



NAWROZ UNIVERSITY



Personal Information			
Name:	Bestoon Abdulmaged Othman	Address:	Erbil, Kurdistan
Place & Date of Birth	Erbil, 1981/01/28	Phone. No.	07504214772
Marital Status:	Yes	University E-mail	Bestoon.othman@nawroz.edu.krd

Employment Information			
Profession	Lecture	Scientific Title & Acquiring Date	Lecture/ 13/9/2014
Type of Relationship with the University	Researcher		

Academic & Scientific Degrees			
Degree	Bachelor	Master	PhD
University Name	Sulaimani Polytechnic University	University Technology Malaysia	Universiti Tun Hussein Onn Malaysia
Degree granting country	Iraq	Malaysia	Malaysia
Date of acquiring degree	2009	2014	2020
Title of Master Thesis	The Influence of Technology Acceptance Model on Behavioral Intention to Use Internet Banking System		
Specialization	Marketing		
Title of PhD Dissertation	The Influence of Service Marketing Mix And Umrah Service Quality on Customer Satisfaction And Customer Loyalty Towards Umrah Travel Agents In Malaysia		
Specialization	Marketing		

Teaching Expertise				
From	To	Scientific Title	University Name	Given(taught)Subject Materials
2009	2011		Erbil Polytechnic University	- Principle of management; Marketing

2014	2016	Assistant Lecture	Erbil Polytechnic University	Human Resource Management; Organizational Theory; Marketing
2020	2021	Lecture	Erbil Polytechnic University	Business Administration Principles; Managerial Correspondence

Managerial Expertise		
From	To	Name of the University or Institution
2009	2011	Coordinator department of Business Administration, Koya Technical Institute, Erbil Polytechnic University
2014	2016	Head department of Business Administration, Koya Technical Institute, Erbil Polytechnic University
2020	2021	Head department of Business Administration, Koya Technical Institute, Erbil Polytechnic University

Authored Translated Books		
Name of the Book (title)	Place of Publication	Date

Scientific Researches		
Research title	Place of Publication	Date
The effects on service value and customer retention by integrating after sale service into the traditional marketing mix model of clothing store brands in China	Environmental Technology & Innovation Impact factor (5.263)	9/07/2021
The effect of environmental justice on social sustainability: a case study of Budi Gandaki Hydropower in Nepal	Environmental Technology & Innovation Impact factor (5.263)	6/04/2021
Let's make it better: An updated model interpreting international student satisfaction in China based on PLS-SEM approach	PLOS ONE Impact factor (3.12)	12/11/2020

Essays		
Name of the Essay (title)	Place of Publication	Date

Conferences & WorkShop		
Conference – WorkShop	Type of Participation	Date

Syndicate or Organizations Membership	
Kind of Membarship	Name of Organization or Syndicate