

Malak Al-Hassan

1. Education:

Degree	Discipline	Institution	Year
PhD	Computer Information Systems	University of Technology, Sydney (UTS)–Australia	2014
MSc	Computer Science and Information System	Jordan University of Science and Technology, Jordan	2006
Bachelor	Computer Science	Yarmouk University, Jordan	2003

2. Academic Experience

Institution	Rank	Title	Dates Held	FT/PT
University of Jordan	Assistant Professor	Doctor	2014-Current	FT
Hashemite University	Teaching and Research Assistant	TA/RA	2006-2007	FT
University of Technology, Sydney (UTS) - Australia	Teaching and Research Assistant	TA/RA	2009-2014	PT

3. Honors and awards:

A scholarship from the University of Jordan to pursue my Ph. D. degree in Computer Information Systems from the University of Technology, Sydney (UTS) – Australia.

4. Service activities:

- A member at the Decision Systems & e-Service Intelligence (DeSI) Research Lab, Center for Quantum Computation & Intelligent Systems (QCIS), School of Software, and Faculty of Engineering and Information Technology, University of Technology Sydney.
- Journals/Conferences Reviewer:
 - International journal, Knowledge-Based Systems (Elsevier)
 - IEEE Jordan Conference on Applied Electrical Engineering and Computing Technologies (AEECT), 2015.

5. Publications:

- Al-Hassan, M., Lu, H., & Lu, J. (2015). A semantic enhanced hybrid recommendation approach: A case study of e-Government tourism service recommendation system. *DecisionSupportSystems*, 72, 97-109.
- Al-Hassan, M., Semantic-Enhanced Hybrid Recommender Systems for Personalised E-Government Services, PhD Thesis, University of Technology, Sydney (UTS), Sydney, Australia, 2014.
- Al-Hassan, M., Lu, H., and Lu, J. (2009). 'A Framework for Delivering Personalised e-Government Services from a Citizen-centric Approach'. In

- Proceeding of the 11th International Conference on Information Integration and Web-based Applications and Services, Kuala Lumpur, Malaysia.
- Al-Hassan, M., Lu, H., and Lu, J. (2010). 'A Framework for Delivering Personalised e-Government Tourism Services'. In Proceeding of the 6th International Conference on Web Information Systems and Technologies, Valencia, Spain.
 - Al-Hassan, M., Lu, H. & Lu, J. 2011, 'Personalised e-Government Services: Tourism Recommender System Framework', in J. Filipe & J. Cordeiro (eds), Lecture Notes in Business Information Processing, vol. 75, Springer-Verlag Berlin Heidelberg.

6. Professional development activities

- E-government recommender systems for personalized online services project. It is a research project developed at the Decision Systems & e-Service Intelligence (DeSI) Research Lab, Center for Quantum Computation & Intelligent Systems (QCIS), Faculty of Engineering and Information Technology, University of Technology Sydney. This project aims to develop an intelligent recommender system that able to offer users the most appropriate services and information based on their interests and needs in the context of e-government. Semantic technologies, e.g. Ontology, and personalized filtering approaches are used to develop the promising techniques that contribute the final project.

7. References

- Prof. Jie Lu, University of Technology, Sydney (UTS) – Australia.
<http://www.uts.edu.au/staff/jie.lu>
- Prof. Oqeili Saleh Irsheid, President of Jadara University, Irbid- Jordan.
president@jadara.edu.jo