2016 – Present

**Management and Business Development Consultant (Freelancer)**

- Led projects for the clients in all phases.
- Led the implementation of market studies and business plans.
- Performed qualitative and quantitative business analysis.

- Prepared technical and financial proposals.

Project	Client	Role
Consultancy for Provision of Coaching Services to Entrepreneurs	GIZ GmbH	Coacher
Innovation and ICT Sector Development as a Tool for Peace and Prosperity in Palestine	Palestinian Information Technology Association (PITA)	Management Consultant
ISO 9001:2015 System Development	The National Carton Industry Company	QA Consultant and Auditor
Research and Market Study for Pickling Factory	Rural Women's Development Society (RWDS)	Market Research Team Leader
Food Franchise in Nablus City	Palestinian Businessman	Management Consultant
Comprehensive Business Plan for Portable ECG System	Hassib Sabbagh Information Technology Center of Excellence (HSITCE)	Management Consultant
Administrative System Assessment and Development	Palaqar	Management Consultant
Pipes Factory Financial Feasibility Study	Palestinian Businessman	Management Consultant
Development of Strategic Plans for Four Law Colleges in Palestine	Capacity Development in Higher Legal Education (CDiHLE)	Management Consultant
Labour Market Survey	Capacity Development in Higher Legal Education (CDiHLE)	Management Consultant
Marketing Strategy and Plan for the Hotel	Golden Tree Hotel	Marketing Consultant
Performing Feasibility Study for Establishing a Farm	Individual Customer	Management Consultant
Review and Streamline the Service Delivery Working Procedures for 8 targeted Municipalities	Communities Thrive Project – Tetra Tech	Systems Development Engineer
Supply-Demand Study of the Queries Products	Palestinian Construction Industries Union	Team Leader
Creating a Competitive Edge of the Palestinian MSMEs	Palestine Trade Center - PALTRADE	Systems Development Engineer
ISO 9001:2015 System Development	EagleFlex Company	QA Consultant
ISO 9001:2015 System Development	HMC Labelling and Packaging	QA Consultant
Public Impression Study	An-Najah University Hospital	Team Leader
Survey on the Business Persons Experience at Allenby/King Hussein Bridge	The Federation of Palestinian Chambers of Commerce, Industry and Agriculture	Team leader
Development of Administrative and Financial Manuals	Modern University College	Team Leader
Academic Expert to Assess and Upgrade IT Education Program	Palestine Ahliya University College	Market Assessment Consultant
Development of IT Diploma Program	Modern University College	Market Assessment Consultant
Employees Satisfaction Study	An-Najah University Hospital	Team Leader

Patients Satisfaction Study	An-Najah University Hospital	Team Leader
Survey for the Palestinian Food & Pharmaceutical Companies	Palestinian Federation of Industries	Business Development Officer
Gap Analysis for Standard Operational Procedures. (SOP's)	An-Najah University Hospital	Management Consultant
Implementation of Quality Diagnostic Study based on Joint Commission International (JCI) Accreditation Requirements	An-Najah University Hospital	Quality Assurance Officer

May, 2016 – Jan., 2017

**Quality Administrator- Planning and Support Department, Customer Care Directorate****Palestine Telecommunications Company (PALTEL), Nablus, Palestine**

- Controlled and managed Quality of Services framework (QoS).
- Developed and monitored various quality management systems.
- Managed customer satisfaction surveys and developed related reports.
- Prepared job procedures using the RACI Model and developed job policies.
- Conducted business processes' re-engineering/optimization and prepared functional requirement specifications (FRSs) for new proposed automated systems; in addition to automating reports using Excel Macros.
- Developed service level agreements (SLAs) with other entities.

Jul., 2015 – Aug., 2015

**Intern – Research and Development Department****Christoph Miethke GmbH & Co. KG, Potsdam, Germany****Projects:**

- 1) One-Million Clicks Project: Designed and built the mechanism of clicking the proGAV valve for a huge number of times.
- 2) Sensor Project: Developed an Excel VBA software for importing, analyzing, calculating, filtering and graphing the tilt angles between two accelerometer sensors.

May, 2015 – Jun., 2015

**Intern – Strategic Marketing Planning Directorate****Palestine Telecommunications Company (PALTEL)**

Assisted in the marketing directorate in the following units and departments:

- Loyalty and retention.
- Business competition, pricing and feasibility studies.
- Data mining and segmentation.

**PROFESSIONAL DEVELOPMENT & TRAINING**

Aug., 2018

- **Project Management Professional Certified (PMP®)**, Project Management Institute (PMI).

Jan., 2016

- **Leadership Skills**, An-Najah National University. (30 THs)

Jan., 2016

- **Strategic Management & Planning**, Gulf Consultant & Training. (20 THs)

Mar., 2015

- **Access to Profession**, Gulf Consultant & Training. (20 THs)

Jan., 2015

- **Quality Management**, Palestinian Food Industries Union (PFIU). (20 THs)

Dec., 2014

- **Logistics & Supply Chain Management**, Gulf Consultant & Training. (20 THs)

Jan., 2014

- **Human Resources Management**, SPARK Consulting and Training. (20 THs)

Sept., 2013

- **Manufacturing Cost Reduction and Lean Management**, Gulf Consultant & Training Co. LTD. (24 THs)

Sept., 2013

- **Business Plan Writing**, Korean-Palestinian Institute of Excellence. (20 THs)

Aug., 2013

- **Entrepreneurship**, Korean- Palestinian IT Institute of Excellence. (20 THs)

2007-2010

- **Injaz Business Courses Series**, INJAZ. (over 4 years)

## AWARDS &amp; SCHOLARSHIPS

- 2012 – 2016 • **Dean list of honor**, ranked first student with highest cumulative GPA among all students of Industrial Engineering Department, An-Najah National University.
- Nov., 2015 • **University representative in the Norwegian city of Stavanger in a student exchange program**, Gern Institute for Folktale Studies.
- 2011 – 2015 • **Hani Qaddumi Scholarship Foundation (HQSF)**, Partial Scholarship.
- 2011 – 2015 • **Paltel Group Foundation**, Partial Scholarship.
- 2011 – 2015 • **An-Najah National University Excellence Scholarship**, Partial Scholarship.
- Dec., 2014 • **Reporting and Communication Skills Excellence**, Dr. Ayham Jaaron.
- Jul., 2014 • **TOP 10 feasibility study award**, Global Business Institution Scholarship (In collaboration with the U.S. Department of State).
- Jul., 2014 • **Coca-Cola Company Ambassador**.

## PERSONAL SKILLS

Mother tongue(s)  
Other language(s)

*Arabic*

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
Excellent	Excellent	Very Good	Very Good	Very Good

*English*ORGANISATIONAL /  
MANAGERIAL SKILLS

- Jan., 2014 – Jan., 2015 • **Member of the board of directors, Vice-chairman and human resources affairs manager**, Engineering Without Boards (EWB).
- Mar., 2014 – May, 2016 • **Member of the board of directors, Membership Director**, Institute of Industrial Engineers (IIE).
- Mar., 2014 – May, 2016 • **Member**, Arab Innovation Network (AIN).
- Jan., 2013 – May, 2016 • **Member**, Institute of Electrical and Electronics Engineers (IEEE).
- Jan., 2013 – Feb., 2014 • **Member**, Industrial Applications Society (IAS).

## COMPUTER SKILLS

- **Advanced Microsoft Office**: Word, Excel, Access, Power Point, Visio (*Excellent*).
- **Optimization Software**: LINGO, LP-Solve, Tora (*Very Good*).
- **Project Management**: MS Project (*Very Good*).
- **Statistical Software**: SPSS (*Very Good*).
- **Simulation Software**: Promodel (*Good*).
- **Programming and Systems Design**: C++, SQL, Octave, LabVIEW (*Good*).

## REFERENCES

Upon Request.