

Curriculum Vitae

Abbas Keramati, Ph.D.

Current: Instructor, Faculty of Information; and Department of Mechanical and Industrial Engineering, University of Toronto

Current: Instructor, IT management, Ted Rogers School of Management, Ryerson University

Former: Limited term Assistant professor, Ted Rogers School of Information Technology Management, Ryerson University, July 2017-July 2021

Former: Associate professor of Industrial Engineering, University of Tehran, 2006-2016

Address: 593 Willowick Dr., Newmarket, ON, CA L3X2A9.

Telephone Mobile (*): +1-416-305-6004

Email abbas.keramati@gmail.com

Website

LinkedIn: <https://www.linkedin.com/in/abbas-keramati-077796102/?originalSubdomain=ca>

Google Scholar Profile: <https://scholar.google.com/citations?user=nTxkJqoAAAAJ&hl=en>

Residency status: Canadian Citizen

YSGS (Yeates School of Graduate Studies) member: YES

Academic positions

- **Instructor**, Faculty of Information and Department of Industrial Engineering, **University of Toronto**
- Limited term Assistant professor (LTF 2017-2021), Department of Information Technology Management, Ted Rogers School of Management, **Ryerson University**, Toronto, Ontario, Canada
- **Sessional instructor (Winter 2021)**, **University of Guelph- Humber**
- **Sessional instructor (Winter 2017)**, Marketing and Consumer Studies, College of Business and Economics, **University of Guelph**, Guelph, Ontario, Canada
- **Sessional instructor (Fall 2016)** Business Technology Management program, Brantford Campus of **Wilfrid Laurier University**, Waterloo, Ontario, Canada
- Director of the School of Industrial Engineering (2010-2016), Faculty of Engineering, **University of Tehran***, Tehran, Iran
- Associate Professor of Industrial Engineering (2011 – 2016), Faculty of Engineering, **University of Tehran**, Tehran, Iran
- Assistant Professor of Industrial Engineering (2006-2011), Faculty of Engineering, **University of Tehran**, Tehran, Iran

Education

- PhD in Industrial Engineering, Tarbiat Modares University (ranked 807 in the world based on [Webometrics](#)), Tehran, Iran (2005)
Thesis Title: The effects of IT usage on Firm performance considering the role of Organizational Infrastructure and Business Process Re-engineering.
 - Visiting PhD student, Division of Industrial Marketing and e-Commerce, IES Dept., Luleå University of Technology, Luleå, **Sweden**, 2003-2004
- MSc in Industrial Engineering, Faculty of Engineering, University of Tehran (ranked 478 in the world based on [Webometrics](#)), Tehran, Iran (1998),
Thesis Title: Enhancing the availability and reliability of power plants through macro-ergonomics approach,
- BSc in Industrial Engineering, Industrial Production specialization,

Sharif University of Technology (ranked 381 in the world based on [QS university ranking](#)), Tehran, Iran, (1996),
Capstone project title: Economical and technical feasibility study of glasswork company,

Research

Research Specialization Keywords

Research fields:

- Smart Supply Chain management
- IT and Performance
- Emerging technologies adoption, readiness and risk management
- Operations and decision analysis
- Business analytics: Analytical Customer Relationship Management

Research Methods:

- Survey research, Case study and Experiments
- Statistics, Multivariate data analysis, Prescriptive analytics and simulation, Multicriteria decision making

Research contexts:

- Automotive Manufacturing, Power plants, Telecommunication, Bank and Healthcare systems

Current research:

- Smart supply chain
- Business intelligence readiness factors and firm's performance
- Emerging technology management

Research Funding:

***Total research funding grants: \$359,262.00**

Funding:

- Social Sciences and Humanities Research Council of Canada (**SSHRC**) insight development grant (\$45,965.00 for 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"
- Supplement for Social Sciences and Humanities Research Council (**SSHRC**) insight development grant (\$7,297.00) for April 2020 to May 2021.
- TRSM Research Development Grant (\$7,000 for 2019 - 2020) for project titled "**Intelligent Digital Mesh Adoption for Big Data.**"
- Iran National Science Foundation (INSF) grant (\$30,000 for 2011-2012) for project titled: "The effect of customer relationship management and supplier relationship management on **new product development** and organizational performance"

Funding with private sector:

- Tavanir (Power Generation, Transmission and Distribution Management Company) for projects entitled "Information Technology Maturity assessment" (\$25,000 for 2015-2016), and "Developing Information Technology Maturity Evaluation Model". (\$15,000 for 2010-2011)
- Bank Keshavarzi (Agriculture -bank of Iran) for projects entitled "Customer Experience enhancement through CRM's infrastructure implementation" (\$15,000 for 2014-2015); and "Comprehensive CRM Systems Design". Total Funding, (\$30,000 for 2007-2009)
- Tehran Urban Planning & Research Center for project entitled "Developing a comprehensive framework for Electronic Citizen Service Centers of Tehran" (\$85,000, 2012-2014)

- Institute for International Energy Studies (affiliated to Ministry of Oil) for project entitled: “Developing Master of Oil and Gas Project Management curriculum” (\$10,000 for 2012-2013)
- Iran Telecommunications Company, Markazi Province Branch for project entitled:” Investigating the effects of Information Technology Usage on Performance”. (\$15,000 for 2008-2009)
- Bank Melli Iran (The largest public bank of Iran) for project entitled:” Developing an information system for e-banking Standards and Indexes” (\$20,000 for 2008-2009)
- Education Organization of Tehran for project entitled:” Defining the E-learning infrastructures for High School Students in city of Tehran.” (\$7,000 for 2008-2009)
- Bank Tejarat (Iran’s public commerce bank) for project entitled:” Comprehensive CRM Systems Design.”. (\$30,000 for 2008-2009)
- National Iranian Gas Company, Qazvin Province Branch for project entitled:” The Effects of Staff’s Mood on Internal and External Customer Service Management.” (\$7,000, for 2006-2007)

Publications

Summary:

- # of publications in refereed journals: 88
- # of citations based on [google scholar](#): 2,700+
- H-index (google scholar): 27
- Book Chapter: 1
- Published/ presented conference papers: 26

Papers submitted to the refereed journals

1. Mahdieh Dastjerdi, Abbas **Keramati**, An Integrated Framework for Investigating Organizational Adoption of AI-integrated CRM Systems in the Healthcare Sector; A Hybrid Fuzzy Decision-Making Approach, submitted to the *Journal of Enterprise Information Management*
2. Abbas **Keramati**, Khalid Khan, A framework for smart supply chain risk assessment, the **5th Revision submitted** to the *International Journal of Information Systems and Supply Chain Management (IJISSCM)*
3. Dorna Jazebi-Moghaddam, Abbas **Keramati**, Zinab Sazvar, A Fuzzy DEMATEL-ANP- based Approach for Determining the CRM Readiness Factors: An Empirical Investigation", the 2nd revision submitted to the *International Journal of Information Technology and Decision Making*

Selected/Recent Publication

1. 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
2. Reza Yazdanparast, Fariborz Jolai, Mir Saman Pishvae & Abbas **Keramati** (2021) A resilient drop-in biofuel supply chain integrated with existing petroleum infrastructure: Toward more sustainable transport fuel solutions, *Renewable Energy*, <https://doi.org/10.1016/j.renene.2021.11.081>
3. Vahid Khatibi, Abbas **Keramati**, Farid Shirazi, Assessment of the national higher education system with concentration on the third mission: A business intelligence-based approach. *Social Sciences & Humanities Open*, 2 (2020) 100056

4. Jafari-Marandi, R., Denton, J., Idris, A. et al. Optimum profit-driven churn decision making: innovative artificial neural networks in telecom industry. *Neural Computing & Application* (2020). <https://doi.org/10.1007/s00521-020-04850-6> (Impact factor: 4.664)
5. **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.
6. 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.
7. Arash Apornak, Sadigh Raissi, Abbas **Keramati** & Kaveh 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
8. 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
9. Nahid Titkanloo, H., **Keramati, A.** & Fekri, R. Proposing a new model to aggregate ratings in multi-source feedback approach based on the evidence theory. *Soft Computing* (2019), <https://doi.org/10.1007/s00500-019-04458-6> (Impact factor 2.784)
10. H Iranmanesh, I Behmanesh, A **Keramati**, 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)*, 2019, 10 (1)
11. 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)
12. H Gharoun, A **Keramati**, MM Nasiri, A Azadeh. An integrated approach for aircraft turbofan engine fault detection based on data mining techniques. *Expert Systems*. 2019;36:e12370. <https://doi.org/10.1111/exsy.12370> (Impact factor 0.43)
13. 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*, <https://doi.org/10.1016/j.jclepro.2019.05.171> (Impact factor 6.395)
14. 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)
15. S. M. Mosavi, Mohamad S. S. & A. **Keramati** (2018) An integrative framework for customer switching behavior, *Service Industries Journal*, 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)
16. MR Namjoo, A **Keramati**, Quantifying the Resilience of Cloud-based Manufacturing Composite Services, *International Journal of Cloud Applications and Computing (IJCAC)*, 2018, 8 (4)
17. 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)
18. 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)

19. 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)
20. 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)
21. 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)
22. 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)
23. 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)
24. 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)
25. 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,
26. 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)
27. 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)
28. S. Naszari Shir-kouhi, , A. **Keramati**. (2015). Investigating the Effects of Customer Relationship Management and Supplier Relationship Management on New Product Development. *Technical Gazette*. 22(1): 191-200. (Impact factor: 0.686)
29. A. **Keramati**, R. Jafari. (2014). Web page Clustering – Taking the Zero Step: A Case Study of an Iranian Website. *Journal of Web Engineering*. 13(3&4): 333-360. (Impact factor: 0.854)
30. A. Azadeh, A. **Keramati**, S. Karimi. (2014). Design of integrated information system and supply chain for selection of new facility and suppliers by a unique hybrid meta-heuristic computer simulation algorithm. *International Journal of Advanced Manufacturing Technology*. 71(5-8): 775-793. (Impact factor: 2.496)
31. A. **Keramati**, S. Naszari Shir-kouhi. (2014). Identifying and Analyzing Risks and Responses for Risk Management in Information Technology Outsource Projects Under Fuzzy Environment. *International Journal of Information Technology and Decision Making*. 13(13): 1283-1323. (Impact factor: 2.862)
32. A. **Keramati**, R. Jafari-Marandi, M. Aliannejadi, I. Ahmadian, M. Mozaffari, U. Abbasi. (2014). Improved churn prediction in telecommunication industry using data mining techniques. *Applied Soft Computing*. 24: 994-1012. (Impact factor: 4.873)
33. F. Shakh Salim, A. **Keramati**. (2013). How to Make Iranian Banks Customer Oriented with Use of Customer Relationship Management Concepts? Methodology and Comprehensive. *Systemic Practice and Action Research*. 26(3): 377–395. (Impact factor: 0.754)
34. A. **Keramati**, M. Salehi. (2013). Website success comparison in the context of e- recruitment: an analytic network process (ANP) approach. *Applied Soft Computing*. 13(1): 173-180. (Impact factor: 4.873)

35. M. Azadeh, A. Roozbahani, M. Saber, V. Pato, Abbas **Keramati**. (2013). Improved prediction of mental workload versus HSE and ergonomics factors by an adaptive intelligent algorithm. *Safety Science*. 58: 59-75. (Impact factor: 3.619)
36. S. Naszari Shir-kouhi, H. Shakouri Ganjavi, B. Javadi, A. **Keramati**. (2013). Supplier selection and order allocation problem using a two-phase fuzzy multi-objective linear programming. *Applied Mathematical Modelling*. 33(22): 9308-9323. (Impact factor: 2.841)
37. S. Naszari Shir-kouhi, A. **Keramati**, K. Rezaei. (2013). Improvement of customers satisfaction with new product design using an adaptive Neuro-Fuzzy inference systems approach. *Neural Computing and Applications*. 23(Suppl 1): S333–S343. (Impact factor: 4.664)
38. A. **Keramati**, S. Nazari Shirkuhi , H Meshki , Al. Maleki, M. Afshari Mofrad. (2013). A novel methodology for evaluating the risk of CRM projects in fuzzy environment. *Neural Computing and Applications*. 21(Suppl 1): S29–S53. (Impact factor: 4.664)
39. A. **Keramati**, R. Taeb, A. Mousavi Larijani, Navid Mojir. (2012). A combinative model of behavioral and technical factors affecting ‘Mobile’ -payment services adoption: an empirical study. *The Service Industries Journal*. 32(9): 1489-1504. (Impact factor: 1.149, rated B by **ABDC** journal quality list)
40. M. Aghajani, A. **Keramati**, B. Javadi. (2012). Determination of number of KANBAN in a cellular manufacturing system with considering rework process. *International Journal of Advanced Manufacturing Technology*. 63(9-12): 1177-1189. (Impact factor: 2.496)
41. A. **Keramati**, M. Afshari Mofrad , A. Kamrani, (2011) The role of readiness factors in E- learning outcomes: An empirical study, *Computers and Education*, 57 (3), 1919–1929 (Impact factor: 5.627)
42. A. **Keramati**, S. M S Ardabili, (2011), Churn analysis for an Iranian mobile operator, *Telecommunications Policy*, 35 (4): 344–356 (Impact factor: 2.000)
43. A. **Keramati**, H. Mehrabi, Navid Moji, (2010), A process - oriented perspective on customer relationship management and organizational performance: An empirical investigation, *Industrial Marketing Management*, 39: 1170-1185 (Impact factor: 4.779, rated A* by **ABDC** journal quality list)
44. A. Azadeh, Abbas **Keramati**, M Jafary Songhori, (2009), An integrated Delphi/VAHP/DEA framework for evaluation of information technology/information system IT/IS investments, *International Journal of Advanced Manufacturing Technology*, 45: 1233-1251 (Impact factor: 2.496)
45. A. **Keramati**, A. Albadvi, (2009), Exploring the relationship between use of information technology in total quality management and SMEs performance using canonical correlation analysis: a survey on Swedish car part supplier sector, *International Journal of Information Technology and Management*, 8 (4): 442-462
46. A. Albadvi, A. **Keramati**, J. Razmi, (2007), Assessing the impact of information technology on firm performance considering the role of intervening variables: organizational infrastructures and business processes reengineering, *International Journal of Production Research*, 45 (12): 2697-2734 (Impact Factor: 3.199, rated A by **ABDC** journal quality list)

*Impact factors are based on JCR 2018.

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

Recent Refereed Conference Papers

1. 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)

2. **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
3. 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
4. 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
5. 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
6. 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
7. 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
8. 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
9. 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

Other research related activities

Editorial

- Associate Editor, Journal of Industrial Engineering (JIEng), Since 2010-2019
- Editorial Board Member, International Journal of Applied Decision Sciences, Since 2007

Journal Review:

Telecommunication policy, Journal of High Technology Management Research, Information Development, Journal of Industrial and Systems Engineering, Journal of Industrial Engineering, International Journal of Production Research

Funding Assessment for

- The Social Sciences and Humanities Research Council of Canada (SSHRC)
- INSF (Iran National Science Foundation)

Teaching Experience

Summary of courses taught

- MIE237H, Engineering Statistics, **University of Toronto**, Winter 2022
- INF1344H, Introduction to Statistics for Decision Science, **University of Toronto**, Fall 2021
- ITM618, Business intelligence and analytics, **Ryerson University**, Winter 2022
- ITM415, Business process management, **Ryerson University**, Winter 2022
- ITM107, Managerial Decision Analysis, **Ryerson University**, Fall 2021
- ITM415, Business Process design, **Ryerson University**, Fall 2021
- BADM1020, Business information systems, **University of Guelph Humber**, Winter 2021, 2022
- SM8722 Special Topics, **Ryerson University**, MScM, PhD course, Winter 2021
- ITM595 Information Technology Audit, **Ryerson University**, Fall 2020, Winter 2021
- ITM 410 Business Process design, **Ryerson University**, Winter 2020, Winter, 2019, Winter 2018, Winter2021
- MT8310 Multivariate data analysis, **Ryerson University**, MSc of Management, Winter 2020
- ITM 501 Decision Analysis, **Ryerson University**, Fall 2019, Winter 2019, Fall 2018, Winter 2018

- ITM 107 Managerial Decision Analysis, **Ryerson University**, Fall 2019, Fall 2018,
- ITM 100 Information Systems Fundamentals, **Ryerson University**, Fall 2019, Fall 2017,
- ITM 102 Business Information Systems, **Ryerson University**, Fall 2017
- MSC 3010 Quality Management, **University of Guelph**, Winter 2017
- MB 235 Statistics for Management, **Wilfrid Laurier University**, Fall 2016
- E-Commerce, **Heriot-Watt University and IASBS** joint graduate program of Information technology, Winter 2008

Courses taught in University of Tehran:

- Engineering Statistics, Winter 2008, Fall 2009, Winter 2009 to 2013, Fall 2014, Winter 2015
- (Graduate course) Statistical Methods, Fall 2012 and 2013, Winter 2014, 2015 and 2016
- (Graduate course) Multivariate Data Analysis, Fall: 2010 to 2015 and Winter 2016
- (Graduate course) Quantitative Analysis, Fall: 2010 to 2014
- (Graduate course) Research Methods, Winter 2011 and 2012, Fall 2013, Winter 2014, Fall 2015
- (Graduate course) Customer Relationship Management (CRM), Fall 2007, Winter: 2009 to 2014
- (Graduate course) Information Technology for Supply Chain Management, Winter 2014, winter 2015
- (Graduate course) Management Information Systems, Winter 2008 to 2013
- Engineering economics, Winter 2008 and 2009
- Industrial Management, Fall 2009

Course Development

- Course Developer, Department of Industrial engineering, University of Tehran (2010), Course Title: Multivariate Data analysis, Course Level: Graduate
- Course Developer, Department of Industrial Engineering, University of Tehran (2007), Course Title: Customer Relationship Management, Course Level: Graduate
- Course Developer, Department of Industrial Engineering, Tarbiat-Modares University (2005), Course Title: Research Methods, Course Level: Graduate

Program Development

- Coordinator of Program Development team, Department of Industrial Engineering, University of Tehran (2012- 2014), Program Title: Master of Facilities Management, Course Level: Post Graduate
- Coordinator of Program Development team, Department of Industrial Engineering, University of Tehran (2012-2014), Program Title: Master of Oil and Gas Project Management, Course Level: Post Graduate

Course Coordinator

- ITM 601 Advanced Business Process Methods, (2018- 2019), Ryerson university
- ITM 510 Decision Analysis, (2019-2020), Ryerson University

Voluntarily presentations, 2019

- Digital enterprise seminar series of IT management department of Ryerson University, Topic: Business Intelligence readiness factors, Winter 2019
- Digital enterprise seminar series of IT management department of Ryerson University, Topic: information systems research method, Fall 2019
- Artificial Intelligence workshop in IT management department of Ryerson University, Topic: Professional Education Market segmentation using data mining, Spring 2019

Supervision

Summary:

- *# of PhD Thesis Supervised: 4*
- *# of MSc Thesis Supervised: 26*
- *# of MBA Projects Supervised: 9*

PhD thesis:

- 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
- Khatibi, Vahid, A Model for Monitoring and Trend Analysis of National Production of Science: A Business Intelligence-based Approach (2017), University of Tehran
- Namjoo, Mohamad Reza, (currently assistant professor at University of Kerman) Quantification of Cloud Manufacturing Composite Resource Service Resilience (2018), University of Tehran
- Behmanesh, Iman, The effects of e-government readiness on relationship between e- government stakeholders' perspective and e-government success (2018), University of Tehran

Master of Science thesis:

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

- University of Tehran, Dastjerdi Amlashi, Marzieh, Customer Relationship Management Adoption in Healthcare Systems, 2015
- University of Tehran, Arabkhani, Abolfazl, Designing a multi-criteria decision support system based on data mining techniques to detect heart disease, 2013
- University of Tehran, Pirhadi, Payam, Developing a product recommender system: Designing a hybrid model using data mining techniques, 2013, University of Tehran

- University of Tehran, Jafari, Ruholah, Web page clustering using data mining techniques, 2013, University of Tehran
- University of Tehran, Davarzani, Samaneh, Knowledge Discovery Process of Analyzing Data from Cardiovascular Patients Undergoing PCI Using Clustering Technique, 2012
- University of Tehran, Shapoori, Fatemeh, Exploring the effects of customer relationship management on firm performance using multi criteria decision making, 2012
- University of Tehran, Yousefi, Niloofar, Data Mining Techniques Applied for Credit Scoring Problem, 2011,
- 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
- University of Tehran, Hoseini, Artmis, Web site's user satisfaction improvement by integrating KANO model, QFD and FMEA, 2011
- University of Tehran, Mirzaei, Maryam, Designing an integrated system of banking customer relationship management, 2011
- University of Tehran, Mohamadi, Rahi, Prioritizing CRM software functions in banking, 2011
- University of Tehran, Soleimani, Fatemeh, Developing an Information Technology maturity assessment tool for Iran's energy industry, 2009
- University of Tehran, Mohamadlou, Hamid, E-banking adoption analysis using fuzzy cognitive mapping, 2009
- University of Tehran, Syedin Ardabili, Seyed Mohsen, Customer Churn Analysis in a telecommunication company using logistic regression analysis, 2008
- University of Tehran, Mehrabi, Hamed, Assessing the Impact of Customer Knowledge Management on Firm's Performance, 2007
- University of Tehran, Mehrangohar, Marzieh, Effects of Information Technology Investment on Bank Performance; considering the role of Environmental Dynamism and Strategy, 2007
- University of Tehran, Mosadegh, Hamid, Factors Affecting Positive and Negative Customer Lock-in, in Online Environment, 2007
- University of Tehran, Khaleghi, Roshanak, An Intelligent Recommender System Using SOM and Association Rules, 2004

MBA Projects

- University of Tehran, Hooshmandzadeh, Mohamadreza, Critical Success Factors of Information Technology Services Management System in banking industry, 2015
- University of Tehran, Rahbar, Milad, A framework to evaluate Information Technology Services performance in banking industry, 2015
- University of Tehran, Daneshzand, Jafar, Assessing the Impact of Customer Knowledge Management on Firm's Performance, 2013
- University of Tehran, Naderi, Azadeh, Investigating the effects of Information technology on firm performance using Analytical Network Process, 2012
- University of Tehran, Ebrahimi, Mehdi, The effects of online reputation system mechanisms in customer trust, A cultural approach, 2011
- University of Tehran, Noorsalehi, Payam, Using Data mining method for defining market segments and designing association rules for cross/up selling strategies in professional training industry, 2010
- University of Tehran, Khodaei, Arshia, Generate Effective Approach for Unlearning in Organization, 2010
- University of Tehran, Mojir, Navid, An artificial neural network-based DSS to prioritize information technology and its complementary investments in industrial firms, 2008
- University of Tehran, Moshki, Hanieh, Information technology project's risk assessment using AHP, 2007

Recent Committee Membership

- Master of Management Science thesis, Samin Shaban-nejad, Ted Rogers school of Management, Ryerson University, 2019

Event Administration

- Executive Secretary, 1st International Conference on Energy Management and Planning, 2006

Professional Service

Chair

- 2011-2016, University of Tehran, Faculty of Engineering, Department of Industrial Engineering Faculty: Promotions Committee, PhD Admission Committee, Departmental Hiring Committee, Departmental Evaluation Committee,

Member

- 2019, MBA transformation committee, Ryerson University, Ted Rogers School of IT Management,
- 2018- Present, Ryerson Faculty Association (RFA), Ryerson University, Ted Rogers School of IT Management,
- 2017-present, Ted Rogers School of IT Management Curriculum Committee, Ryerson University,
- 2017-present, Ted Rogers School of IT Management faculty meetings, Ryerson University,
- 2015- 2016, Member of Board, Iran Institute of Industrial Engineering,
- 2015 -2017, Panel of Industrial Engineering, Higher Education Planning committee, Ministry of Science, Research and Technology,
- 2014- 2017, Strategic Planning Committee, UNESCO Chair on Engineering Education,
- 2010-2017, Panel of Engineering Evaluation Committee, Iran National Science Foundation,
- 2014-2016, University of Tehran Council,
- 2012-2016, University of Tehran, Faculty of Engineering Council,
- 2006-201, Department of Industrial Engineering Council, University of Tehran, Faculty of Engineering,
- 2011-2016, Faculty Promotions Committee, University of Tehran, Faculty of Engineering
- 2008-2010, Education affairs committee, University of Tehran, Faculty of Engineering,
- 2006-2011, PhD admission committee, University of Tehran, Faculty of Engineering, Department of Industrial Engineering,
- 2015-2016, DBA admission committee, University of Tehran, Research Institute of Energy Management and Planning,
- 2006-2008, Research Institute of Energy Management and Planning Board, University of Tehran,
- 2006-2011, Department of Industrial Engineering, Higher Education and Research committee, University of Tehran, Faculty of Engineering,

Special Awards, Honors, and Professional Memberships

- Member – AIS
- Visiting Scholar- 2003-2004, Visiting PhD Student, Division of Industrial Marketing and e-Commerce, IES Dept., Luleå University of Technology, Luleå, Sweden
- Visiting Scholar- June-August 2015, Visiting Professor, School of Business and Economics, Wilfrid Laurier University, Waterloo, ON, Canada

- Visiting Scholar- 2016 –2017, Visiting Professor, Lazaridis School of Business and Economics, Wilfrid Laurier University, Waterloo, ON, Canada
- Recipient – Dean of Faculty of Engineering, The best students' evaluation results' recognition award, 2007, University of Tehran
- Recipient –Dean of eLearning Center, The best students' evaluation results' recognition award, 2014, University of Tehran eLearning Center