

Statistical Analysis | Research Publications | Marketing Management| Service Marketing

Skilled in IBM' SPSS and Amos Data Analysis Software. Have a Good Written and Oral communication skills and Strong Research Skills. Skilled in MS Office (Word, Excel, PowerPoint). Active team member who effectively collaborates with all levels of staff while establishing quality and enriching relationships with students and colleagues.



CORE COMPETENCIES

♦Research / Development ♦Cooperative Learning ♦Multi-Cultural Awareness
♦Interactive Learning ♦Student Assessment ♦Customer Service
♦Assistant Management ♦Conference Participation

TEACHING AREAS & SKILLS

Research Methodology | Marketing | Healthcare | Business Communication | Data Analysis using IBM' SPSS & Amos Software

Research Interest

Service Quality | Marketing mix | Healthcare service | Consumer Behavior

CAREER EXPERIENCE

| Functional Area | Organization Name | Designation | Start Date | End Date | Total Duration | Employment Type |
|-----------------|-------------------------------|--------------|-------------|---------------|----------------|-----------------|
| Sales | Future Retail Ltd, Chennai | Sales person | 11 May 2014 | 10 July 2014 | 2 Months | Full-Time |
| Sales | MINAR ISPATI Pvt. Ltd, Kerala | Sales person | 1 Jan 2015 | 30 March 2015 | 3 Months | Full-Time |

EDUCATION

| Degree | Specialization/ Subjects | University/Institution/Board | Passing Year | %Marks/ CGPA | Div./ Class | Mode |
|------------------|--|---|--------------|----------------------------------|-------------|-----------|
| Ph.D. | Management Studies (Marketing Area) | B.S. Abdur Rahman Crescent Institute of Science and Technology, Chennai | 2021 | 8.5/10 CGPA in Ph.D. Course work | NA | Full-Time |
| M.B.A. | Marketing and System Management Specialization | University of Madras, Chennai, India | 2015 | 70.03% | 1st Class | Full-Time |
| PG. Diploma | E –Business and Management | University of Madras, Chennai, India | 2014 | 68.4% | 1st Class | Full-Time |
| B.B.A | General (Major) | Ibb University, Ibb, Yemen | 2010 | 85.13% | 1st Class | Full-Time |
| UG. Diploma | Secretariat | Technical Institute, Sana'a, Yemen | 2006 | 98% | 1st Class | Full-Time |
| 12 th | Scientific Section | Alkefah School Aldubary, Ibb, Yemen | 2005 | 63% | Pass | Full-Time |

PAPERS PRESENTATION: INTERNATIONAL CONFERENCE

- A conceptual paper titled “A Review of Factors Influence the Choice of Hospital: Perspective of Patients” authored by Raed Mohammed Ali Al_Daoar and co-authored, Jamal Mohamed Zubair. M. was presented at the IIM Indore-NASMEI Summer Marketing Conference held on July 27-29, 2017 at the Indian Institute of Management, Indore, India.
- A conceptual paper titled “Service Quality of Hospitals and Its Impact on Patient Choice and Loyalty” authored by Raed Mohammed Ali Al_Daoar and co-authored, Jamal Mohamed Zubair. M. was presented at the International Conference on Innovation and Sustainability in Business and Management (ICISBM-2017) organized by the School of Management Studies, VELS University, Chennai, India during February 16-17, 2017.
- Attended the 2nd International conference on CSR Commitment for Sustainable Development (VITCSRCON'17) organized by VIT Business School, VIT University, Vellore during January 19-20, 2017.

PUBLICATIONS

- Al-Daoar, R. M. A., & Munuswamy, S. (2019). Evaluating Nurses' Perspective towards Service Quality and Patient Satisfaction in Private Hospitals: An Empirical Study in Yemen. Indian Journal of Public Health Research & Development, 10(8), 259-265. doi:10.5958/0976-5506.2019.01889.8. (Scopus Indexed).
- Al-Daoar, R. M. A., & Munuswamy, S. (2019). Effect of Personnel Quality of Private Healthcare Providers on Arab Patients' Satisfaction and Word-of-Mouth Communication: An Empirical Research in India. International Journal of Engineering and Advanced Technology, 9 (1), 5374-5383. doi:10.35940/ijeat.a3072.109119 (Scopus Indexed).
- Al-Daoar, R. M. A., & Zubair, M. J. M. (2018). Service Quality and Its Impact on Patients' Satisfaction in Yemeni Private Hospitals: Perspective of Patients. Journal of Advanced Research in Dynamical and Control Systems, 10(5), 1705-1711.(Scopus Indexed)
- Al-Daoar, R. M. A., & Zubair, M. J. M. (2017). Understanding Patients' Choice of Hospital: An Interpretive Study. International Journal of Information Movement, 2(7), 143-148.
- Al-Daoar, R. M. A., & Zubair, M. J. M. (2017). A Critical Review of the Service Quality and Its Measurement in Indian Healthcare Sector. International Journal of Business and Management Invention, 6(8), 76-87.
- Al-Daoar, R. M. A., & Zubair, M. J. M. (2016). A Conceptual Framework of Service Quality, Patients' Choice and Loyalty in hospitals. Vels Management Journal, 2(2), 1-11.

ACHIEVEMENTS IN PEER REVIEW

Qualified the Peer Review course offered by Research Academy, Elsevier 2020

Recognized as a certified Peer Reviewer by PUBLONS (Web of Science) Academy 2020

Certified as focus on Peer Review offered by Nature Masterclasses 2020

Reviewed Two Manuscripts for Journal of Advance in Medicine and Medical Research 2020

Reviewed Four Manuscripts for Healthcare Management Forum in 2020 and 2021

Reviewed Three Manuscripts for Journal of Pharmaceutical Research International in 2021

Reviewed Two Manuscripts for Current Journal of Applied Science and Technology in 2021

Reviewed One Manuscript for Archives of Current Research International in 2021

Attended International Digital Conference-Editor Meet by FIIB Business Review Journal 2020

WORKSHOPS/SEMINARS/FDP

| Sl. No. | Name of the Workshops/Seminars/FDP/Training Programmes | Place/Institute | Dates |
|---------|--|--|--------------------|
| 1 | Art of Thesis Writing organized | Department of Visual Communication, Loyola college, Chennai, India | 12 Oct 2019 |
| 2 | Writing for Research Purpose | Department of English and the office of Dean (Academic Research), B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 19- 20 July 2019 |
| 3 | Author Workshop | Springer Nature and B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 30 July 2019 |
| 4 | Thesis Writing in Social Science | ITM Business School, Chennai, India | 4 May 2019 |
| 5 | Multivariate Analysis Using SPSS & AMOS | Department of Management Studies, Kongu Engineering College, Erode, India | 9-15 April 2019 |
| 6 | Data Analytics and Visualization using R-programming | Office of Dean (Academic Research), B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 20- 21 Feb 2019 |
| 7 | Research Methodology, Statistical Data Analysis and Interpretation by using SPSS & Amos software | Institute for Statistics and Analytical Research (ISAR), Chennai, held at The Kings Hotel, Chennai, India | 9-11 Feb 2018 |
| 8 | Case Study Writing and Teaching Methods | Department of Management Studies, B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 4 Jan 2018 |
| 9 | Strategies for Innovative and Quality Research | Office of Dean (Academic Research), B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 31 July-5 Aug 2017 |
| 10 | Perspectives on Research and Publication | Indian Institute of Management (IIM) Indore, Indore, India | 27 July 2017 |
| 11 | Research Methodology and Data Analysis using SPSS and Amos | Department of Management Studies, B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 13-19 July 2017 |
| 12 | Innovative Presentation Skill | Department of Faculty Training Academy, B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 28 June 2017 |
| 13 | Research Methods & Multivariate statistical tools for Management Research of phase – II | VIT Business School, VIT University, Vellore, India | 6-8 Apr 2017 |
| 14 | Multivariate Analysis using SPSS and Amos | Department of Management Studies, Kongu Engineering College, Erode, India | 22-28 Mar 2017 |
| 15 | Problem solving and soft skill | Department of Computer Applications, B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 7 Mar 2017 |
| 16 | Translation skill development (Arabic-English) | school of Islamic Studies, B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 25 Feb 2017 |
| 17 | Structural Equation Modeling & Preparation of Project Proposal for Funding | School of Management Studies, VELS University, Chennai, India | 4 Feb 2017 |
| 18 | Research Methodology & Multivariate statistical tools for Management Research of phase – I, | VIT Business School, VIT University, Vellore, India | 15-17 Dec 2016 |
| 19 | Research Methodology & Quality Assurance | B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India | 2-3 Dec 2016 |
| 20 | Demographic Changes and its Challenges | Department of Mathematics & Actuarial Science, B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai India | 12-13 Feb 2016 |

Webinars

| Sl. No. | Name of the Webinars Training Programmes | Place/Institute | Dates |
|---------|---|--------------------------------|----------------------|
| | Quality of Education and Scientific Research | IFAD Platform through Zoom | 11 Jun 2021 |
| | Methodological Considerations in Academic Publishing in Arabic Language | IFAD Platform through Zoom | 10 Jun 2021 |
| | Type of Data and its Relationships with Statistical Methods and programs | IFAD Platform through Zoom | 26 March 2021 |
| | Recent Trends in Measuring the Validity and Reliability of the Questionnaire in Scientific Research | IFAD Platform through Zoom | 24 March 2021 |
| | Quantitative Analysis Training | Exceledia Venture through Zoom | 15 feb- 3 March 2021 |
| | Scientific Research from Design to Analysis | IFAD Platform through Zoom | 11 Jan 2021 |
| | Systematic Review and Meta-Analysis | IFAD Platform through Zoom | 5 Jan 2021 |

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| Descriptive Studies– Methodology, Procedure and Analysis | IFAD Platform through Zoom | 1 Jan 2021 |
| Systematic Review | Rehoboth Academic service, Bangalore, India through Zoom App | 5 Sep 2020 |
| Interpretivist Social Science Research | Emerald Publishing Through GoToWebinar App | 2 Sep 2020 |
| Methods of Scientific Research in Social Science | Academic and Researchers committee IFAD through Zoom App | 29 Aug 2020 |
| Virtual International Conference on Learning Quality Improvement Strategies in the New Normal Era | School Teacher Education Department, State Islamic Institute of Tulungagung, East Java, Indonesia through Zoom App | 25– 26 Aug 2020 |
| Technology in Teaching | Youth News Network & ITAR Group through Zoom App | 20 Aug 2020 |
| Forum of Scientific Research and Successful Experience During the Corona Crisis | Youth News Network & ITAR Group through Zoom App | 18-19 Aug 2020 |
| The modern design of presentation | Academic and Researchers committee IFAD through Zoom App | 18 Aug 2020 |
| Tools to Enhance Research Visibility | SALIS and B.S. Abdul Rahman Crescent Institute of Science and Technology, Chennai, India through Google Meet App | 18 Aug 2020 |
| Data Analytics and Management | School of Management Studies, VELS University, Chennai, Tamil Nadu and All Indian Council for Technical Education through Google Meet App | 17-21 & 24 Aug 2020 |
| IAIN Virtual International Conference on Education Transformation in the Era 4.0 : Encouraging Students To Enhance Skill In Collaboration, Communication, Critical Thinking and Innovation | IAIN Lhokesumawe, Indonesia through Zoom App | 11-12 Aug 2020 |
| SPSS Advance | Yemeni Students Union, Malaysia through Zoom App | 8 Aug 2020 |
| The Easy Way to Identify Research Gap | Faculty of Commerce, Baghdad University, Iraq through Zoom App | 30 July 2020 |
| Becoming a World Class Social Science Researcher | Emerald Publishing Through GoToWebinar App | 28 July 2020 |
| Writing Research Plans and Thesis | Deanship of Graduate Studies, King Khalid University Saudi Arabia through Zoom App | 22 July 2020 |
| Tips for Writing a High Quality Research Paper | Fortune Institute of International Business, Delhi, India through Zoom App | 7 July 2020 |
| Journal Search, Citation and Bibliography | Department Computer Science and Engineering, Bhagwan Parshuram Institute of Technology, Delhi, India through Zoom App | 6 July 2020 |
| Application of Data Analysis in Business | KTC Business School, Kumaraguru college of Technology, Coimbatore, India through Zoom App | 1-5 July 2020 |
| Mediation and Moderation Analysis with Hands-on Training | JAV Education through Zoom App | 28 Jun 2017 |
| Scholarly Publication | Madras School of Social Work, Chennai, Tamil Nadu, India through Zoom App | 9-13 Jun 2017 |
| Choosing the Right Statistical Tools | Rehoboth Academic service, Bangalore, India through Zoom App | 19 May 2020 |
| Scientific Writing for Journals | Springer Nature Publishing through Zoom App | 15 May 2020 |
| How to Use Turnitin Software for your Research | Turnitin Online on Campus through Zoom App | 4 May 2020 |
| Research Methodology – Defining and Redefining | Neville Wadia Institute of Management Studies & Research, Pune, India through Zoom App | 30 April 2020 |
| Academic program | Yemeni Student Union in India, through Zoom App | 16-29 April 2020 |

CERTIFICATES

Diploma in Business Communication Skills- Revised by Alison Free Online Learning 2020

Fundamental of Digital Marketing from Google Digital Garage 2020

Create a Social Media Marketing Campaign from Future Learn & University of Leeds and Institute of Coding 2020

Digital Skills for Work and Life from Future Learn & ACCENTURE 2020

How to Teach Online: Providing Continuity for students from Future Learn 2020

Advance Google Analytics from Google Analytics Academy 2020

Google Analytics for Beginners from Google Analytics Academy 2020

REFERENCE

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PERSONAL DETAILS

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|-------------------------------------|---|
| ❖ Date of Birth: | 01 Jan, 1985 |
| ❖ Place of Birth: | IBB, YEMEN |
| ❖ Religion: | Islam |
| ❖ Nationality: | Yemeni |
| ❖ Marital Status: | Non Married |
| ❖ Address for Communication: | 11/231 Bharathi 1st Street, Perumbakkam Main Road, Medavakkam Chennai – 600100 |
| ❖ Permanent Address: | Alodaen Street, Ibb, Yemen |

Declaration: I hereby declare that the particulars furnished herein by me are true to the best of my knowledge and belief.

Place:

(Raed M)

Date: