Abbas Keramati, PhD, P.Eng

Associate Professor of Teaching, Department of Industrial and Systems Engineering (ISE)
State University of New York at Buffalo

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

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_ Industry), (University of Tehran), (October 1998)

  Thesis Title: Enhancing the availability and reliability of power plants through macro-ergonomics approach, Prof. Mohammad Ali Azadeh

- B.S., (Industrial Engineering_ Production Tech), (Sharif University of Technology), (September 1995)

PROFESSIONAL EXPERIENCE

Associate Professor of Teaching, Dept. of ISE   April 2024 - Current
University at Buffalo, Buffalo, NY

Assistant Professor of Teaching, Dept. of ISE   Aug 2022 – April 2024
University at Buffalo, Buffalo, NY

Graduate Courses taught:
IE 581 eBusiness and Supply Chain: Designed and developed virtual version of IE 581
IE 500/459 Business Intelligence and analytics: Designed and developed virtual version of IE 500
IE 521 Principals of Engineering Management I: Designed and developed IE 521
IE 508 Quality assurance: Designed and developed IE 508

Undergraduate course
IE306 Statistics for Engineers

Contract Lecturer   August 2021 - Jul 2022
University of Toronto, ON, CA

Courses taught:
Fall 2021: INF1344H Statistics for Data Sciences (**graduate course**)
Winter 2022: MIE 237H: Engineering Statistics

Contract Lecturer, Dept. of Industrial Engineering, and TRSM   2021-2022

Toronto Metropolitan University

Courses taught:
IND708 Information Systems
EMS301 Information Systems

Assistant Professor (Limited term)   Aug 2017 - August 2021
Toronto Metropolitan University, Toronto, ON, CA

Undergraduate Courses taught:
ITM 100 Information Systems Fundamentals
ITM 102 Business Information Systems
GMS401, Operations Management
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

Graduate course taught:
SM8722 Special topics
MT8310 Multivariate data analysis

Sessional instructor: Since Winter 2021
University of Guelph- Humber, Toronto

Courses taught:
BADM1020 Business Information Systems
BMGT203 Operations Management

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

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   Mar. 2011-Sep. 2016
University of Tehran

Assistant professor of Industrial Engineering   July 2006 – July 2011
University of Tehran,

Head of the Department of Technology Management   2005-2006
Research Institute for Energy Management and Planning,
Affiliated with the University of Tehran

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

Research Fundings:

Total research funding grants: $359,262.00

- PI: 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

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

1. **Keramati**, A., Yousef, N., Omidvar, A., (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

2. Keramati, A., & Sangari, M. S. (2013). A success framework to investigate critical factors associated with implementation of customer relationship management: a fuzzy ANP approach. In *Managing Customer Trust, Satisfaction, and Loyalty through Information Communication Technologies* (pp. 133-152). IGI Global.

Under review papers

1. Keramati, A., Mehrabi, H., Chen, Y.K., and Vesal, M.,"The Race of Ages: Exploring Divergent Paths from Big Data Investment to Innovation and Firm Performance in Younger and Older Firms", Under review.

2. Keramati, A., De La Cruz, I., Sivakumar, K., R., *Forecasting and Real-Time Optimization of CO2 Emissions in Supply Chains: A Framework Integrating Machine Learning and IoT Technologies*" Under review at *Cleaner Energy Systems*

Referred Journal Articles

1. Mehrabi, H., Chen, Y. K., & Keramati, A. (2024). Developing customer analytics capability in firms of different ages: Examining the complementarity of outside-in and inside-out resources. *Industrial Marketing Management*, *119*, 108-121.

2. Keramati, A., Siau, B., Bellitto, T., Heydari, J., and Panchal, T., Blockchains Effects on Responsiveness to Recalls in the Food and Beverage Industry, Journal of Economy and Technology, (2025) doi: https://doi.org/10.1016/j.ject.2025.05.001

3. Moghaddam, D. J., Sazvar, Z., & Keramati, A. (2024). Fuzzy DEMATEL-ANP-Based Approach for Determining the CRM Readiness Factors. *International Journal of Information Technology & Decision Making*, *23*(2).

4. Dastjerdi, M., Keramati, A., & Keramati, N. (2023). A novel framework for investigating organizational adoption of AI-integrated CRM systems in the healthcare sector; using a hybrid fuzzy decision-making approach. *Telematics and Informatics Reports*, *11*, 100078.

5. Khan, K., & Keramati, A. (2023). A framework for smart supply chain risk assessment: an empirical study. *International journal of information systems and supply chain management*, *16*(1), 1-17.

6. Yazdani, A. A., Keramati, A., Turetken, O., & Palanichamy, Y. (2023). Evaluation of cloud computing risks using an integrated fuzzy-ANP and FMEA approaches. *International Journal of Applied Decision Sciences*, *16*(2), 131-164.

7. Apornak, A., Raissi, S., Keramati, A., & Khalili-Damghani, K. (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.

8. Yazdanparast, R., Jolai, F., Pishvaee, M., & Keramati, A. (2022). A resilient drop-in biofuel supply chain integrated with existing petroleum infrastructure: Toward more sustainable transport fuel solutions. *Renewable Energy*, *184*, 799-819.

9. Yazdanparast, R., Jolai, F., Pishvaee, M. S., & Keramati, A. (2021). Second-generation biofuel development in iran: current state and future directions. *Energy Sources, Part B: Economics, Planning, and Policy*, *16*(3), 258-278.

10. Apornak, A., Raissi, S., Keramati, A., & Khalili-Damghani, K. (2021). Human resources optimization in hospital emergency using the genetic algorithm approach. *International Journal of Healthcare Management*, *14*(4), 1441-1448.

11. Apornak, A., Raissi, S., Keramati, A., & Khalili-Damghani, K. (2021). Optimizing human resource cost of an emergency hospital using multi-objective Bat algorithm. *International Journal of Healthcare Management*, *14*(3), 873-879.

12. Akbari, S., Heydari, J., Keramati, M. A., & Keramati, A. (2020). A mixed system of network data envelopment analysis to evaluate the performance of bank branches: an illustration with Iranian banks. *International Journal of Business Excellence*, *22*(2), 198-212.

13. Apornak, A., & Keramati, A. (2020). Pricing and cooperative advertising decisions in a two-echelon dual-channel supply chain. *International Journal of Operational Research*, *39*(3), 306-324.

14. Babazadeh, R., Pashapour, S., & Keramati, A. (2020). Developing an integrated approach for optimum prediction and forecasting of renewable and non-renewable energy consumption in Iran. *International Journal of Energy Technology and Policy*, *16*(2), 119-135.

15. Jafari-Marandi, R., Denton, J., Idris, A., Smith, B. K., & Keramati, A. (2020). Optimum profit-driven churn decision making innovative artificial neural networks in telecom industry. *Neural Computing and Applications*, *32*, 14929-14962.

16. Jolai, F., Hashemi, P., Heydari, J., Bakhshi, A., & Keramati, A. (2020). Optimizing a reverse logistics system by considering quality of returned products. *Advances in Industrial Engineering*, *54*(2), 165-184.

17. Keramati, A., Ghaneei, H., & Mirmohammadi, S. M. (2020). Investigating factors affecting customer churn in electronic banking and developing solutions for retention. *International Journal of Electronic Banking*, *2*(3), 185-204.

18. Khatibi, V., Keramati, A., & Shirazi, F. (2020). Deployment of a business intelligence model to evaluate Iranian national higher education. *Social Sciences & Humanities Open*, *2*(1), 100056.

19. Nahid Titkanloo, H., Keramati, A., & Fekri, R. (2020). Proposing a new model to aggregate ratings in multi-source feedback approach based on the evidence theory. *Soft Computing*, *24*(13), 9479-9494.

20. Pashapour, S., Azadeh, A., Bozorgi-Amiri, A., Keramati, A., & Ghaderi, S. F. (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.

21. Akbari, S., Heydari, J., Keramati, M., & Keramati, A. (2019). Designing a mixed system of network DEA for evaluating the efficiency of branches of commercial banks in Iran. *Advances in Mathematical Finance and Applications*, *4*(1), 1-13.

22. Davari, M., Noursalehi, P., & Keramati, A. (2019). Data mining approach to professional education market segmentation: a case study. *Journal of Marketing for Higher Education*, *29*(1), 45-66.

23. Gharoun, H., Keramati, A., Nasiri, M. M., & Azadeh, A. (2019). An integrated approach for aircraft turbofan engine fault detection based on data mining techniques. *Expert Systems*, *36*(2), e12370.

24. Iranmanesh, H., Keramati, A., & Behmanesh, I. (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), 1-22.

25. switchingPashapour, S., Bozorgi-Amiri, A., Azadeh, A., Ghaderi, S. F., & Keramati, A. (2019). Performance optimization of organizations considering economic resilience factors under uncertainty: A case study of a petrochemical plant. *Journal of cleaner production*, *231*, 1526-1541.

26. Ahmadizadeh-Tourzani, N., Keramati, A., & Apornak, A. (2018). Supplier selection model using QFD-ANP methodology under fuzzy multi-criteria environment. *International Journal of Productivity and Quality Management*, *24*(1), 59-83.

27. Azadeh, A., Haghighi, S. M., & Keramati, A. (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.

28. Azadeh, A., Yazdanparast, R., Zadeh, S. A., & Keramati, A. (2018). An intelligent algorithm for optimizing emergency department job and patient satisfaction. *International journal of health care quality assurance*, *31*(5), 374-390.

29. Keramati, A., Apornak, A., Abedi, H., Otrodi, F., & Roudneshin, M. (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.

30. Keramati, A., Behmanesh, I., & Noori, H. (2018). Assessing the impact of readiness factors on e-government outcomes: An empirical investigation. *Information Development*, *34*(3), 222-241.

31. Mosavi, S. M., Sangari, M. S., & Keramati, A. (2018). An integrative framework for customer switching behavior. *The Service Industries Journal*, *38*(15-16), 1067-1094.

32. Namjoo, M. R., & Keramati, A. (2018). Analysing 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.

33. Namjoo, M. R., Keramati, A., Torabi, S. A., & Jolai, F. (2018). Quantifying the resilience of cloud-based manufacturing composite services. *International Journal of Cloud Applications and Computing (IJCAC)*, *8*(4), 88-117.

34. Titkanloo, H. N., Keramati, A., & Fekri, R. (2018). Data aggregation in multi-source assessment model based on evidence theory. *Applied Soft Computing*, *69*, 443-452.

35. Yazdanparast, R., Hamid, M., Azadeh, M. A., & Keramati, A. (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.

36. Zand, J. D., Keramati, A., Shakouri, F., & Noori, H. (2018). Assessing the impact of customer knowledge management on organizational performance. *Knowledge and Process Management*, *25*(4), 268-278.

37. Ghodsi, R., Marani, S. B., & Keramati, A. (2017). Application of K-Means Technique in Data Mining to Cluster Hemodialysis Patients. *International Robotics & Automation Journal*, *2*(2), 1-6.

38. Jafari, A., Heydari, J., & Keramati, A. (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.

39. Azadeh, A., Ghaderi, S., Pashapour, S., Keramati, A., Malek, M. R., & Esmizadeh, M. (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.

40. Khatibi, V., Keramati, A., & Montazer, G. A. (2017). A business intelligence approach to monitoring and trend analysis of national R&D indicators. *Engineering Management Journal*, *29*(4), 244-257.

41. Nazari-Shirkouhi, S., & Keramati, A. (2017). Modeling customer satisfaction with new product design using a flexible fuzzy regression-data envelopment analysis algorithm. *Applied Mathematical Modelling*, *50*, 755-771.

42. Najmi, A., & Keramati, A. (2016). Energy consumption in the residential sector: A study on critical factors. *International Journal of Sustainable Energy*, *35*(7), 645-663.

43. Keramati, A., Afshari-Mofrad, M., Behmanesh, I., & Gholami, R. (2016). The impact of information technology maturity on firm performance considering the moderating role of relational maturity: an empirical research. *International Journal of Business Information Systems*, *23*(1), 23-43.

44. Keramati, A., Ghaneei, H., & Mirmohammadi, S. M. (2016). Developing a prediction model for customer churn from electronic banking services using data mining. *Financial Innovation*, *2*, 1-13.

45. Keramati, A., & Shapouri, F. (2016). Multidimensional appraisal of customer relationship management: integrating balanced scorecard and multi criteria decision making approaches. *Information Systems and e-Business Management*, *14*, 217-251.

46. Azadeh, A., Heydari, R., Yazdanparast, R., & Keramati, A. (2016). An integrated fuzzy simulation-mathematical programming approach for layout optimization by considering resilience engineering factors: a gas transmission unit. *World Journal of Engineering*, *13*(6), 547-559.

47. Aghajani, M., Keramati, A., Moghadam, R. T., & Mirjavadi, S. S. (2016). A mathematical programming model for cellular manufacturing system controlled by kanban with rework consideration. *The International Journal of Advanced Manufacturing Technology*, *83*, 1377-1394.

48. Azadeh, A., Ahvazi, M. P., Haghighii, S. M., & Keramati, A. (2016). Simulation optimization of an emergency department by modeling human errors. *Simulation Modelling Practice and Theory*, *67*, 117-136.

49. Nazari-Shirkouhi, S., Keramati, A., & Rezaie, K. (2015). INVESTIGATING THE EFFECTS OF CUSTOMER RELATIONSHIP MANAGEMENT AND SUPPLIER RELATIONSHIP MANAGEMENT ON NEW PRODUCT DEVELOPMENT. *Tehnicki vjesnik/Technical Gazette*, *22*(1).

50. Keramati, A., & Marandi, R. J. (2015). Addressing churn prediction problem with Meta-heuristic, Machine learning, Neural Network and data mining techniques: a case study of a telecommunication company. *International Journal of Future Computer and Communication*, *4*(5), 350.

51. Shapouri, F., & Keramati, A. (2015). A framework for constructing customer relationship management strategy map based on multiple criteria decision-making approach. *International Journal of Electronic Customer Relationship Management*, *9*(2-3), 175-188.

52. Azadeh, A., Keramati, A., Karimi, A., Jiryaei Sharahi, Z., & Pourhaji, P. (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. *The International Journal of Advanced Manufacturing Technology*, *71*, 775-793.

53. Keramati, A., Ahmadizadeh-Tourzani, N., Nazari-Shirkouhi, S., Teshnizi, E. S., & Ashjari, B. (2014). A QFD-ANP methodology for supplier selection under perspective of requirements in automotive industry. *International Journal of Productivity and Quality Management*, *14*(4), 492-517.

54. Keramati, A., Jafari-Marandi, R., Aliannejadi, M., Ahmadian, I., Mozaffari, M., & Abbasi, U. (2014). Improved churn prediction in telecommunication industry using data mining techniques. *Applied Soft Computing*, *24*, 994-1012.

55. Keramati, A., & MARANDI, R. J. (2014). Webpage clustering–taking the zero step: a case study of an Iranian website. *Journal of Web Engineering*, 333-360.

56. Samadi, H., Nazari-Shirkouhi, S., & Keramati, A. (2014). Identifying and analyzing risks and responses for risk management in information technology outsourcing projects under fuzzy environment. *International Journal of Information Technology & Decision Making*, *13*(06), 1283-1323.

57. Shakhsi Salim, F., & Keramati, A. (2014). How to Make Iranian Banks Customer Oriented with Use of Customer Relationship Management Concepts? Methodology and Comprehensive Architecture: An Action Research Study. *Systemic Practice and Action Research*, *27*, 377-395.

58. Azadeh, A., Rouzbahman, M., Saberi, M., Valianpour, F., & Keramati, A. (2013). Improved prediction of mental workload versus HSE and ergonomics factors by an adaptive intelligent algorithm. *Safety science*, *58*, 59-75.

59. Azadeh, M. A., Keramati, A., Tolouei, H., Parvari, R., & Pashapour, S. (2013). Estimation and optimisation of right-censored data in survival analysis by neural network. *International Journal of Business Information Systems*, *14*(3), 322-334.

60. Bijan, Y., Keramati, A., & Salehi, M. (2013). Comparison of user satisfaction of e-commerce websites by the analytic network process. *International Journal of the Analytic Hierarchy Process*, *5*(2).

61. Hemmati, S., Shapouri, F., & Keramati, A. (2013). Evaluating the Iran mobile communication operators by analytical network process (ANP). *J. Telecommun. Syst. Manag*, *2*(01), 1-8.

62. Keramati, A., Nazari-Shirkouhi, S., Moshki, H., Afshari-Mofrad, M., & Maleki-Berneti, E. (2013). A novel methodology for evaluating the risk of CRM projects in fuzzy environment. *Neural Computing and Applications*, *23*, 29-53.

63. Keramati, A., & Salehi, M. (2013). Website success comparison in the context of e-recruitment: An analytic network process (ANP) approach. *Applied Soft Computing*, *13*(1), 173-180.

64. Keramati, A., Samadi, H., & Nazari-Shirkouhi, S. (2013). Managing risk in information technology outsourcing: an approach for analysing and prioritising using fuzzy analytical network process. *International Journal of Business Information Systems*, *12*(2), 210-242.

65. Keramati, A., & Sangari, M. (2011). A success framework to investigate critical factors associated with implementation of customer relationship management: A fuzzy ANP approach. *International Journal of Customer Relationship Marketing and Management, 2*(2), 43-62. doi:https://doi.org/10.4018/jcrmm.2011040104

66. Nazari-Shirkouhi, S., Keramati, A., & Rezaie, K. (2013). Improvement of customers' satisfaction with new product design using an adaptive neuro-fuzzy inference systems approach. *Neural Computing and Applications*, *23*, 333-343.

67. Nazari-Shirkouhi, S., Shakouri, H., Javadi, B., & Keramati, A. (2013). Supplier selection and order allocation problem using a two-phase fuzzy multi-objective linear programming. *Applied Mathematical Modelling*, *37*(22), 9308-9323.

68. Aghajani, M., Keramati, A., & Javadi, B. (2012). Determination of number of kanban in a cellular manufacturing system with considering rework process. *The International Journal of Advanced Manufacturing Technology*, *63*, 1177-1189.

69. Keramati, A., Ardalan, A., & Ashtiani, P. G. (2012). Relationship between marketing mix and sales performance In the context of the Iranian Steel private firms. *International Journal of Arts and Commerce*, *1*(6), 195-199.

70. Keramati, A., Azadeh, M. A., Mehran-Gohar, M., & Afshari-Mofrad, M. (2012). Investigating the effects of information technology investment on bank performance: considering the role of environmental dynamism and strategy. *International Journal of Applied Decision Sciences*, *5*(1), 32-46.

71. Keramati, A., Mojir, N., Afshari-Mofrad, M., Jahanandish, I., & Derakhshani, A. (2012). An artificial neural network-based DSS to prioritize information technology and its complementary investments in industrial firms. *International Journal of Business Information Systems*, *9*(2), 149-168.

72. Keramati, A., Samadi, H., Nazari-Shirkouhi, S., & Askari, N. (2012). Identifying and prioritising critical success factors for CRM implementation: a case study. *International Journal of Electronic Customer Relationship Management*, *6*(3-4), 235-256.

73. Keramati, A., Sharif, H. J., Azad, N., & Soofifard, R. (2012). Role of subjective norms and perceived behavioral control of taxpayers in acceptance of e-tax payment system. *International Journal of E-Adoption (IJEA)*, *4*(3), 1-14.

74. Keramati, A., Taeb, R., Larijani, A. M., & Mojir, N. (2012). A combinative model of behavioural and technical factors affecting 'Mobile'-payment services adoption: an empirical study. *The Service Industries Journal*, *32*(9), 1489-1504.

75. Mohebbi, S., Khatibi, V., & Keramati, A. (2012). A household internet adoption model based on integration of technology acceptance model, theory of planned behavior, and uses and gratifications theory: An empirical study on Iranian households. *International Journal of E-Adoption (IJEA)*, *4*(1), 51-69.

76. Nili, A., & Keramati, A. (2012). Customer retention programs of CRM and customer retention in E-banking. *International Journal of E-Entrepreneurship and Innovation (IJEEI)*, *3*(1), 18-32.

77. Rezaeinia, S. M., Keramati, A., & Albadvi, A. (2012). An integrated AHP-RFM method to banking customer segmentation. *International Journal of Electronic Customer Relationship Management*, *6*(2), 153-168.

78. Soltanifar, E., Keramati, A., & Moshki, R. (2012). An innovative model of business management in knowledge-based organisations: the case of the business incubators. *International Journal of Business Innovation and Research*, *6*(5), 573-596.

79. Fasanghari, M. F., & Keramati, A. (2011). Customer churn prediction using local linear model tree for iranian telecommunication companies. *Advances in Industrial Engineering*, *45*(Special Issue), 25-37.

80. Keramati, A., Afshari-Mofrad, M., & Kamrani, A. (2011). The role of readiness factors in E-learning outcomes: An empirical study. *Computers & Education*, *57*(3), 1919-1929.

81. Keramati, A., & Ardabili, S. M. (2011). Churn analysis for an Iranian mobile operator. *Telecommunications Policy*, *35*(4), 344-356.

82. Keramati, A., Azadeh, A., Mohammadi, M., & Rostami, H. (2011). Identification of customer churn determinants using censored log file data in the Iranian mobile telecommunications service industry. *International Journal of Electronic Customer Relationship Management*, *5*(2), 111-129.

83. Keramati, A., Golian, H. R., & Afshari-Mofrad, M. (2011). Improving business processes with business process modelling notation and business process execution language: an action research approach. *International Journal of Business Information Systems*, *7*(4), 458-476.

84. Keramati, A., Saremi, M. S., & Afshari–Mofrad, M. (2011). Citizen relationship management critical success factors: An empirical study of municipality of Tehran. *International Journal of Electronic Governance*, *4*(4), 322-347.

85. Miri-Nargesi, S., Keramati, A., Haleh, H., & Ansarinejad, A. (2011). ASSESSING ORGANIZATIONAL READINESS TO IMPLEMENT CUSTOMER RELATIONSHIP MANAGEMENT USING FUZZY ANALYTICAL NETWORK PROCESS: A CASE STUDY. *international journal of academic research*, *3*(3).

86. Razmi, J., & Keramati, A. (2011). Minimizing the supplying cost of leverage items: A mathematical approach. IJE Transactions A: Basics Vol. 24, No. 3, September 2011 - 259

87. Azadeh, A., Keramati, A., Karimi, A., & Moghaddam, M. (2010). A multi-objective genetic algorithm for scheduling optimization of m job families on a single machine. *International Journal of Industrial and Systems Engineering*, *6*(4), 417-440.

88. Azadeh, A., Keramati, A., & Songhori, M. J. (2010). An integrated multivariate approach for optimization of IT/IS investment in conventional power plants. *International Journal of Business Information Systems*, *5*(1), 84-101.

89. Keramati, A., & Behmanesh, I. (2010). Assessing the impact of information technology on firm performance using canonical correlation analysis. *International Journal of Business Information Systems*, *6*(4), 497-513.

90. Keramati, A., Hadjiha, B., Taeb, R., & Mojir, N. (2010). Adoption of electronic payment services by Iranian customers. *International Journal of Customer Relationship Marketing and Management (IJCRMM)*, *1*(4), 80-97.

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127. Mohamadlou, H., Ghodsi, R., Razmi, J., & Keramati, A. (2009). A method for mining association rules in quantitative and fuzzy data. 2009 International Conference on Computers & Industrial Engineering,

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GRADUATE STUDENTS SUPERVISED

Ph.D. Students

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. Students

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

Students' Advisory:

Graduate Students:

29. Joshi,Prajakta Samir, Engnr & Appl Sci Masters - Industrial Engineering MS,
30. Kalidindi,Aditya Varma, Engnr & Appl Sci Masters - Industrial Engineering MS,
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Undergrad students:

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Dissertation/Thesis Committee Member

1. External examiner of PhD in Engineering of Maryam Roudneshin in Dublin University College, May 2025,

2. Master of Management Science thesis, Faezeh Jalali, Ted Rogers school of Management, Toronto Metropolitan University, 2022

3. Master of Management Science thesis, Samin Shaban-nejad, Ted Rogers school of Management, Toronto Metropolitan University, 2019

PROFESSIONAL ACTIVITIES

Journal Reviewer:
- Telematics and Informatics R, 8 reviews
- The Journal of High Technology Management Research: 1
- Journal: Telecommunications Policy: 2
- Artificial Intelligence Review journal: 1
- Total Quality Management & Business Excellence Journal: 1
- Name of organization you have reviewed for: Number of reviews completed
- BMC Musculoskeletal Disorder Journal: 2
- International Journal of Decision Sciences: 2
- Advances in Industrial Engineering journal: 6
- Technology in Society Journal

Journal editor:

- *Editor: International Journal of Data and Network Science (https://www.growingscience.com/ijds/resume/keramati.html)*

- *Editorial board member: International Journal of Applied Decision Sciences*

- *Editorial board member: Management Science Letters (https://www.growingscience.com/msl/resume/keramati.html)*

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

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, Toronto Metropolitan University, Ted Rogers School of IT Management,

- 2018- 2021, Ryerson Faculty Association (RFA), Toronto Metropolitan University, Ted Rogers School of IT Management,

- 2017-2021, Ted Rogers School of IT Management Curriculum Committee, Toronto Metropolitan University,

- 2017-2021, Ted Rogers School of IT Management faculty meetings, Toronto Metropolitan 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,