جامعة الإسراء
ISRA UNIVERSITY

Curriculum Vitae Template

Personal Information



Name	Yanal Mahmoud Kilani
Academic Rank	Associate Professor
Nationality	Jordanian
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Contact Information	
Phone	+962 79 2024888
E-mail	Kilani.yanal@gmail.com
Research gate	https://www.researchgate.net/profile/Yanal_Kilani
Google scholar	https://scholar.google.com/citations?user=qNuAJRIAAAAJ&hl=en
Master thesis title	Comprehensive Exam
Ph.D. thesis title	From Project Management to Knowledge Management: A Study in Jordanian Telecommunications Industry. (ITPKM Model).

Academic Certificates

Certificate	Institute	Major	Country	Period	
				From	To
PhD	Arab University for Banking and Finance sciences	MIS	Jordan	2006	2010

SE-02-001-F003_Rev01
Ref: Deans Council (39) Decision No. (28) **Date**: 2025/7/7
Ref: Quality Assurance Council Session (10) Decision No. (7) **Date**: 23/6/2025

QUALITY ASSURANCE ISRA UNIVERSITY

Master	Amman Arab University for Graduated studies	MIS	Jordan	2002	2004
Bachelor	Zaytoonah Private University	CS	Jordan	1995	1999

Academic Experience

Period	Title	Institution
2011 – 2013	Head of MIS department	Zarqa Private University
2013 - Present	Associate Professor	Isra Private University

Professional Experience

Duration (Years)	Institution	Job title	Main duties
February 2014 – February 2017	Hangry International Solar Energy	Business Development & Projects Manager	Business Development & Projects Manager
January 2011 – February 2014	Sun Ray Solar Energy Technologies	Operations Manager	Operations Manager
December 2007 – January 2011	Umniah Telecommunications Company	Public Relations Manager / Project Manager	Public Relations Manager / Project Manager
April 2006 – December 2007	Batelco Jordan	Customer Service Department Manager	Customer Service Department Manager
November 2005 – April 2006	Sama Telecommunications	Operations Manager	Operations Manager
April 2003 – November 2005	Electronic Market for Technology Investment	Sales Manager	Sales Manager
April 1999 – March 2003	Batelco Jordan	Key Accounts Officer	Key Accounts Officer

Training Courses

Course	Organizer	Date	Participant/ instructor	language

Publications

Paper title	Journal	ISSN	Vol. Issue	Year	Country

Enhancing Customer Experience through Business Intelligence: Preference and Behavior	International Review of Management and Marketing	2146-4405	16	2026	Turkiye
Exploring the influence of AI–driven personalization capabilities on consumer purchase intention: The mediating role of customer engagement.	International Journal of Data and Network Science	2561-8156	10	2026	Canada
Deciphering the role of e-marketing communication and diffusion of innovation theory towards value co-creation and firm strategic performance during COVID-19 pandemic.	Int. J. Business Innovation and Research	1751-0252	40	2026	SWITZERLAND
Enhancing Organizational Resilience to Climate Change through Smart Business: An Empirical Study of the Jordanian Pharmaceutical Manufacturing Sector	Journal of Logistics, Informatics and Service Science	2409-2665	11	2024	Hong Kong
Impact Of Business Intelligence (Bi) On E-Hrm Practices Within Ngos In Jordan.	GENERAL MANAGEMENT	1582-2559	25	2024	Romania
The Impact of Big Data Dimensions on the Performance of Jordan's Medical Sector: A Case Study of Al-Bashir Hospital.	Journal of System and Management Sciences	1816-6075	14	2024	Hong Kong
The Role of Blockchain Technology in Managing Efficiency and Cost Reduction in The Banking Sector in Jordan.	Journal of System and Management Sciences	1816-6075	14	2024	Hong Kong

The Role of Information Technology Infrastructure (It) In Entrepreneurial Success: Moderating Role of Resource-Based Theory.	Journal of System and Management Sciences	1816-6075	14	2024	Hong Kong
The Mediating Effect of Managerial Awareness on MIS and Entrepreneurial Ecosystems in Jordan	Journal of Logistics, informatics and Service science	2409-2665	11	2024	Hong Kong
Smart Business Characteristics as an Approach to Develop Business Performance.	WSEAS TRANSACTIONS on ENVIRONMENT and DEVELOPMENT	1790-5079	18	2022	ITALY
The Mediating Role of Business Intelligence in Supporting the Relationship between Big Data and Operational Performance Within the Service Sector in Jordan.	Journal of System and Management Sciences	1816-6075	13	2023	Hong
ENTERPRISE RESOURCE PLANNING AS AN EBUSINESS SOLUTION AND ITS ROLE IN SUPPORTING ORGANIZATIONAL INTERNAL OPERATIONS.	Academy of Entrepreneurship Journal	1087-9595	28	2022	United Kingdom
The Extent Of Applying Intelligent Systems For Learning Within Higher Educational Institutions In Jordan: The Mediating Factor Of Cultural And Social Transformation Towards	JOURNAL OF CRITICAL REVIEWS	2394-5125	7	2020	South Africa
Cyber-security effect on organizational internal process: mediating role of technological infrastructure	Problems and Perspectives in Management	1727-7051	18	2020	Ukraine

Books

Book Title	Publisher	Country	Edition	Year

Information Security Management	Dar Al-Thakafa	Jordan	1	2016
Management Information Systems	Yanal Kilani	Jordan	2	2022

Conference

Scope	Name	Organizer	Date	Country	Participation (attendance – participate)	Peer-Reviewed (Yes /No)
MIS	8th Annual American Business Research Conference,	8th Annual American BRC held in New York, USA.	2017	USA	**participate**	**N**

Research Interests

AI
KMS
PM

Research Projects

Professional Memberships

Languages

Arabic
English – V. Good

Postgraduate Supervision

Title	supervisee
The Impact of digital transformation innovation on employee's performance (Case study on the Civil Status and Passport Department in Jordan)	Baraa Mahmoud Khalaf Obeid
The Impact of the Use of Artificial Intelligence on Customer Behavior in the Jordanian Telecommunications Sector	Rowaida Muslim Rabee Al-Laymoun
the impact of utilizing big data on the performance of medical sector in Jordan: case study on al-Bashir Hospital	Wafaa Kamel Rabah Qfeisheh
The role of smart Knowledge management in promoting innovation in technology companies in the Kingdom of Saudi Arabia	Nasser bin Farhan bin Asmeir Al-Daghmani
Artificial Intelligence Application for Effective Customer Relationship Management in Jordanian Telecommunications Sector	Noha Ahmad Suleiman Abdulhadi
The Effect of Implementing Management Information Systems on Operational Efficiency in Private Schools in Jordan in Amman City	Abdulrahman Salameh Mahmoud Al-Soufi

The Impact of Internet of Things on Jordanian Date Palm Farms	Munther Asaad Yousef Hammad

Honors/Awards