

Dr. REDA AL BTOUSH



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*Dr. Reda Al Btoush has a PhD in Systems Engineering from Politehnica University of Bucharest with the cooperation of The University of Jordan, equivalence to **PhD in Business Administration** by (Jordanian Ministry of Higher Education and Scientific Research), with **a major of Strategic Crises Management**, besides his specialty in security and defense studies.*

Dr. Al Btoush is a retired Major General from the Jordanian Armed Forces, where he contributed significantly to the development and management of vital and critical national security mega projects. The high success establishment of the National Center for Security and Crisis Management Project which he oversaw, is a clear testament to his achievements in national security domain at the national strategic level. Dr. Al Btoush worked for nearly twelve years in the fields of academic work in civil and military institutions of higher education.

EDUCATION

- PhD in Systems Engineering from Politehnica University of Bucharest with the cooperation of The University of Jordan, equivalence to **PhD in Business Administration** by (Jordanian Ministry of Higher Education and Scientific Research), with a major of Strategic Crises Management. The title of thesis: **A Comprehensive Strategic Technology-Enabled Decisional Alert and Intervention Framework for Crises Management.** Excellent 2012
- Master's Degree in Public Administration from Shippensburg University of Pennsylvania, United States of America. Very Good 2002
- Master's Degree in Strategic Studies from U.S. Army War College, Carlisle, Pennsylvania, United States of America. 2002
- Master of Management and Military Science, Royal Jordanian National Defense College (RJNDC), Mu'tah University, Jordan. Very Good 2000
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- Bachelor of Military Science, Royal Jordanian Command and Staff College, Mu'tah University, Jordan. Excellent 1989
1 in Class

LEADERSHIP & MANAGEMENT KEY POSITIONS

- Dean of Prince Al-Hussein bin Abdullah II Academy of Civil Protection/Al- Balqa' Applied University 2025 –
- Chair of Public Administration program, Community College of Qatar (CCQ). 2016 – 2018
- Vice President for Planning and Development, The University of Jordan. 2015 – 2016
- Vice Chairman, National Center for Security and Crises Management. 2006 – 2015
- Director of Military Intelligence, Jordanian Armed Forces Headquarters. 2002 – 2006

TEACHING EXPERIENCE

- Military Secretary to HRH Prince Al-Hassan Bin Talal “The Crown Prince”. 1997 – 1999
- Senior Operations officer (SOO), United Nations Protection Force (UNPROFOR), Sector West, Croatia. 1992 – 1993
- Commander of a Mechanized Engineer Battalion. Military Northern Region, Jordanian Armed Forces. 1995 – 1997
- Assistant Professor at Prince Al-Hussein bin Abdullah II Academy of Civil Protection/Al- Balqa' Applied University 2024 –
- Part-time Lecturer, Amman Arab University (2nd and Summer Semester). 2019 – 2020
- Assistant Professor, Public Administration Department, Community College of Qatar (CCQ). 2016 – 2019
- Assistant Professor, Public Administration Department, Business School, The University of Jordan. 2013 – 2016
- Part-time Lecturer, Police Academy, Mu'tah University. 2013 – 2014
- Part-time Lecturer, Business School, Public Administration Department, The University of Jordan. 2012 – 2013
- Faculty Member at the Royal Jordanian Defense College. 2006 – 2008
- Faculty Member at the Royal Jordanian Command and Staff College. 1993 – 1995

POSTGRADUATE COURSES TAUGHT

The University of Jordan: Organizational Theory, Organizational Behavior, Research Methods for Public Administrators, Management Control Systems, Public Finance, Human Resource Management, Diplomacy and Negotiations, International political and Economic System, at The University of Jordan.

Police Academy, Mu'tah University: Strategic Crises Management.

Prince Al-Hussein bin Abdullah II Academy of Civil Protection/Al- Balqa' Applied University: Business Continuity Management, Research Methods for Disasters and Crises Management, Developing Disaster Recovery Plans, Communications and Public Relations in Disasters and Crises

Amman Arab University: Operations Management

UNDERGRADUATE COURSES TAUGHT

The University of Jordan: Planning and Budgeting, Public Policymaking, Organizational Theory, Crises Management for Public Sector, Administrative Leadership and Principles of Political Science.

Community College of Qatar: Introduction to Emergency and Crises Management, Public Sector Management, Senior Project, Public Relations for Public Sector.

Amman Arab University: Project Management, Business Math, Principles of Statistic.

**POSTGRADUATE
ACADEMIC
SUPERVISION**

MASTER DEGREE STUDENTS AT THE UNIVERSITY OF JORDAN

- The Impact of Integrating Elements of National Power on Strategic Crises Management from the Perspective of Decision Makers on the Strategic Level.
- The Impact of E-Government Portal Success Factors on E-Government Portal Users' Acceptance, Using E-Government Portal Users' Satisfaction as a Moderator: The Case of Income and Sales Tax Department in Jordan.
- The Effect of the Strategic Resilience Programs on the Organization's Ability to Manage Crises: The Case of Ministry of Health in Jordan.
- The impact of key performance indicators on school performance: The case of Model School at the University of Jordan.
- Public-private partnership in managing water irrigation, the challenges and alternatives, the case of Jordan Valley Authority and water users' associations.
- Factors influencing project success: The case of Ministry of Water and Irrigation projects in Jordan.
- Impact of Electricity consumption on the gross domestic production in Jordan (1985-2014).

**POSTGRADUATE
ACADEMIC
THESES DEFENSE**

MASTER DEGREE STUDENTS AT THE UNIVERSITY OF JORDAN

- The role of micro-projects in UNRWA in Jordan: An exploration study from the point of the beneficiaries.
- The Impact of organizational culture on organizational performance on government agencies in the Hashemite kingdom of Jordan. A case study: Ministry of Higher Education and Scientific Research.
- The effectiveness of the Ministry of Water and Irrigation in implementing water strategies during the period 2008- 2014 from the perspective of workers.
- The impact of governance on economic growth in Yemen: An empirical study.
- The impact of emotional intelligence on job performance via the mediating role of job satisfaction: An empirical study on Jordan University employees.

**PROFESSIONAL
COURSES**

COURSES ABROAD

- Strategic Frameworks for Non-Profit/ Non-Governmental Organizations, Harvard Kennedy School, United States of America, September 15th – 29th, 2014.
- Senior Crisis Management Seminar, American University, United States of America, June 16th – 20th, 2008.
- Intelligence Directors' Course, Defense Intelligence and Security Centre, United Kingdom, June 30th – July 10th, 2003.
- Peace Operations – Policy and Practice, 30 Hours, U.S. Army Peace Keeping Institute, U. S. Army War College, 1st Quarter 2002.

- The Nature of Grand Strategy, 30 Hours Elective Course, United States Army War College, United States of America, April 2nd – May 22nd, 2002.
- Command and Staff College Course, U.S Marine Corps Command and Staff College, United States of America, August 4th, 1990 – June 7th, 1991.
- Engineer Officers' Advanced Course, U.S Army Engineer School, United States of America, June 24th – November 21st, 1996.
- American Language Course, Defense Language Institute (DLI), Lackland Airforce Base, Texas, United States of America, February 23rd – May 7th, 1987.
- Explosives Ordinance Disposal (EOD), U.S Naval School, Explosives Ordinance Disposal, United States of America, May 7th – July 17th, 1987.
- Chemical Officer Advanced Course, U.S. Army Chemical School, United States of America, September 5th, 1984 – March 7th, 1985.
- Engineer Officers' Basic Course, U.S Army Engineer School, United States of America, January 15th – May 14th, 1982.
- Quartermaster Equipment Repair Course, U.S. Army Ordnance Center, Aberdeen Proving Ground, Maryland, United States of America, May 11th – August 26th, 1981.

COURSES IN JORDAN

- Regional Biosecurity and the Role of Biological and Toxin Weapons Convention, 24th – 27th, January 2011, Pacific Northwest National Laboratory at Middle East Scientific Institute for Security (MESIS), Amman, Jordan.
- Royal Jordanian War College Course, Royal Jordanian Defense College, August 1999 – August 2000.
- Royal Jordanian Command and Staff College Course, Royal Jordanian Command and Staff College, Jordan Armed Forces, January 1989 – December 1989.
- Infantry Officers' Advanced Course, Infantry School, Jordan Armed Forces, November 1987 – April 1988.
- American Language Course, Language Institute, Jordan Armed Forces, January 1981 – April 1981.
- Nuclear, Chemical, and Biological Warfare Course, Royal Engineer Corps School, Jordan Armed Forces, January 1980 – April 1980.
- Engineer Officers' Basic Course, Royal Engineer Corps School, Jordan Armed Forces, January 1978 – September 1978.

PUBLICATIONS

<https://scholar.google.com/citations?user=qp0hQF4AAAAJ&hl=en>

- 1) Arrfou. H.M., **Albtoush, R., Damer, N. (2021).** *New Holistic Approach in Managing the Complexity of Information Technology (IT) Projects*, Academy of Entrepreneurship Journal, Vol 27, Special Issue 5. (Scopus).
- 2) Andi, O., Al-Nuiami, M. & **Albtoush, R. (2016).** *The impact of strategic resilience programs on the organization's ability to manage crises*. Noor Publishing, 978-3-330-80458. (Book).

- 3) **Albtoush, R.** (2014). Royal school of governmental studies: A Futuristic look of human resources management and development in the public sector to face crises and the challenges of the prevailing strategic environment. *Dirasat: Administrative Sciences, Volume 41*(1), pp. 110-122. (Scopus).
- 4) Sweis, R., Isa, A., Azzeh, H., Shtyh, B., Musa, E., & **Albtoush, R.** (2014). Nurses' resistance to the adoption of information technology in Jordanian hospitals. *Life Science Journal, 11*(4s), 8-18. (Scopus).
- 5) **Albtoush, R.,** Al-Debei, M. (2014). *Developing a strategic framework for a technology-enabled center for security and crises management in Jordan.* (Conference Presentation). The Thirteenth Annual International Conference on Crisis Management in a Changing World, 21-23 April (2014) Al-Zaytoonah University of Jordan, Amman, Jordan.
- 6) Alrahamneh, A. A., & **Albtoush, R. M.** (2014). Estimating the optimal model for traffic accidents in Jordan for the period of (1995-2010). *International Journal of Business and Management, 9*(3), 122.
- 7) **Albtoush, R. M.** (2012). *Crises management: A comprehensive strategic approach.* (LAP) Lambert Academic Publishing, SN: 978-3-659-22412-6 (Book).
- 8) **Albtoush, R.,** Dobrescu, R., & Ionescu, F. (2011). A hierarchical model for emergency management systems. *University "Politehnica" of Bucharest Scientific Bulletin, Series C: Electrical Engineering, 73*(2), 53-62. (Scopus).
- 9) Al-Kasasbeh, R. T., Ionescu, F., Mukattash, A., & **Albtoush, R.** (2010). Confidence estimates of operators' group activity in man-machine systems. *Jordan Journal of Mechanical and Industrial Engineering: JJMIE, 4*(2), 324-329. (Scopus).
- 10) **Albtoush, R. M.** (2002). Towards a comprehensive, just and lasting peace in the Middle East. *Parameters US Army War College, Carlisle Barracks, PA.* 17013-5050

CONFERENCES & WORKSHOPS

- Future foresight and Strategic leaderships Development Course, **Instructor**, Turkey, 12-16 February 2023.
- Leading Creativity and Future Foresight Course, **Instructor**, Turkey, 24-29 September 2022.
- Political Reform in Jordan, The Concept and Possibility. **Al-Umma Studies Center, Amman, Jordan, Keynote Speaker.** July 17th, 2021.
- Foundation for International Business Administration Accreditation (FIBAA) workshop, Doha institute for Graduate Studies on November 12th, 2018, **Doha, Qatar.**
- Mastering Learning Outcome Assessment, a training workshop delivered by International Malaysian Training Center, on Thursday 22nd March 2018, **Doha, Qatar.**
- Education Policy and Academic Program Evaluation, a training workshop delivered by International Malaysian Training Center, on Thursday 20th March 2018, **Doha, Qatar.**
- Accreditation Council for Business Schools and Programs (ACBSP) Access Accreditation Workshop, February 8-10, 2018, **Nashville, Tennessee, United States of America.**

- Developing Peak Performance – Communication, influencing, Coaching and Counselling, a training program delivered by International Malaysian Training Center, on Thursday 30th November 2017, **Doha, Qatar.**
- S.M.A.R.T Goals – Setting, Follow Up, and Completion, a training program delivered by International Malaysian Training Center, on November 28th, 2017, **Doha, Qatar.**
- Accreditation Council of Business Schools and Programs (ACBSP) International Conference, November 1– 4, 2017, **Marrakech, Morocco.**
- Workshop on Gulf Security "Insecure Security: New Threats, Old Strategies", 6 – 7 April 2015, Emirates Policy Center, **Abu Dhabi, United Arab Emirates.**
- International Conference "Syrian Refugees in Jordan: The Question of Society and the Media". Dead Sea, Jordan, **Keynote Speaker**, November 24th , 2014.
- "Political, Economic and Social Transformations in Jordan, 1984 – 2014" conference, Center for Strategic Studies, **The University of Jordan, Oct 29th, 2014, Keynote Speaker, Amman Jordan.**
- The 13th Annual International Conference for Business, Crisis Management in a Changing World, **Keynote Speaker**, 21 – 23 April 2014, **Al-Zaytoonah University of Jordan, Amman-Jordan.**
- Towards a Crisis Response Network in the Arab Region Conference (2014), **Keynote Speaker**, 7 – 8 April, Amman, Jordan.
- Crisis and Emergency Management Conference - CEMC 2014, Preparedness and Response is Everyone’s Responsibility 25 – 26 February, **Moderator**; the conference's first session, held under the theme "Preventive Prediction Versus Improvised Response”, **Abu Dhabi, United Arab Emirates.**
- Crisis and Emergency Management Conference – CEMC (2012), Preparing for Future Challenges, Improvised Solutions in Emergency and Crisis Management, 16 – 17 January, **Abu Dhabi, United Arab Emirates; Keynote Speaker on behalf of H. R. H. Prince Ali bin Al- Hussein**, Chair of National Center for Security and Crises Management (NCSM) Chairman.
- International Disaster and Risk Conference IDRC, 23 – 29 August 2008, **Davos, Switzerland.**
- The 3rd Annual Homeland Security Conference (2005), February 23 - 24, **Keynote Speaker, London, UK.**

CONTRIBUTIONS ON THE NATIONAL LEVEL

Dr. Al Btoush served his country in managing mega critical national security Projects. This includes the following:

- **National Center for Security and Crises Management (NCSCM).** Dr. Al Btoush was totally in charge of establishing the National Center for Security and Crises Management (NCSCM) in Jordan. In this project, Dr. Al Btoush was responsible for developing the concept of the center including its strategy, goals and objectives, vision and mission, concepts of operations, and the center's organizational structure. He was also responsible for overseeing the civil engineering designs, constructions, and managing the Center’s operations. The CENTER is designed to respond to the worst national, regional and international humanitarian crises and catastrophes to help affected people to survive and rebuild their lives such as refugees forced to flee due to military conflicts or in a response

to natural disasters. Dr. Al Btoush believed in human resources development and capacity building programs and hence he was able to develop a very distinguished information and communication technology department where most systems, applications, and electronic services are developed internally in-house.

- **Directorate of Military Intelligence Transformation and National Border Security Project.** This is an overhauling comprehensive program, which included technological, infrastructural, and human resource development projects. The concept of national border security was totally overhauled including the concept of operations and the structure along with their tools and equipment. The border security project was part of a more comprehensive program concerning the transformation of Directorate of Military Intelligence. This program played a pivotal role in securing our borders against terrorists, weapons and explosives trafficking and smugglers during a very difficult time related to regional instability.

MEMBERSHIPS

- Council of Modeling and Simulation Center for Risks Analysis / Al al Bayt University. 2021 – 2023
- Community College of Qatar (CCQ) Deans Council. 2016 – 2018
- Community College of Qatar (CCQ) Academic Review Committee. 2016 – 2018
- Chair of Academic Committee, Department of Public Administration, Community College of Qatar (CCQ). 2016 – 2018
- Chair of Accreditation Committee, Department of Public Administration, Community College of Qatar (CCQ). 2017 – 2018
- Workforce Education and Community Development Committee, Community College of Qatar (CCQ). 2016 – 2018
- Center for Strategic Studies Board of Trustees, The University of Jordan. 2013 – 2016
- Jordan Scenarios: 2020-2030, Political Committee, Center for Strategic Studies, The University of Jordan. 2012 – 2016
- Chair of Higher Committee for development, the University of Jordan. 2015 – 2016
- The University of Jordan Innovation and Entrepreneurship Center council. 2015 – 2016
- Higher Studies Council, Faculty of Graduate Studies and Scientific Research, Middle East University (MEU). 2012 – 2013

SKILLS

- Strategic Crises Management. (Expert)
- Strategic Analysis and Environmental Scanning. (Expert)
- Strategic Planning. (Expert)
- Oral and Written Communication. (Excellent)
- Certified Project Management Expert, Arab Professional Board for Project Managers.
- Computer Skills include MS Office Suite (Word, Excel, Outlook, PowerPoint, SharePoint). (Expert)
- SPSS. (Excellent)

MEDALS & INSIGNIAS

- English Language Proficiency (Speaking, Reading, Writing). (**Fluent**)
- Arabic Language Proficiency. (**Mother Tongue**)

NATIONAL MEDALS & INSIGNIA

- Al-Kawkab Class B Medal.
- Independence Class B Medal.
- Training Proficiency Insignia.
- Jordanian Peace Keeping Medal.
- Silver Jubilee Medal.
- Al-Hussein Medal for Superiority Class B Medal.
- Leadership Proficiency Insignia
- Order of Military Merit Class C Medal.
- Technical & Administrative Proficiency Insignia.
- Long Service and Good Conduct Insignia.
- UN Service Medal.

FOREIGN MEDALS

- The United States Meritorious Service Medal.
- UN Service Medal.