

Abbas Keramati

Associate Professor of Teaching Department of ISE

Work Address:

324 Bell Hall, North campus
University at Buffalo
Buffalo, New York 14260
(716) 645-5033
abbasker@buffalo.edu

Home Address:

64 Thoroughbred Blvd
Ancaster, ON, L9K1M3

EDUCATION

- Ph.D., (Industrial Engineering), (Tarbiat Modares University), (March 2005)
Thesis Title: The effects of IT usage on Firm performance considering the role of Organizational Infrastructure and Business Process Re-engineering., Supervisor: Prof. Amir Albadvi
- M.S., (Industrial Engineering), (University of Tehran), (July 1998)
Thesis Title: Enhancing the availability and reliability of power plants through macro-ergonomics approach, Prof. Mohammad Ali Azadeh
- B.S., (Industrial Engineering), (Sharif University of Technology), (July 1996)

PROFESSIONAL EXPERIENCE

Assistant Teaching Professor, Dept. of ISE
Buffalo, Buffalo, NY

Aug 2022 – Current University at

Courses taught:

Fall 2022: IE 581 eBusiness and Supply Chain

Designed and developed virtual version of IE 581

Spring 2023: IE 581 eBusiness and Supply Chain

IE 500/459 Business Intelligence and analytics

Designed and developed virtual version of IE 500

Summer 2023: IE 581 eBusiness and Supply Chain

Designed and developed IE 521 Principals of Engineering Management I

Fall 2023: IE 581 eBusiness and Supply Chain

IE 500 Business Intelligence and Analytics

IE 521 Principals of Engineering Management I

Spring 2024: IE 306 Statistics for engineers

IE 581 eBusiness and Supply Chain

IE 500/459 Business Intelligence and Analytics

Instructor, Dept. of Industrial Engineering
of Toronto, ON, CA

Jan 2021 – Jul 2022 University

Courses taught:

Fall 2021: INF1344H Statistics for Data Sciences (**graduate course**)

Winter 2022: MIE 237H: Engineering Statistics

Limited term Assistant Professor of IT Management

Aug 2017 - August 2021

Toronto Metropolitan University, Toronto, ON, CA

Undergraduate Courses taught:

ITM618, Business intelligence and analytics

ITM415, Business process management

ITM107, Managerial Decision Analysis

ITM415, Business Process design

ITM595 Information Technology Audit

ITM 410 Business Process design

ITM 501 Decision Analysis

ITM 100 Information Systems Fundamentals

ITM 102 Business Information Systems

Graduate course taught:

SM8722 Special topics

MT8310 Multivariate data analysis

Sessional instructor

Winter 2021

University of Guelph- Humber, Toronto

Course taught: ITM 102 Business Information Systems

Sessional instructor

Winter 2017

Marketing and Consumer Studies, College of Business and Economics

University of Guelph, Guelph, Ontario, Canada

Course taught: MSC 3010 Quality Management

Sessional instructor

Fall 2016

Business Technology Management program,

Brantford Campus of Wilfrid Laurier University, Waterloo, Ontario, Canada

Course taught: MB 235 Statistics for Management

Associate professor of Industrial Engineering

July 2011 - July 2016

University of Tehran

Undergraduate courses taught:

Engineering Statistics

Engineering economics

Industrial Management

Graduate course taught:

Statistical Methods

Multivariate Data Analysis
 Quantitative Analysis
 Research Methods
 Customer Relationship Management (CRM)
 Information Technology for Supply Chain Management
 Management Information Systems

Chair of the school of the Industrial Engineering
 University of Tehran

Mar. 2011-Sep. 2016

Accomplishments as Chair of the School:

- Updated the school's strategic plan and developed the Quality Management System.
- Implemented the Quality Management System, leading to international certification.
- Developed and implemented new MSc programs.
- Upgraded the department of Industrial Engineering to the School of Industrial and Systems Engineering.

Assistant professor of Industrial Engineering
 University of Tehran,

July 2006 – July 2011

Head of the Department of Technology Management
 Research Institute for Energy Management and Planning,
 Affiliated with the University of Tehran

2005-2006

Quality manager, Iran Test and Research Auto Center

2002-2005

HONORS AND AWARDS

The best course evaluation recognition award, Dean of Faculty of Engineering, 2007 and 2014,
 University of Tehran

GRANTS AND CONTRACTS

Summary of Research Funding:

Funding Category	Total	Candidate's Share
Social Sciences and Humanities Research Council of Canada (SSHRC)	\$53,262	\$53,262
TRSM Research Development Grant	\$7,000	\$7,000
Total Funded Research	\$60,262	\$60,262

- PI: Abbas Keramati. Social Sciences and Humanities Research Council of Canada (**SSHRC**) insight development grant (2018-2021) for project titled "The Effects of **Business Intelligence and Analytics** on Firms' Performance Considering the Role of Readiness Factors: An Integrated Simulation Experimental Design Approach
- TRSM Research Development Grant (2019 - 2020) for project titled "**Intelligent Digital Mesh Adoption for Big Data.**"

PUBLICATIONS

Google Scholar: <https://scholar.google.com/citations?user=nTxkJqoAAAAJ&hl=en>
ORCID: orcid.org/your-number <https://orcid.org/0000-0001-5897-2935>
ResearcherID: <https://www.webofscience.com/wos/author/record/AFZ-1196-2022>
Scopus Author ID: <https://www.scopus.com/authid/detail.uri?authorId=26429603600>

Book Chapter

A. **Keramati**, N. Yousef, A. Omidvar, (2015). Default Probability Prediction of Credit Applicants Using a New Fuzzy KNN Method with Optimal Weights in *Handbook of Research on Organizational Transformations through Big Data Analytics*, City: Hershey, PA, USA, IGI Global Publisher, 429-465, DOI: 10.4018/978-1-4666-7272-7.ch024

Refereed Journal Articles

Published

1. Mehrabi, Hamed, Chen, Yongjian Ken and **Keramati**, Abbas, 2024 Developing customer analytics capability in firms of different ages: examining the complementarity of outside-in and inside-out resources. *Industrial Marketing Management*, 119, pp. 108-121. ISSN (print) 0019-8501
2. Dorna Jazebi Moghaddam & Zeinab Sazvar & Abbas **Keramati**, 2024. "Fuzzy DEMATEL-ANP-Based Approach for Determining the CRM Readiness Factors," *International Journal of Information Technology & Decision Making (IJITDM)*, World Scientific Publishing Co. Pte. Ltd., vol. 23(02), pages 825-883, March.
3. Mahdiah Dastjerdi, Abbas **Keramati**, 2023, An Integrated Framework for Investigating Organizational Adoption of AI-integrated CRM Systems in the Healthcare Sector; A Hybrid Fuzzy Decision-Making Approach, *Telematics and Informatics Reports* 11, 100078
4. Khalid Khan & **Abbas Keramati**, 2023. "A Framework for Smart Supply Chain Risk Assessment: An Empirical Study," *International Journal of Information Systems and Supply Chain Management (IJISSCM)*, IGI Global, vol. 16(1), pages 1-17, January.
5. AA Yazdani, A Keramati, O Turetken, Y Palanichamy, 2023, [Evaluation of cloud computing risks using an integrated fuzzy-ANP and FMEA approaches](#), *International Journal of Applied Decision Sciences* 16 (2), 131-164
6. A Apornak, S Raissi, A Keramati, K Khalili-Damghani, 2023, [Modelling new service development using Kano, QFD and mathematical programming in an emergency department healthcare unit](#), *International Journal of Process Management and Benchmarking* 13 (1), 1-18
7. Reza Yazdanparast, Fariborz Jolai, Mir Saman Pishvae & Abbas **Keramati** (2021) Second-generation biofuel development in Iran: current state and future directions, *Energy Sources, Part B: Economics, Planning, and Policy*, 16:3, 258-278, DOI: 10.1080/15567249.2020.1868620
8. R Yazdanparast, F Jolai, MS Pishvae, A Keramati, 2022, [A resilient drop-in biofuel supply chain integrated with existing petroleum infrastructure: Toward more sustainable transport fuel solutions](#), *Renewable Energy* 184, 799-819 <https://doi.org/10.1016/j.renene.2021.11.081>
9. A Apornak, S Raissi, A Keramati, K Khalili-Damghani, 2021, [Human resources optimization in hospital emergency using the genetic algorithm approach](#), *International Journal of Healthcare Management* 14 (4), 1441-1448

10. A Apornak, S Raissi, A Keramati, K Khalili-Damghani, 2021, [Optimizing human resource cost of an emergency hospital using multi-objective Bat algorithm](#), *International Journal of Healthcare Management* 14 (3), 873-879
11. Vahid Khatibi, Abbas **Keramati**, Farid Shirazi, 2020, Assessment of the national higher education system with concentration on the third mission: A business intelligence-based approach. *Social Sciences & Humanities Open*, 2, 100056
12. V Khatibi, A **Keramati**, F Shirazi, 2020, [Deployment of a business intelligence model to evaluate Iranian national higher education](#), *Social Sciences & Humanities Open* 2 (1), 100056
13. S Pashapour, A Azadeh, A Bozorgi-Amiri, A **Keramati**, SF Ghaderi, 2020, [A resource allocation model to choose the best portfolio of economic resilience plans: a possibilistic stochastic programming model](#), *European Journal of Industrial Engineering* 14 (3), 301-334
14. Jafari-Marandi, R., Denton, J., Idris, A., **Keramati, A.**, 2020, Optimum profit-driven churn decision making: innovative artificial neural networks in telecom industry. *Neural Computing & Application* 32, 14929-14962. <https://doi.org/10.1007/s00521-020-04850-6> (Impact factor: 4.664)
15. **Keramati, A.**, Ghaneei, H. and Mirmohammadi, S.M. (2020) 'Investigating factors affecting customer churn in electronic banking and developing solutions for retention', *Int. J. Electronic Banking*, Vol. 2, No. 3, pp.185–204.
16. Babazadeh, R., Pashapour, S. and **Keramati, A.** (2020) 'Developing an integrated approach for optimum prediction and forecasting of renewable and non-renewable energy consumption in Iran', *Int. J. Energy Technology and Policy*, Vol. 16, No. 2, pp.119–135.
17. A Apornak, S Raissi, A **Keramati** & K Khalili-Damghani (2020): Optimizing human resource cost of an emergency hospital using multi-objective Bat algorithm, *International Journal of Healthcare Management*, DOI: 10.1080/20479700.2019.1707415
18. Fariborz Jolai, Parisa Hashemi, Jafar Heydari, Alireza Bakhshi, Abbas **Keramati**, (2020) Optimizing a Reverse Logistics System by Considering Quality of Returned Products, *Advances in Industrial Engineering*, Spring 2020, 54(2): 165-184 DOI: 10.22059/jieng.2021.323213.1762
19. H Nahid Titkanloo, **A Keramati**, R Fekri, 2020, Proposing a new model to aggregate ratings in multi-source feedback approach based on the evidence theory. *Soft Computing*, 24 (13), 9479-9494, <https://doi.org/10.1007/s00500-019-04458-6> (Impact factor 2.784)
20. A Apornak, S Raissi, A **Keramati**, K Khalili-Damghani, 2020, [Optimisation nursing employees in a hospital emergency department by using linear programming](#), *International Journal of Management Concepts and Philosophy* 13 (3), 184-195
21. A Apornak, A **Keramati**, 2020, [Pricing and cooperative advertising decisions in a two-echelon dual-channel supply chain](#), *International Journal of Operational Research* 39 (3), 306-324
22. H Iranmanesh, I Behmanesh, A **Keramati**, 2019, The Effect of Service Innovation on E-government Performance: The Role of Stakeholders and Their Perceived Value of Innovation, *International Journal of Information Systems and Social Change (IJISSC)*, 10 (1)
23. M. Davari, P. Noursalehi & A. **Keramati** (2019) Data mining approach to professional education market segmentation: a case study, *Journal of Marketing for Higher Education*, 29 (1), 54-66
DOI: [10.1080/08841241.2018.1545724](https://doi.org/10.1080/08841241.2018.1545724) (rated B in **ABDC** journal quality list)

24. H Gharoun, A **Keramati**, MM Nasiri, A Azadeh. 2019, An integrated approach for aircraft turbofan engine fault detection based on data mining techniques. *Expert Systems* 36 (2), e12370. <https://doi.org/10.1111/exsy.12370> (Impact factor 0.43)
25. V Khatibi, SH Yakhchali, A **Keramati**, [An RBF-based neuro-fuzzy system for scenario planning in project management](#), *Financial Management and Economics* 11, 77-82
26. S. Pashapour; A.Azadeh; A. Bozorgi-Amiri; S. F. Ghaderi; A. **Keramati**, (2019) Performance optimization of organizations considering economic resilience factors under uncertainty: A case study of a petrochemical plant, *Journal of Cleaner Production*, *Journal of cleaner production* 231, 1526-1541, <https://doi.org/10.1016/j.jclepro.2019.05.171> (Impact factor 6.395)
27. J. Danesh Zand, A. **Keramati**, F. Shakouri, H. Noori. (2018) Assessing the impact of customer knowledge management on organizational performance. *Knowledge and Process Management*, 25 (4) 268-278 <https://doi.org/10.1002/kpm.1585> (rated B in **ABDC** journal quality list)
28. S. M. Mosavi, Mohamad S. S. & A. **Keramati** (2018) An integrative framework for customer switching behavior, *Service Industries Journal*, 38 (15-16), 1067-1094, DOI: [10.1080/02642069.2018.1428955](https://doi.org/10.1080/02642069.2018.1428955) (Impact factor: 1.149; rated B in ABDC journal quality list)
29. MR Namjoo, A **Keramati**, 2018, Quantifying the Resilience of Cloud-based Manufacturing Composite Services, *International Journal of Cloud Applications and Computing (IJCAC)*, 8 (4)
30. H. Nahid Titkanloo, A. **Keramati**, R. Fekri, (2018) "Data aggregation in Multi-Source Assessment model based on Evidence Theory", *Applied Soft Computing*, 69: 443-452 (Impact factor: 4.873)
31. A **Keramati**, A Apornak, H Abedi, F Otrodi, M Roudneshin, 2018, [The effect of service recovery on customers' satisfaction in e-banking: an empirical investigation](#), *International journal of business information systems* 29 (4), 459-484
32. R Yazdanparast, M Hamid, MA Azadeh, A **Keramati**, 2018, [An intelligent algorithm for optimization of resource allocation problem by considering human error in an emergency department](#), *Journal of Industrial and Systems Engineering* 11 (1), 287-309
33. H Nahid Titkanlu, A **Keramati**, 2018, [Applying Evidence Theory to Aggregate Feedbacks in 360 Degree Feedback Model](#), *Modern Research in Decision Making* 3 (2), 275-299
34. A Azadeh, R Yazdanparast, SA Zadeh, A **Keramati**, 2018, [An intelligent algorithm for optimizing emergency department job and patient satisfaction](#), *International journal of health care quality assurance* 31 (5), 374-390
35. A Azadeh, SM Haghghi, A **Keramati**, 2018, [Energy consumption assessment and optimisation of manufacturing sectors by clustered stochastic data envelopment analysis](#), *International Journal of Services and Operations Management* 30 (2), 151-185
36. N Ahmadizadeh-Tourzani, A **Keramati**, A Apornak, 2018, [Supplier selection model using QFD-ANP methodology under fuzzy multi-criteria environment](#), *International journal of productivity and quality management* 24 (1), 59-83
37. M. R. Namjoo & A. **Keramati** (2018) Analyzing Causal dependencies of composite service resilience in cloud manufacturing using resource-based theory and DEMATEL method, *International Journal of Computer Integrated Manufacturing*, 31:10, 942-960, DOI: [10.1080/0951192X.2018.1493231](https://doi.org/10.1080/0951192X.2018.1493231) (Impact factor: 2.090, rated B in **ABDC** journal quality list)

38. A. **Keramati**, I. Behmanesh, H. Noori. (2018). Assessing the Impact of Readiness Factors on E-Government Outcomes: An Empirical Investigation. *Information Development*, 34(3): 222-241, <https://doi.org/10.1177/0266666916685603> (Impact factor: 1.265)
39. A. Azadeh, S. F. Ghaderi, S. Pashapour, A. **Keramati**, MR Malek. (2017). Unique fuzzy multivariate modeling approach for performance optimization of maintenance workshops with cognitive factors. *The International Journal of Advanced Manufacturing Technology*. 90(1-4): 499-525. (Impact factor: 2.496)
40. [A. Jafari, J. Heydari, A. Keramati. \(2017\). Factors affecting incentive dependency of residents to participate in e-waste recycling: a case study on adoption of e-waste reverse supply chain in Iran, *Environment, Development and Sustainability*. 19\(1\): 325-338. \(Impact factor: 1.676\)](#)
41. V. Khatibi, A. **Keramati**, G. Montazar. (2017). A business intelligence approach to monitoring and trend analysis of national, R&D indicators. *Engineering Management Journal*. 29 (4), 244-257, (Impact factor: 0.524)
42. [S. Nazari-Shirkouhi, A. Keramati. \(2017\). Modeling customer satisfaction with new product design using a flexible fuzzy regression-DEA algorithm. *Applied Mathematical Modelling*, 50: 755-771 \(Impact factor: 2.841\)](#)
43. H Nahid Titkanlu, R Fekri, A **Keramati**, 2017, [Modelling uncertainty in performance appraisal process based on evidence theory and fuzzy theory](#), *Journal of Modeling in Engineering* 15 (51), 411-432
44. V Khatibi, A **Keramati**, GA Montazer, 2017, [A Model for Monitoring National Science and Technology Indicators: A Business Intelligence Approach](#), *Rahyaft* 27 (68), 25-42
45. A Azadeh, SF Ghaderi, S Pashapour, A **Keramati**, MR Malek, ..., 2017, [A unique fuzzy multivariate modeling approach for performance optimization of maintenance workshops with cognitive factors](#), *The International Journal of Advanced Manufacturing Technology* 90, 499-525
46. A Jafari, J Heydari, A **Keramati**, 2017, [Factors affecting incentive dependency of residents to participate in e-waste recycling: a case study on adoption of e-waste reverse supply chain in Iran](#), *Environment, Development and Sustainability* 19, 325-338
47. R Ghodsi, SB Marani, A **Keramati**, 2017, [Application of K-Means Technique in Data Mining to Cluster Hemodialysis Patients](#), *International Robotics & Automation Journal* 2 (2), 1-6
48. [A. Keramati and F. Shapouri. \(2016\). Multidimensional appraisal of customer relationship management: integrating balanced scorecard and multi criteria decision making approaches. *Information Systems and E-Business Management*. 14\(2\): 217-251 \(Impact factor: 1.621, rated B in ABDC journal quality list\)](#)
49. [A. Keramati, H. Ghaneei and S. M. Mirmohammadi. \(2016\). Developing prediction model for customer churn from electronic banking services using data mining. *Financial Innovation*, 2:10,](#)
50. M. Aghajani, A. **Keramati**, R. Tavakkoli-Moghaddam, Seyed Sajad Mirjavadi. (2016). A mathematical programming model for cellular manufacturing system controlled by Kanban with rework consideration. *The International Journal of Advanced Manufacturing Technology*. 83(5): 1377-1394. (Impact factor: 2.496)
51. [A. Azadeh, M. Pourebrahim, S. Motevali, A. Keramati. \(2016\). Simulation optimization of an emergency department by modeling human errors. *Simulation Modelling Practice and Theory*. 67: 117-136. \(Impact factor: 2.426\)](#)

In Review

1. Mehrabi, H., Chen, Y. K., & Keramati, A. "Developing customer big data analytics capability in firms of different ages," *Under review at Industrial Marketing Management*.

Refereed Proceedings Articles (presenter name underlined; *graduate student; *undergraduate students)

1. Abbas **Keramati**, Hamed Mehrabi, Ken Chen & Yazwand Palanichamy (2023), "How does big data lead to performance advantage? Examining the role of resource and capability complementarity" Presented in ASAC 2023; June 4, 2023, Toronto, CA
2. Mehrabi, Hamed, Chen, Yongjian (Ken) and **Keramati**, Abbas (2022) "Organizing for customer analytics excellence in firms of different ages: complementarity of outside-in and inside-out resources" In: EMAC 2022; 24-27 May 2022, Budapest, Hungary. (Unpublished)
3. **Keramati**, Abbas and Palanichamy, Yazwand, "The Intervening Role of Readiness Factors on the Relationship between Business Intelligence and Analytics Usage and Firm Performance" (2020). AMCIS 2020 TREOs. 82. https://aisel.aisnet.org/treos_amcis2020/82
4. F. Shirazi, A. **Keramati**, AMCIS 2019 – THE AMERICAS CONFERENCE ON INFORMATION SYSTEMS, Intelligent Digital Mesh Adoption for Big Data, 2019, Cancún, México August 15-17, 2019
5. A. **Keramati**, V. Khatibi, 2nd International Congress of Technology, Management and Social Sciences-16(ICTMS-16), A Business Intelligence Architecture to Monitor and Analyze National Science and Technology Developments, 2016/06/25,26, Toronto, Canada
6. A. **Keramati**, R. Jafari-Marandi, International Conference on Software Engineering, Addressing churn prediction problem with Meta-heuristic, Machine learning, Neural Network and data mining techniques: a case study of a telecommunication company, ICSE 2015: May 1624, 2015 Toronto, Ontario, Canada
7. A. **Keramati**, F. **Soleimani** 11th International Conference on Sustainable Energy Technologies (Set-2012), complete article, Enhancement of Iran's Energy Industry based on an IT Maturity Framework, 2012/08/30, 2012/09/01, Vancouver, Ontario, Canada
8. M. Salehi, H. Didekhani and A. **Keramati** Seventh International Conference on Information Technology, complete article, A Proposal Framework for Investigating Website Success: ANFIS Approach, 2010/04/17, 2010/04/20, Las Vegas, NV, USA
9. M. Salehi, A. **Keramati**, S. Elli, Sixth International Conference on Information Technology New Generations 2009 ITNG 09, brief article, A Proposal Framework for Investigating Website Success in the Context of E-banking An Analytic Network Process ANP Approach, 2009/04/27, 2009/04/29, Las Vegas, NV, USA
10. A. Azadeh, A. **Keramati**, M. Fam, B. Jamshid Nejad, ENERGEX,2000, complete article, Enhancing the Availability and Reliability of Power Plants through Macro-Ergonomics Approach, 2000/07/18, 2000/07/20, Las Vegas, NV, USA

GRADUATE STUDENTS

Dissertations/Theses Directed (as major professor unless otherwise indicated)

Ph.D. degrees

1. Nazari shirkouhi, Salman, (currently assistant professor at University of Tehran) The effects of Customer Relationship Management and Supply Chain Management on New Product Development and Firm Performance, 2014, University of Tehran
2. Khatibi, Vahid, A Model for Monitoring and Trend Analysis of National Production of Science: A Business Intelligence-based Approach (2017), University of Tehran

3. Namjoo, Mohamad Reza, (currently assistant professor at University of Kerman) Quantification of Cloud Manufacturing Composite Resource Service Resilience (2018), University of Tehran
4. Behmanesh, Iman, The effects of e-government readiness on relationship between e- government stakeholders' perspective and e-government success (2018), University of Tehran

M.S. degrees (theses/projects)

1. **Ted Rogers School of Management, Toronto Metropolitan University**, Khalid Khan; Smart Supply Chain Risk Assessment, Completed
2. **Ted Rogers School of Management, Toronto Metropolitan University**, Delroy Blackwood, the effects of block chain adoption on supply chain sustainability, Completed.
3. **Ted Rogers School of Management, Toronto Metropolitan University**, Arman Hossain; Do readiness factors plays a mediating role in between business intelligence and firm's performance? 2018-2019
4. Lulea University of Technology, Lulea, Sweden, Soudagar, Rana, [Customer Segmentation and Strategy Definition in Segments: Case Study: An Internet Service Provider in Iran2012](#) *
5. Lulea University of Technology, Lulea, Sweden, Yahya Sheibani, Maryam, [Assessment of citizen satisfaction with e-government services in Iran2012](#) *
6. Lulea University of Technology, Lulea, Sweden, Mobahi, Hadis, [The Adoption of E-government Services by Employees in Iran: Case study: Rasht municipality2012](#) *
7. Lulea University of Technology, Lulea, Sweden, Mashreghi, Behrooz, [An Analysis of the Factors Influencing Success of Bank-issued Micropayment Systems in Iran2011](#) *
8. Lulea University of Technology, Lulea, Sweden, Nili, Alireza, [The Impact of CRM on Customer Retention in Electronic Banking: Case of Iranian Banks2011](#) *
9. Lulea University of Technology, Lulea, Sweden, Salehi, Mona, [Investigating website success in the context of e-recruitment: an analytic network Process \(ANP\) approach2010](#) *
10. Lulea University of Technology, Lulea, Sweden, Taeb, Rose, [Investigating factors which influence m-payment services adoption by Iranian customers2010](#) *

*Topic of master thesis under my supervision in joint programs of Iranian universities with Lulea University of Technology, Lulea, Sweden

11. University of Tehran, Dastjerdi Amlashi, Marzieh, Customer Relationship Management Adoption in Healthcare Systems, 2015
12. University of Tehran, Arabkhani, Abolfazl, Designing a multi-criteria decision support system based on data mining techniques to detect heart disease, 2013
13. University of Tehran, Pirhadi, Payam, Developing a product recommender system: Designing a hybrid model using data mining techniques, 2013, University of Tehran
14. University of Tehran, Jafari, Ruholah, Web page clustering using data mining techniques, 2013, University of Tehran
15. University of Tehran, Davarzani, Samaneh, Knowledge Discovery Process of Analyzing Data from Cardiovascular Patients Undergoing PCI Using Clustering Technique, 2012
16. University of Tehran, Shapoori, Fatemeh, Exploring the effects of customer relationship management on firm performance using multi criteria decision making, 2012
17. University of Tehran, Yousefi, Niloofar, Data Mining Techniques Applied for Credit Scoring Problem, 2011,

18. University of Tehran, Hoseini, Syed Mehdi, A Framework for Operational Risk Assessment Based on Basel II Capital Accord Using Data Mining Techniques: Case of an Iranian Bank, 2011
19. University of Tehran, Hoseini, Artmis, Web site's user satisfaction improvement by integrating KANO model, QFD and FMEA, 2011
20. University of Tehran, Mirzaei, Maryam, Designing an integrated system of banking customer relationship management, 2011
21. University of Tehran, Mohamadi, Rahi, Prioritizing CRM software functions in banking, 2011
22. University of Tehran, Soleimani, Fatemeh, Developing an Information Technology maturity assessment tool for Iran's energy industry, 2009
23. University of Tehran, Mohamadlou, Hamid, E-banking adoption analysis using fuzzy cognitive mapping, 2009
24. University of Tehran, Syedin Ardabili, Seyed Mohsen, Customer Churn Analysis in a telecommunication company using logistic regression analysis, 2008
25. University of Tehran, Mehrabi, Hamed, Assessing the Impact of Customer Knowledge Management on Firm's Performance, 2007
26. University of Tehran, Mehrangohar, Marzieh, Effects of Information Technology Investment on Bank Performance; considering the role of Environmental Dynamism and Strategy, 2007
27. University of Tehran, Mosadegh, Hamid, Factors Affecting Positive and Negative Customer Lock-in, in Online Environment, 2007
28. University of Tehran, Khaleghi, Roshanak, An Intelligent Recommender System Using SOM and Association Rules, 2004

Special Achievements of Graduate Students

Student name, Recipient of Blah blah blah fellowship, Fall 2019

Dissertation/Thesis Committee Member

1. Master of Management Science thesis, Faezeh Jalali, Ted Rogers school of Management, Toronto Metropolitan University, 2022
2. Master of Management Science thesis, Samin Shaban-nejad, Ted Rogers school of Management, Toronto Metropolitan University, 2019

PROFESSIONAL ACTIVITIES

Leadership

Professional Organizations

Editor, *International Journal of Applied Decision Sciences*, 2007-present

Other Service

Journal and Conference Reviewer:

- *Telematics and Informatics R*
- *The Journal of High Technology Management Research*

Membership in Professional and Honor Societies

- American Society of Engineering Management, Member
- Administrative Sciences Association of Canada (ASAC), Member

UNIVERSITY SERVICE

Department Committees

- Member, EM program Coordinator Search Committee, November 2023-Current
- Member, Poster competition committee, November- January 2022

OUTREACH ACTIVITIES

Students' Advisory:

- **Graduate Students:**
 - Joshi,Prajakta Samir, Engr & Appl Sci Masters - Industrial Engineering MS,
 - Kalidindi,Aditya Varma, Engr & Appl Sci Masters - Industrial Engineering MS,
 - Karelia,Samarth Atul, Engr & Appl Sci Masters - Industrial Engineering MS,
 - Natekar,Yateen Sanjeev, Engr & Appl Sci Masters - Industrial Engineering MS,
 - Pandya,Urjil Jiten, Engr & Appl Sci Masters - Industrial Engineering MS
 - Rane,Pushkraj Rohit, Engr & Appl Sci Masters - Industrial Engineering MS
 - Shende,Anikesh Gunwant, Engr & Appl Sci Masters - Industrial Engineering MS
- **Undergrad students:**
 - Jenny Ott, Engr & Appl Sci Masters - Industrial Engineering
 - Akash Sambhaji Bhosale, Engr & Appl Sci Masters - Industrial Engineering