

## Work Experience

- 2018 – Current, Professor and Head of Business Information Systems Department, CMT, AASTMT
- 2014 – 2018, Associate Professor and Head of Business Information Systems Department, CMT, AASTMT
- 2010 – 2014, Assistant Professor at the BIS Department, CMT, AASTMT
- 2005 – 2010, Teaching Associate at the E-Commerce/BIS Department, CMT, AASTMT
- 2002 – 2005, Teaching Associate at the MIS Department, CMT, AASTMT
- 1998 – 2002, Teaching Assistant at the MIS Department, CMT, AASTMT

## Education

- 2005 - 2009 **PhD** “ATM Location and Usage in Egypt: Social and Technical Perspectives”, [University of the West of England, Bristol, England, UK]
- 1998 - 2002 Master of Business Administration [Graduate School of Business, AASTMT, Alex]
- 1994 - 1998 Bachelor of Business Administration, English Sec, MIS major, Excellent with Honor, AASTMT
- 1991 - 1994 **I.G.C.S.E** [EGC, El Nasr Girls College, Alex]
- 1980 - 1991 Nursery, Primary and Preparatory School [EGC, El Nasr Girls College, Alex]

## Successfully Accomplished PhD/DBA Research Supervision

1. **PhD** thesis (November 2023), ‘Investigating the Impact of the Internet of Things on the Educational Business Process’, **University of Oviedo, Asturias, Spain** (Dr. Omneya Hamdy Kandil).
2. **DBA** thesis (September 2023), ‘Value-Based Selling Viability in Entrepreneur: The Case of International Agent Entrepreneur’ Graduate School of Business, Arab Academy for Science, Technology and Maritime Transport, **Egypt** (Dr. Ahmed Tolymat).
3. **PhD** thesis (July 2023), Predicting the Most Suitable Teaching Techniques and Teacher Behaviours in Intermediate Education Using Machine Learning’, CMT, AASTMT, Egypt (Dr. Mohamed Salah).
4. **DBA** thesis (January 2023), ‘عوامل المؤثرة على تحسين عملية صنع القرار من خلال الاستخدام الأمثل لنظم معلومات الموارد البشرية’, **GSB, AASTMT, Alexandria, Egypt** (Dr. Nayra Samy).
5. **PhD** thesis (September 2022), ‘E-Banking Accessibility: The Social and Financial Exclusion of People with Visual Disability’, CMT, AASTMT, Egypt (Dr. Ahmed Hassan).
6. **DBA** thesis (August 2022), ‘دور حاضرات الأعمال كمتغير وسيط بين القيادة الاستراتيجية وريادة الأعمال’, **GSB, AASTMT, Alexandria, Egypt** (Dr. Saad Mashaal).
7. ‘بالتطبيق على الشركات الناشئة والعاملة في التجارة الالكترونية في مصر’, **GSB, AASTMT, Alexandria, Egypt** (Dr. Saad Mashaal).
8. **PhD** thesis (November 2021), ‘The Impact of Nudging on Students’ Commitment in Higher Education’ CMT, AASTMT, Egypt (Dr. Nouran Nashaat).
9. **DBA** thesis (October 2021), ‘Key Drivers for Successful Digital Transformation: A Case Study in Egyptian Petrochemical Sector’ GSB, AASTMT, Egypt (Dr. Ayman Elgarem).
10. **DBA** thesis (June 2021), ‘Human Resources Information System Impact on Organization Performance: The Mediating Role of Human Capital and Moderating Role of HR Analytics’, GSB, AASTMT, Alexandria, Egypt (Dr. Dalia Elnakib).
11. **PhD** thesis (May 2019), ‘Social Networking Sites and the Edu-Social Experience in Higher Education Institutions’, **Cardiff Metropolitan University, Cardiff, UK**. (Dr. Nourhan Abdelsalam Hamdi).
12. **PhD** thesis (February 2018), ‘A Mixed Methods Approach to Investigate the Electronic Banking Websites Service Quality: The Case of Egypt’, **Cardiff Metropolitan University, Cardiff, UK**. (Dr. Miran Ismail Hussein).
13. **DBA** thesis (December 2017), ‘The Impact of Cloud Computing on Logistics Collaboration and Competitive Advantage in Egypt’, GSB, AASTMT, Alexandria, Egypt (Dr. Maha Diwan).
14. **DBA** thesis (July 2014), ‘Investigating Mobile Traffic Violation Ticketing Service in Egypt: The Provider and User Perspectives’, AASTMT, Alexandria, Egypt. (Dr. Hanaa Amer).
15. **DBA** thesis (April 2014), ‘دراسة حالي على الاقتصاد’, **GSB, AASTMT, Egypt**. (Dr. Ahmed El Ghamdy).
16. **PhD** thesis (May 2014), ‘An investigation of electronic learning in Higher Education: The Egyptian Context’, Northumbria University, **Newcastle Upon Tyne, England, UK**. (Dr. Sarah Yousry El Gamal).

17. **DBA** thesis (August 2013), 'Mobile Banking Acceptance and Usability in Egypt: User Interface', GSB, AASTMT, Alexandria, Egypt. (Dr. Rehab-Allah El Badrawy).
18. **PhD** thesis (July 2012), 'E-Customer Relationship Management Readiness in the Banking Industry: The Case of Egypt', **Middlesex University, London, England, UK.** (Dr. Nermine El Essawi).

### Successfully Accomplished MBA Research Supervision

1. MBA thesis (February 2022) 'Investigating the Role of Blockchain in IoT in the Supply Chain Context and Moderating Factors affecting E-government Service Quality', MSc, CMT, Arab Academy for Science, Technology and Maritime Transport, **Egypt** (Ms. Yara El-Amine).
2. MQM thesis (September 2020), 'Mediating and Moderating Factors affecting E-government Service Quality', PQI, Arab Academy for Science, Technology and Maritime Transport, Egypt (Mr. Mohamed Farouk).
3. MBA thesis (February 2016), 'Facebook Accessibility for Egyptian People with Visual Disability: An Experimental Study', GSB, AASTMT, Alexandria, Egypt (Ahmed Hassan).
4. MBA thesis (August 2015), 'Evaluating Supply Chain in Egyptian SMEs using Object Oriented Analysis and Six Sigma: A Case Study', GSB, AASTMT, Alexandria, Egypt (Omneya Kandil).
5. MBA thesis (January 2015), 'تحسين جودة الخدمات الإلكترونية التي تقدمها الجمارك المصرية بالإسكندرية'، 'المستفيدين من هذه الخدمات'، Logistics Institution, AASTMT. (Mr. Sherif El Zayet).
6. MBA thesis (July 2014), 'The Impact of process Modeling on Improving SMEs Performance: A Case Study in the Service Sector', AASTMT, Alexandria, Egypt (Ms. Salma Amer).
7. MBA thesis (March 2014), 'Adopting Balanced Score Card to Assess the Egyptian E-government websites: A System Development Approach', GSB, AASTMT, Alexandria, Egypt (Ms. Mai Morsy).
8. MBA thesis (March 2014), 'Assessing and Testing the Usability of Arabic News Websites: Lab Experiment', GSB, AASTMT, Alexandria, Egypt (Ms. Hania El Shoubashy).
9. MBA thesis (March 2014), 'Modeling and Developing Digital Signage using SMIL: A Case Study Approach', GSB, AASTMT, Alexandria, Egypt (Ms. Hend El Shoubashy).
10. MBA thesis (March 2014), 'A Framework for Developing Cross-Browser Data Intensive Arabic Web Applications', GSB, AASTMT, Alexandria, Egypt (Ms. Salma Rayan).
11. MBA thesis (February 2014), 'Electronic Business Models in a Social Media Networking Environment: Case Study Approach', GSB, AASTMT, Alexandria, Egypt (Ms. Menna-Allah Mostafa).
12. MBA thesis (February 2014), 'Social Media as a source of Competitive Intelligence for Telecommunications Corporations in Egypt', GSB, AASTMT, Alexandria, Egypt (Mr. Waleed Eweda).
13. MBA thesis (January 2014), 'Location-Based Mobile Advertising Architecture: A System Dynamics Approach', GSB, AASTMT, Alexandria, Egypt (Ms. Bassant Said).
14. MBA thesis (May 2013), 'The Competitive Advantage of IT in Egyptian Firms: A Resource Based Perspective', GSB, AASTMT, Alexandria, Egypt. (Mr. Sherif El Batanony).

### Current Research Supervision

1. **PhD** thesis 'Learning Analytics Stakeholders Expectations and Readiness in Developing Countries: The Case of Egypt', **Middlesex University, England, UK** (Mrs. Mai Morsy).
2. **PhD** thesis 'Big Data Analytics in Higher Education: A Stakeholder Analysis', College of Management and Technology, Arab Academy for Science, Technology and Maritime Transport, **Egypt** (Mr. Moustafa Fouad).
3. **DBA** thesis 'Unearthing the Main Dimensions Hindering the Utilization of Telemedicine in The Egyptian Context: Physicians and' Perspective', Graduate School of Business, AASTMT, Smart Village, Cairo, Egypt (Ms. Mai Shams).
4. **DBA** thesis 'Investigation for the Intention toward Using Gamification in E-Learning: Undergraduate and Instructors Perspective in Egypt' Graduate School of Business, Arab Academy for Science, Technology and Maritime Transport, **Egypt** (Mr. Amr Elfadaly).

### Academic Work

External/Internal Examiner for PhD/DBA/MSc/MBA theses at:

- German University in Cairo (GUC)
- Alexandria University (Faculty of Commerce – Faculty of Science)
- Arab Academy for Science, Technology, and Maritime Transport:
  - Graduate School of Business
  - College of Management & Technology
  - Maritime Postgraduate Studies Institute
  - International Transport & Logistics Institute
  - Productivity and Quality Institute

#### Editorial Board Member of:

- The International Journal of Electronic Finance, **Inderscience**, Publishers.
- 19<sup>th</sup> International Business Information Management Association Conference
- 33<sup>rd</sup> International Conference on Computer Theory and Applications, IEEE
- ABRM-AASTMT International Academic Conference (2016)

#### Session Chair at:

- 10<sup>th</sup> International Conference on ICT in Our Lives, Faculty of Commerce, Alexandria University, 19-21 December 2020, Alexandria, Egypt.
- 18<sup>th</sup> International Academic Conference, Digital Transformation, Faculty of Commerce, Alexandria University, 10-11 October 2020, Alexandria, Egypt.
- 40th Annual Conference, “Scientific Challenges & Emerging technology Transfer in Modern Egypt & Arab World”, Association of Egyptian-American Scholars, 28-30 December 2013, AASTMT, Alexandria, Egypt.
- International conference on e-Commerce, e-Administration, e-Society, e-Education, and e-Technology (e-CASE & e-Tech 2011), 18-20 January, **Tokyo, Japan**.

#### A Reviewer for academic research papers at:

1. **Emerald**, Journal of Knowledge Management
2. **Emerald**, The TQM Journal
3. **Emerald**, Education, Business and Society: Contemporary Middle Eastern Issues
4. **Emerald**, International Journal of Information and Learning Technology (IJILT)
5. **Elsevier**, Electronic Commerce Research & Applications (ECRA) *Certified Outstanding Reviewer*
6. **Taylor & Francis**, Journal of Marketing for Higher Education
7. **Taylor & Francis**, Journal of Smart Science
8. **AIS**, Scandinavian Journal of Information Systems
9. **Springer**, Electronic Commerce Research (ELEC) Journal
10. **Inderscience**, International Journal of Electronic Business (IJEB)
11. **Inderscience**, International Journal of Electronic Finance
12. African Journal of Business Management (AJBM)
13. International Conference on Information Systems (ICIS)
14. International Business Information Management Association [*Excellent Constructive Review*]
15. European Conference on Information Systems (ECIS), Association for Information Systems (AIS)
16. International Journal of Management & Information Technology
17. Journal of the Faculty of Commerce for Scientific Research, **Alexandria University**, Egypt
18. Advances in Science, Technology and Engineering Systems Journal (ASTESJ).

#### Published Book

1. Abd El Aziz, R., (2012), ATM Usage: A Stakeholder Analysis the Egyptian Context, 14 March 2012, LAP LAMBERT Academic Publishing, ISBN-10: 384840835X, ISBN-13: 978-3848408351 [Currently published at the most well-known and reputable worldwide book sellers: Amazon, Barnes and Noble, Book Depository, and many others].

#### Book Chapter

2. Hussien, M, I. and Abd El-Aziz, R. (2019), ‘System Dynamics Modeling and Simulation for E-Banking: The Egyptian Context’. In Martin Garcia, Juan (Ed.), Modeling the Economy: Money and Finances. Selected Papers on System Dynamics Collection, (pp. 70 - 84). KDP Publishers, ISBN: 9781687003133.

#### Published In Journals

3. Kandil, O; Rosillo, R; Abd El Aziz, R; De La Fuente, D, (2023), ‘Investigating the Impact of the Internet of Things on Higher Education: A Systematic Literature Review’, Journal of Applied Research in Higher Education.
4. Fawy, M., Hamza, M., Abd El Aziz, R., and Yafi, E. (2023), ‘Towards Optimization of Math Pedagogical Techniques and Behaviors Using Decision and Ensemble Trees’, 4<sup>th</sup> International Conference on Artificial Intelligence, Robotics, and Control (AIRC 2023), IEEE, Cairo, Egypt, pp. 120-129, doi:10.1109/AIRC57904.2023.10303052.
5. Tolymat, A., R., Abd El Aziz, R., Abd El Salam, M., and Shawky, A. (2023), ‘Entrepreneurial Elements of Activity for Value-Based Selling: A Product Centric Perspective Model’, Journal of Entrepreneurship and Project Management,
6. Samy, N., Abd El Aziz, R., Tarek, M., and Ismail, M. (2023), ‘HRIS Mediating the Relationship between TOE and Decision Making’, Journal of Human Resource and Sustainability Studies, Technology and Investment, 14, pp.1-21

7. Samy, N., Abd El Aziz, R., Tarek, M., and Ismail, M. (2022), 'Factors Improving Decision-making through the Adoption of Human Resources Information Systems: The Case of Private Universities', *International Journal of Humanities, Social Science and Management (IJHSSM)*, Vol. 2, No. 5., Dec. 2022, pp: 283-291.
8. Mahmoud, M., Dafoulas, G., Abd ElAziz, R., and Salib, N. (2022), 'Factors Affecting the Deployment of Learning Analytics in Developing Countries: Case of Egypt', *International Journal of Emerging Technologies in Learning*, Vol 17, No. 3, pp. 279 – 298.
9. El Gamal, S., Abd El Aziz, R. and Farouk, M. (2022), "E-Government service quality: The moderating role of awareness and the mediating role of consistency", *International Journal of Electronic Government Research (IJEGR)*, Vol. 18 (1), March 2022, IGI, doi:10.4018/IJEGR.
10. Nashaat, N., Abd El Aziz, R., and Abdel Azeem M. (2022), "The Role of Student Satisfaction on Student Commitment during the digital transformation era in Egypt: Higher education Sector", *Australian Journal of Basic and Applied Sciences*, 2022 January; Vol. 16, No. 1, pp. 26-34 DOI: 10.22587/ajbas.2022.16.1.3.
11. Nashaat, N., Abd El Aziz, R., and Abdel Azeem M. (2021), "The Role of Digital Nudging on Student Commitment during the digital transformation era in Egypt: Higher education Sector", *IBIMA Business Review*, Volume 2022, Article ID 664598, IBIMA Business Review, 14 pages, DOI: 10.5171/2022.664598.
12. Kandil. O., Abd El Aziz, R. and Meer Hamza (2021), 'Modelling E-Supply Chain Processes in SMEs: The Impact of RFID as a key IOT Technology', *Int. J. of Business Information Systems*, **Inderscience**. DOI: 10.1504/IJBIS.2021.10039785.
13. ElAmine, Y., Abd El Aziz, R., and Elnakib, I. (2021), "Enhanced-supply chain performance derived by blockchain technology: A literature review", *Australian Journal of Basic and Applied Sciences*, DOI: 10.22587/ajbas.2021.15.11.2.
14. Hassan, A., Abd El Aziz, R., and Hamza, M. (2021), "Automatic Teller Machine Accessibility: The Social and Financial Exclusion of Egyptian People with Visual Disability", *Australian Journal of Basic and Applied Sciences*, 0.22587/ajbas.2021.15.11.3.
15. Nashaat, N., Abdelazeem, M. and Abd El Aziz, R. (2021), "The Mediating Role of Student Satisfaction in the Relationship between Determinants of Student satisfaction and Student commitment", *Journal of e-Learning and Higher Education*, Vol. 2021 (2021), Article ID 404947, DOI: 10.5171/2021.404947.
16. Mahmoud, M., Dafoulas, G., Abd ElAziz, R., and Salib, N. (2021), 'Learning analytics stakeholders' expectations in higher education institutions: a literature review', *The International Journal of Information and Learning Technology*, Vol. 38, No. 1, **Emerald**, pp. 33 – 48, ISSN: 2056-4880., DOI 10.1108/IJILT-05-2020-0081.
17. Elnakib, D, Ragheb, M., Abd El Aziz, R. and Ghanem, A. (2021), 'The Effect of HRIS Adoption on Vodafone Egypt Firm's Performance', *Journal of Human resource and Sustainability Studies*, Vol. 9, No. 2, pp. 173-192. DOI: 10.4236/jhrss.2021.92012.
18. Abd El-Aziz, R., El-Gamal, S., and Ismail, M. (2020), 'Mediating and Moderating Factors Affecting Readiness to IOT Applications: The Banking Sector', *International Journal of Managing Information Technology (IJMIT)* Vol.12, No.4, November 2020, pp. 1-26.
19. Hassan, A., Abd El Aziz, R. and Hamza, M. (2020), 'The Exclusion of People with Visual Disability from Digital Banking Services in the Digitalization Era', *Journal of Electronic Banking Systems*, ISSN: 2165-9982.
20. Abd El Aziz, R. and Abd El Halim, H. (2018), 'Assessing Criteria that Matter to Student' Satisfaction in Private Higher Education', *International Journal of Advanced Information Technology (IJAIT)*, Vol. 8, No. 4/5, pp. 1-14. DOI : 10.5121/ijait.2018.8501.
21. Kandil. O. and Abd El Aziz, R. (2018), 'Evaluating the Supply Chain information flow in Egyptian SMEs using Six Sigma: A Case Study', *International Journal of Lean Six Sigma*, Vol. 12, No. 1, **Emerald**, pp. 120-148. <https://doi.org/10.1108/IJLSS-10-2016-0066>.
22. Abd El Aziz, R., Beeson, I., and Hussein, M. I. (2018), "A Soft Systems Methodology Based Analysis of the ATM System in Egypt", *International Journal of Computer and Information Technology* (ISSN: 2279 – 0764) Vol. 7, No. 4, pp. 176 – 183.
23. Abd El Aziz, R. (2018), 'The Mediating Role of Technological Innovation and Personal Development in M-Learning: The Egyptian Higher Education Sector', *Journal of the Faculty of Commerce for Scientific Research, Alexandria University, Egypt*, January 2018, pp. 1-28.
24. Abd El Aziz, R. and El Gamal, S. (2018), 'Antecedents of Knowledge Sharing in Educational Institutions using Social Media E-Transactions: Facebook and WhatsApp', *Journal of the Faculty of Commerce for Scientific Research, Alexandria University, Egypt*, Vol. 55, Part II, January 2018, pp. 1-24.
25. Abd El Aziz, R. (2018), 'E-Banking Security Behaviour: The Impact of Social Standards, Technical Factors, Trust, Convenience, Demographics, and Experience', *Journal of Business Administration, Faculty of Commerce, Cairo, Egypt*, Vol. 6, 2017.

26. Abd El Aziz, R. (2018), 'The Role of Business Information Systems in Leveraging Organisational Learning in SMEs', *Journal of Business Administration, Faculty of Commerce, Cairo, Egypt*, Vol. 6, 2017.
27. Abd El Aziz, R. and Morsy, M. (2017), 'Analysing Electronic Government Websites in Egypt using Content Analysis and Unified Modeling Language', *Journal of the Faculty of Commerce for Scientific Research, Alexandria University, Egypt*, July 2017, Vol. 54, No. 2, Part 2, pp.85-112.
28. Abd El Aziz, R. and Hassan, A (2017), 'Social Networks Website Accessibility for People with Visual Disability: An Experimental Study', *Journal of the Faculty of Commerce for Scientific Research, Alexandria University, Egypt*, July 2017, Vol. 54, No. 2, Part 2, pp. 27-53.
29. Abd El Halim, H. and Abd El Aziz, R. (2017), 'The influence of educational e-services, advising support, available information, and knowledge acquired on customer satisfaction: The Egyptian private higher education', *Journal of Business and Retail Management Research (JBRMR)*, Vol. 11, No. 4, pp. 162 – 176.
30. Kandil. O. and Abd El Aziz, R. (2017), 'Developing a Business Model to Help SMEs Implement an Effective Supply Chain using Unified Modeling Language', *Journal of Supply Chain and Customer Relationship Management*, Vol. 2017 (2017), pp. 1-24. DOI: 10.5171/2017. 291331.
31. Hussien, M., I., and Abd El Aziz, R. (2017), 'System Dynamics Modeling and Simulation for E-Banking: The Egyptian Context', *IBIMA Business Review Journal*, Vol. 2017, pp. 1-17. DOI: 10.5171/2017. 904520. ISSN: 1947-3788
32. Fady. R. and Abd El Aziz, R. (2015), 'Using ICT to Improve the Egyptian Higher Education Business Processes: A Case Study', *Journal of Organisational Studies and Innovation*, Vol. 2, No.3, pp. 25 - 38.
33. El Batanony, S. and Abd El Aziz, R. (2015), 'Investing In Information Technology to Acquire A Competitive Advantage In Egyptian Companies: A Mixed Methods Approach', *International Journal of Applied Engineering Research*, Vol. 10, No.9, pp. 21711-21727.
34. El Saghier, N, Wahba, L and Abd El Aziz, R. (2015), 'The Effect of Human Resources Management Practices on Employees' Loyalty' *International Journal of Humanities Social Sciences and Education (IJHSSE)*, Vol. 2, No. 4, April 2015, pp. 66-75.
35. Hussien, M., I., Abd El Aziz, R., and Giles, O. (2014), 'Perception and Ranking of Internet Banking Service Quality from Banking Perspective in Public and Private Banks in Egypt', *International Journal of Research*, Vol. 1, No. 8, pp. 1117-1198.
36. Amer, S., Abd El Aziz, R. and Hamza, M. (2014), 'Business Process Management in Small and Medium Enterprises: The Service Industry', *International Journal of Advanced Research in Computer Science and Software Engineering*, Vol. 8, No. 4, pp 1096-1103, August 2014.
37. Amer, H., Abd El Aziz, R. and Hamza, M. (2014), 'Investigating Mobile Traffic Violation Ticketing Service In Egypt: The Provider and User Perspectives', *International Journal of Management & Information Technology (IJMIT)*, Vol. 10, No. 1, pp. 1776 -1783, 22 June, 2014.
38. Abd El. Aziz, R, El Badrawy, R and Ismail M, (2014), 'ATM, Internet Banking and Mobile Banking Services in a Digital Environment: The Egyptian Banking Industry'. *International Journal of Computer Applications*, Vol. 90, No. 8, pp. 45-52, March 2014. Published by Foundation of Computer Science, New York, USA. BibTeX.
39. Hussien, M., I. and Abd El Aziz, R (2014), 'Evaluation and Prioritization of Internet Banking Service Quality: The Case of Egypt', *International Journal of Management & Information Technology*, Vol. 8, No. 3, pp. 1392-1404, February 2014.
40. Said, B and Abd El Aziz, R. (2014), 'Customers Attitude Towards Location Based Advertising in Egypt', *The Online Journal on Computer Science and Information Technology (OJCSIT)*, Infomesr, Vol. 4, No. 1, pp. 225 – 263.
41. Hussien, M., I. and Abd El Aziz, R (2013), 'Investigating E-Banking Service Quality in one of Egypt's Banks: A stakeholder Analysis', *The TQM Journal, Emerald, Quality Improvement in East Africa*, Vol. 25, No. 5, pp. 557 – 576.
42. Abd El Aziz, R and Fady, R. (2013), 'Business Improvement using Organisational goals, Riva technique and E-Business Development stages: A Case Study Approach', regular issue of the *Journal of Enterprise Information Management, Emerald*, Vol. 26, No. 5, pp. 577-595.
43. Abd El Aziz, R., Wahba, L., and El Saghier, N. (2013), 'How to Promote Knowledge Sharing within Organisations The CIB Bank', *International Journal for Cross-Disciplinary Subjects in Education (IJCDSE)*, Special Issue, Vol. 3, No. 1, Infonomics Society, pp. 1355 – 1363.
44. El Gamal, S and Abd El Aziz, R. (2012), 'Improving higher education in Egypt through e-learning programs: HE students and senior academics perspective', *Int. J. Innovation in Education, Inderscience*, Vol. 1, No. 4, 2012, pp. 335 - 361.
45. El Essawi, N. and Abd El Aziz, R. (2012), 'Determining the main Dimensions that affect E-Customer Relationship Management Readiness in the Egyptian Banking Industry', *Int. J. Electronic Customer Relationship Management (IJECRM)*, Inderscience, Vol. 6 N3/N4, 2012, pp. 217-234.
46. El Badrawy, Abd El Aziz, R. and Hamza, M. (2012), "Towards an Egyptian Mobile Banking Era", *Journal of Computer Technology and Application*, Vol. 3, No. 11, pp. 765 - 773.



47. Abd El Aziz, R and Fady, R. (2012), 'Developing Business Process Architecture using Business Process Modelling: The ATM system in HSBC Egypt', *International Journal of Modeling and Optimization (IJMO)*, Vol. 2, No. 3. pp. 284- 289.
48. Fady, R. and Abd El Aziz, R. (2012), 'Process Architecture and Process Modelling in the Egyptian Industry: The Case of Incom', *Int. J. Enterprise Network Management, Inderscience*, Vol. 5, No.1, pp.33–42.
49. Elbadrawy, R., Abdel Aziz, R., Ismail, M. and Hamdi, N. (2011) 'Designing, developing, and testing a mobile health reservation system in the Egyptian context', *Int. J. Behavioural and Healthcare Research (IJBHR)*, Inderscience, Vol. 2, No. 4, pp.347-361.
50. El Badrawy, R., and Abd El Aziz (2011), "Resistance to Mobile Banking Adoption in Egypt: A Cultural Perspective", *International Journal of Managing Information Technology (IJMIT)*, Academy and Industry Research Collaboration Center (AIRCC), November 2011, Vol.3, No.4, pp. 9 – 21.

### **Published In Congresses/ International Conferences**

51. Abd El Aziz, R., Dey, B., Sorour, M. K., Kumar, M., Hamdi, N. (2022), 'A mixed-methods study to analyze Factors that hinder inclusive digital finance for Egyptian single mothers', *International Conference on Information Systems, ICIS2022*, Copenhagen, Denmark, 11 December 2022.
52. Hassan, A., Abd El Aziz, R., and Hamza, M. (2021), "Automatic Teller Machine Accessibility: The Social and Financial Exclusion of Egyptian People with Visual Disability", *The 31st International Conference on Computer Theory and Applications (ICCTA 2021)*, IEEE, 11- 13 December 2021, Alexandria, Egypt.
53. Nashaat, N., Abd El Aziz, R. and Abdel Azim, M. (2021), 'The Moderating Effect of Digital Nudging and Gender on Online Student Commitment during the Digital Transformation Era', *37th IBIMA Conference*, Cordoba, Spain, 30-31 May 2021, ISBN: 978-0-999s8551-6-4, pp. 9998 - 10010.
54. Nashaat, N., Abd El Aziz, R. and Abdel Azim, M. (2020), 'The Mediating Role of Student Satisfaction on Student Commitment during the Digitalization Era', *36th IBIMA Conference*, Granda, Spain, 1 – 2 April 2020, ISBN: 978-0-9998551-5-7.
55. Kandil, O., Abd El Aziz, R., Rosillo, R., and De La Fuente, D. (2020), 'Investigating the Impact of Internet of Things on the Educational Business Process Branch: Business Information Systems', *IX Jornadas Internacionales de Doctorado*, 16 October 2020, University of Ovideo, Ovideo, Spain.
56. Hassan, A. and Abd El Aziz, R. (2020), 'Banking Accessibility: The Social and Financial Exclusion of People with Visual Disability', *35th IBIMA conference on Trends and Challenges of Modern Organizations*, Seville, Spain, 1 – 2 April 2020, ISBN: 978-0-9998551-4-0, pp. 7968-7981.
57. Kandil, O., Abd El Aziz, R., Rosillo, R., and De la Fuente, D. (2019), 'Investigating the Impact of Internet of Things on the Educational Business Process', In *Proceedings of the 13th International Conference on Industrial Engineering and Industrial Management*, 11-12 July 2019, Gijón, Spain.
58. Hussien, M. I. and Abd El Aziz, R. (2016), 'Simulating Banking Service Quality Websites in Egypt: A System Dynamic Approach', In *Proceedings of the 28th International Business Information Management Association Conference*, 9-10 November 2016, Seville, Spain, pp. 4325-4340, ISBN: 978-0-9860419-8-3.
59. Kandil, O. and Abd El Aziz, R. (2016), 'Evaluating Supply Chain in Egyptian SMEs using Object Oriented Analysis: A Case Study', In *Proceedings of the 28th International Business Information Management Association Conference*, 9-10 November 2016, Seville, Spain, pp. 4517- 4539, ISBN: 978-0-9860419-8-3.
60. Hamdi, N. and Abd El Aziz, R. (2016), 'Facebook as an Interaction Platform in Higher Education: The Case of an Egyptian Private University', *The Sixth International Conference on Social Media Technologies, Communication, and Informatics, SOTICS 2016*, ISBN: 978-1-61208-504-3, August 21 - 25, 2016 - Rome, Italy, pp. 4 – 10.
61. Abd El Halim, H. and Abd El Aziz, R. (2015), 'Assessing the Impact of Staff, Educational E-Services, and Knowledge Values on Students' Satisfaction: The Case of College of Management and Technology (CMT), the 5th International Conference ICT in Our Lives: "Information Systems for Development", Faculty of Commerce, Alexandria University, 19-21 December 2015.
62. Morsy, M. and Abd El Aziz, R. (2015), 'Adapting Balanced Score Card (BSC) technique to assess the Egyptian Government Websites', *25th International Conference on Computer Theory and Applications (ICCTA)*, IEEE, 24-26 October, Alexandria, Egypt. pp. 72-77.
63. El Saghier, N, Wahba, L and Abd El Aziz, R. (2015), 'Employees' Intention to Share Knowledge: The Egyptian Banking Industry', *WEI International Academic Conference Proceedings*, Athens, Greece. March 19-21, 2015, pp. 72 – 83.
64. El Batanony, S., Abd El Aziz, R., Youssef, M, and Hamza, M. (2013), 'The Competitive Advantage of it in Egyptian Firms: A Resource Based Perspective', *The 40th Annual Conference, Scientific Challenges & Emerging technology Transfer in Modern Egypt and The Arab World*, Association of Egyptian-American Scholars, December 28–30, AASTMT, Alex, Egypt.

65. Morsy, M. and Abd El Aziz, R. (2013), "A Road map Towards M-Government Services in Egypt", International Conference IADIS e-Society 2013, 13 – 16 March 2013, Lisbon, Portugal, pp. 406 – 410, ISBN: 978-972-8939-82-3.
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## Program Development

- Led the development of the new **Business Information Systems** program across AASTMT in 2017 & managed its launching at all campuses (Alexandria, Smart Village, Heliopolis, South Valley).
- Established a dual degree program (**BIS Northampton**) strategically between CMT, AASTMT together with Northampton University in 2019; as the **program head**, coordinator, and representative for all campuses.
- Managed to sign a strategic agreement between **SAP** and AASTMT to launch its **Dual Study Plan** to train full-time (under/postgrad) students commencing in their final year on the latest technology SAP technologies through boot camps and mentoring sessions for a period of 2 years entirely for free as a community service across AASTMT colleges & campuses.
- Designed and Developed the E-Business Management Track, Master of Business Administration (MBA), Graduate School of Business, AASTMT. [Including the structure, list of courses, content, textbooks], and conducting orientation sessions.
- I lead, direct and manage courses' development, forms, updates, amendments, and control for 6 different programs (MIS English, MIS Arabic, E-Commerce English, BIS English, BIS Arabic, BIS Northampton dual degree) in Alexandria, Cairo, and South Valley.
- Lead the digital transformation of program delivery (conducting lectures, managing digital content, handling online assessments, presentations, and evaluation during the pandemic and guided other departments as the IS expert.
- Managed the Website development of the College of Management and Technology at AASTMT.
- Created and managed a Facebook page for BIS AASTMT community with 7000 followers, created and managed several Facebook groups for the student union at CMT, Advising and Announcements, BIS Internship, BIS Alumni, CMT Alumni.
- BIS department figure head and CMT representative in seminars, ceremonies, broadcasts, TV shows and social events.
- Led the "Digitalization Research Group", guiding and mentoring young researchers in the field.
- Mentor all Graduate Teaching Assistants in the department.
- Created, manage, and lead the "BIS Student Club" with its committees and lead volunteering staff and students' activities.
- Created, manage and lead the "Knowledge Hub" group composed of PhD holders in the BIS field to exchange knowledge.
- A key member of the committee of accreditations at CMT who worked on the main standards at the AACSB International accreditation, and successfully managed to get accredited.
- A key member of the quality committee of accreditations at CMT who worked on the main standards at the Naqaae national accreditation for all departments at CMT faculty, and successfully managed to get accredited.
- Responsible for managing the accreditation files and forms for the BIS department to maintain the ISO-DNV accreditation.

## Certifications and Awards

- SAP Certified Business Associate with SAP ERP 6.0, July 2013
- Among the Top 1-3% of Researchers on Academia.edu
- Elsevier "Outstanding Review" [2016 – 2018]
- Int to the Internet of Things, Cisco Networking Academy [16/9/2019]
- Best Graduation Project Supervisor Award [CSS] 2011- 2023.
- Social Responsibility Certificates 2014-2023 [Rotary Club of Alexandria]
- Business Intelligence [New Horizons]
- IELTS and FCE [British Council] and TOEFL [AMIDEAST]
- Excellency Certificates, [AASTMT]
- Experience Certificate, [BBC]

## Public Speech

- Keynote speaker, 'Transnational Education on Responsible Data Analytics', Northumbria University, 4 October 2023.
- Keynote speaker, 'Gender Equality in the Digitalization Era', The Digital Competence for All Conference, AASTMT, 1 March 2023.



- Keynote speaker, ‘Digital Financial Inclusion for Women’, ICT, Gender and Sustainability session, 12th International Conference, Women in ICT, Alexandria University, Egypt, 18 December 2022
- Keynote speaker, International Forum of Pharos University, Alexandria, Egypt, 9 December
- Research Networking Event, Brunel, England, 24 November 2022.
- DubaiExpo for Accessibility, 13 – 17 November 2022, Dubai, UAE
- Guest speaker at Luleå University of Technology, Luleå, Sweden, 4 – 9 December 2021.
- Keynote speaker as at the 18<sup>th</sup> International Academic Conference, Digital Transformation, Faculty of Commerce, Alexandria University, 10-11 October 2020, Alexandria, Egypt.
- Keynote speaker as at the 11<sup>th</sup> ICT in Our Lives International Conference, Digital Inclusion, Faculty of Commerce, Alexandria University, December 2021, Alexandria, Egypt.
- Keynote speaker as an expert in the field of E-Commerce Security and an AASTMT representative in Jordan under the auspice of the AASTMT president and the transport minister in Jordan [October 2015].

### **Projects and Funded Projects**

- Currently the **Principal Investigator** from Arab Academy for Science, Technology, and Maritime Transport, Egypt, working on the **British Council** Research Environment funded project “Establishing female academic networks: a pathway for better addressing and managing women under-representation in senior leadership ranks in Egyptian Universities” – “TASHBEEK” in collaboration with **Coventry University**, Coventry, England, UK, 14 Dec 2023 - .31 Dec 2024.
- Currently the **Principal Investigator** from Arab Academy for Science, Technology, and Maritime Transport, Egypt, working on the **British Council** Research Environment funded project “DigitAll Empowerment: Towards the development of a seamless network of female students, academics, and practitioners to foster women’s participation in STEM”, in collaboration with **Brunel University London**, Uxbridge, England, UK, 20 Dec 2023 – 31 Jan 2024.
- Currently the **Principal Investigator** from Arab Academy for Science, Technology, and Maritime Transport, Egypt, working on the **British Council** Research Environment funded project “TAMKEEN” in collaboration with **Coventry University**, Coventry, England, UK, 15 Dec 2023 - .31 March 2024
- Currently the **Principal Investigator** from Arab Academy for Science, Technology, and Maritime Transport, Egypt, working on the **British Council** Research Environment funded project “Designing an Inclusive Joint Postgraduate Degree in Responsible Data Analytics”, TNE, in collaboration with **Northumbria University**, Newcastle, England, UK, 1 Jan 2023 – 31 March 2024.
- **Principal Investigator** from Arab Academy for Science, Technology, and Maritime Transport, Egypt, working on the **British Council** Research Environment funded project “Developing capacity and research network to promote inclusive digital finance for Egyptian single mothers” in collaboration with **Brunel University London** and **Northumbria University**, 1 Jan 2022 – 31 Dec 2022. Grant ID:870903986.
- Have supervised numerous (over 50) Graduation Projects (AASTMT and University of Northampton) have been awarded best supervisor award several times by CSS.

### **Post Graduate Teaching Experience at PhD//DBA/MBA, AASTMT**

- |   |  |
|---|--|
| 1. Seminar in E-Commerce (PhD)          | 8. BI and Decision Support Systems (MBA) |
| 2. Inf. Systems Analysis & Design (PhD) | 9. Project Management (MBA)              |
| 3. Research Data Management (PhD)       | 10. System Analysis and Design (MBA)     |
| 4. Seminar in MIS (PhD)                 | 11. E-Supply Chain Management (MBA)      |
| 5. Independent Studies 1 (DBA)          | 12. Database Management Systems (MBA)    |
| 6. Independent Studies 2 (DBA)          | 13. E-Business Management (MBA)          |
| 7. MIS and E-Business (MBA)             | 14. E-Logistics                          |

### **Undergraduate Teaching Experience at the BIS Department [MIS, E-Commerce, BIS, and BIS-Northampton]**

- |                             |   |
|-----------------------------|---|
| 1. Decision Support Systems | 4. Information System Analysis and Design |
| 2. ERP Fundamentals         | 5. E-Business Strategies and Applications |
| 3. E-Commerce Technologies  | 6. Introduction to E-Business             |

7. Business Intelligence
8. Introduction to Information Systems 1
9. Introduction to Information Systems 2
10. Information Technology
11. Intelligent Computing
12. Internet Applications
13. Internet Finance
14. Internet Marketing

15. Management Information Systems
16. MIS Graduation Project 1 and 2
17. E -Commerce Graduation Project 1 and 2
18. Mobile Commerce
19. Project Management
20. Digital Media
21. Website Design
22. Graduation Project (BIS)

### **Social Responsibility/Charity work**

- Principal investigator of internationally funded projects supporting internationalization, & sustainable development goals.
- Managed, hosted, and supervised the practical tutoring and training of 9 visually impaired school students on using Microsoft office tools, surfing the internet and on fully utilizing cellular phone applications free of charge as a community service (March 2022).
- Represented the researchers' and academics' community from Egypt at the '150 Days to go to COP 27' as invited by the British Embassy in Cairo as part of the networking for the climate change (June 2022).
- Managed, hosted, and supervised the practical tutoring and training of 130 students from the college of International Transport and Logistics as a community service on SAP S/4 Hana software tool, free of charge (March 2022).
- Managed, hosted, and supervised the practical tutoring and training of 23 staff and students from Faculty of Computers and Data Science FCDS, Alexandria University, as a community service on SAP S/4 Hana software tool, free of charge (April 2022).
- Managed and organized several capacity building events, sessions, and workshops targeting Egyptian women aiming to increase digital financial inclusion and enhance gender equality in collaboration with Rotary Club Egypt (Golden Riders), British Council, Brunel University, and Northumbria University at AASTMT campus & Club of Alexandria (Syrian Club) [March – December 2023].
- Collaborated with Alexandria Sporting Club board as the department head and the Graduation project main supervisor, to provide a thorough investigation of the club's parking problem, analyse the system and provide a potential solution as a community service [October 2022 – Septembers 2023].
- Managed, hosted and conducted a Workshop on "Gender Equality: Women as Leaders" together with Dr. Bidit Dey and Prof. Manoj Dora from Brunel University to undergraduate students (May 2022).
- Linking academia with the industry by through inviting guest speakers to introduce governmental and NGOs initiatives such as guest speakers from, Alexandria Software and IT Association (ASITA) and Information Technology Institute, Ministry of Communication and Information Technology (May 2022).
- Collaborated with GIMED initiative 2021 to train, mentor and support young entrepreneurs (February 2021).
- Manage and host ITI one-month crash courses/training to senior higher education students 2019, 2020, 2021 and 2023.
- Manage and organize social annual activities for staff and students as the activation day, photo day and fun day.
- Organised and hosted Africa Code Week initiative (Train The Trainer) workshop run and tutored by SAP Mena instructors, at the CMT, where BIS staff and students were trained on Programming and Mobile Application Development, September 2015.
- Managed, hosted and tutored free of charge lecturers to school students in preparatory and high school sections on the importance of IT and the role of BIS. Students were trained for 4 days on packages such as Microsoft Office and Adobe Photoshop [Rotary Club of Alexandria Sunrise], December 2014.
- Donated an internationally published book at no cost to Alexandria Bibliotheca, to be freely available in Egypt.
- Organised and hosted SWING seminar sponsored by Tempus on Tech-Based Accessibility for Higher Education Disabled Students as a community service in December 2014.

### **Hobbies**

Family Outings – Travelling – Research – Teaching - Reading