

## CURRICULUM VITAE

**NAME** Evangelia (Lia) KRASSADAKI

**DATE of BIRTH** March 23, 1962 (Chania Crete, Greece)

**OFFICE ADDRESS** Technical University of Crete, School of Production Engineering and Management, DSS Laboratory. University Campus, 73100, Chania, Greece. Office no: D5.010. Tel. +30-28210-37350. Fax +30-28210-06900, E-mail: lia@ergasya.tuc.gr.

**NATIONALITY** Greek.

**MARITAL STATUS** Married to Stelios Mitsotakis (one daughter, one son).

### **EDUCATION**

22-3-2013. Phd, Department of Production Engineering and Management, Technical University of Crete, Greece. Doctoral dissertation: *'Methodology for the assessment of informal and non-accredited knowledge obtained from tertiary education courses'*.

8-5-2001. MSc., Department of Production Engineering and Management, Technical University of Crete, Greece. Master dissertation: *'Development of a Multi-Criteria Methodology for the assessment of IT skills'*.

1988. Specialist Postgraduate Diploma in Integrated Rural Development, ICAMAS-Mediterranean Agronomic Institute of Chania.

5-5-1984. Bachelor in Business Administration. University of Piraeus, Greece.

### **LANGUAGES**

Greek (mother tongue).  
English (First Certificate in English).

### **AWARDS**

Teaching Award 2017 by Technical University of Crete.

### **SCIENTIFIC INTERESTS**

Engineering Education, Engineering students' skills, Operational Research, Multi-criteria Decision Making, Applied Decision Support.

## **CONFERENCE PRESENTATIONS**

Krassadaki E. and Grigoroudis E. (2018). Analysing perceived quality of health care services: a multicriteria decision analysis approach based on the theory of attractive quality. *7<sup>th</sup> International Symposium & 29<sup>th</sup> National Conference on Operational Research*, June 14-16, Chania.

Krassadaki E. and Tsafarakis S. (2018). Analysing customers' satisfaction data via MCDA and fuzzy set methods. *7<sup>th</sup> International Symposium & 29<sup>th</sup> National Conference on Operational Research*, June 14-16, Chania.

Krassadaki E., Matsatsinis F. (2017). Analysing and measuring students' experiences. *IEEE EDUCON 2017, Global Engineering Education Conference*, April 25-28, Athens.

Kalafati F., Matsatsinis N.F., Krassadaki E. (2016). Decision Support Systems in Marketing: A Literature Review. *5<sup>th</sup> International Symposium and 27<sup>th</sup> National Conference on Operational Research*, June 9-11, Athens.

Andronoglou A., Krassadaki E., Grigoroudis E., Matsatsinis N.F (2016). A Multicriteria Methodology for a comparative assessment of an engineering school. *5<sup>th</sup> International Symposium and 27<sup>th</sup> National Conference on Operational Research*, June 9-11, Athens.

Krassadaki, E., Matsatsinis, N.F. (2015). Decision aiding process in the frame of the strategic farm management. *4<sup>th</sup> International Symposium & 26<sup>th</sup> National Conference on Operational Research*, June 4-6, Chania, Crete.

Krassadaki, E., Lakiotaki, K., Matsatsinis, N.F. (2013). Adopting a strategy for enhancing generic skills in engineering education. *8<sup>th</sup> International Conference 'New Horizons in Industry, Business and Education' – NHIBE 2013*, August 29-30, Chania, Crete.

Matsatsinis, N., Krassadaki, E., Grigoroudis, E. (2012). A Multi-Criteria comparative assessment of an Engineering Department. Conference '*Assurance and Quality Management in Higher Education. Management and Good Practices*', September 20-21, Thessaloniki, Greece.

Krassadaki, E., Tsifetakis, E., Matsatsinis, N. N. (2012). A Multicriteria Methodology for Non-Technical Skills Assessment of pilots at military aviation. *9<sup>th</sup> Multi-Criteria Decision Aid Meeting*, organized by the Hellenic Operational Research Society, October 11-13, Kavala, Greece.

Krassadaki, E., Volanis, G., Yannis, K., Kokas, Ch., Kirlakis, K., Grigoroudis, E., Matsatsinis, N. N. (2012). A Multi-Criteria Measuring of Confidence in the state institutions and governance. *23<sup>rd</sup> National Conference of the Hellenic Operational Research Society*, September 12-14, Athens, Greece.

Matsatsinis, N., Lakiotaki, K., Krassadaki, E. (2011). Students' behaviour in peer assessment (PA): a multi-criteria clustering approach. *1<sup>st</sup> National Conference of the Hellenic Mathematical Society and Hellenic Operational Research Society*, June 24-26, Athens, Greece.

Krassadaki, E., Lakiotaki, K., Matsatsinis, N. (2011). A multi-criteria approach for enhancing benefits from peer-assessment. *8<sup>th</sup> Multi-Criteria Decision Aid Meeting*, organized by the Hellenic Operational Research Society, December 8-10, Eretria, Greece.

Krassadaki, E., Matsatsinis, Drosos, D. (2010). Enhancing personal competences of students during graduate studies. *10<sup>th</sup> Special Conference (7<sup>th</sup> Multi-Criteria Decision Aid Meeting)*, Sept. 30 – Oct. 2, Orestiada, Greece.

Krassadaki E., Matsatsinis N. (2010). Evaluating the effectiveness of a pilot seminar of cooperative learning in an Engineering Course (2010). *2<sup>nd</sup> International Conference of Computer Supported Education-CSEDU 2010*, April 7-10, Valencia, Spain.

Krassadaki, E., Grigoroudis, E., (2009). Perceived quality of health services from a public hospital. *11<sup>th</sup> Hellenic Conference 'Management of Health Services and Social Care'*, October 22-25, Georgioupoli, Chania, Greece.

Krassadaki, E., Katemis, E., Kokkinos, K., Matsatsinis, N. (2009). Behavioural analysis of public health services of a public hospital. *21<sup>st</sup> National Conference of Hellenic Operational Research Society*, May 28-30, Athens, Greece.

Krassadaki, E., Panethimitaki, A., Tsitsiridi, E., Fortsas, V., Matsatsinis, N. (2009). A behavior analysis methodology for hospital patients. *21<sup>st</sup> National Conference of Hellenic Operational Research Society*, May 28-30, Athens, Greece.

Krassadaki, E., Matsatsinis, N., Hanzi, A., Polichronakis, G. (2008). Diagnosis of educational needs. The case of banks. *7<sup>th</sup> Conference of Hellenic Finance and Accounting Association*, December 12-13, Chania, Greece.

Krassadaki, E., Hanzi, A., Matsatsinis, N. (2008). Professional Certificates for bank executives. The case of Greece. *7<sup>th</sup> Conference of Hellenic Finance and Accounting Association*, December 12-13, Chania, Greece.

Krassadaki, E., Matsatsinis, N., Polichronakis, G., Hanzi, A. (2008). New Model Systems for Diagnosis of Educational Needs. The case of banks. *20<sup>th</sup> National Conference of Hellenic Operational Research Society*, June 19-20, island of Spetses, Greece.

Matsatsinis N., Krassadaki, E., Gountara, E., Makridou, Z., Balla, E., Pavlou G. (2007). Applying a multicriteria satisfaction analysis to an International Airport, *66<sup>th</sup> Meeting of the European Working Group "Multiple Criteria Decision Aiding"*, October 18-20, Marrakech, Morocco.

Matsatsinis, N., Gountara, E., Makridou, Z., Krassadaki, E., Balla, E., Pavlous, G. (2007). Applying a multicriteria satisfaction analysis to an International Airport, *7<sup>th</sup> Special Conference of the Hellenic Operational Research Society, 5<sup>th</sup> Multi-Criteria Decision Aid Meeting*, September 27-28, Chania, Greece.

Karavias, P., Vlachos, K., Grigoroudis, E., Siskos, Y., Krassadaki, E., Matsatsinis, N. (2006). Customers' profiling and satisfaction survey for a Greek electronic shop. *6<sup>th</sup> Special Conference of Hellenic Operational Research Society, 4<sup>th</sup> Multi-Criteria Decision Aid Meeting*, September 27-28, Larissa, Greece.

Krassadaki, E., Matsatsinis, N. (2006). New technologies, computer skills and related professions, *3<sup>rd</sup> Conference of the Technical Chamber of Greece 'Greek Industry. Towards a knowledge society'*, July 3-5, Athens, Greece.

Krassadaki, E., Matsatsinis, N. (2006). Search Engines: A comparative survey for customer satisfaction, *18<sup>th</sup> National Conference of the Hellenic Operational Research Society*, June 15-17, Kozani, Greece.

Krassadaki, E., Matsatsinis, N., Delias, P. (2005). A satisfaction analysis by using multi-criteria and machine learning methods, *3<sup>rd</sup> Multi-Criteria Decision Aid Meeting*, September 29-30, Chania, Greece.

Matsatsinis, N., Grigoroudis, E., Evaggelinaki, E., Krassadaki, E., Lionakis, P., Rigopoulis, V., Stathopoulou, S. (2004). A satisfaction survey for the users of the Attika Highway towards El. Venizelos national airport, *2<sup>nd</sup> Multi-Criteria Decision Aid Meeting, Hellenic Operational Research Society*, October 21-22, Chania, Greece.

Krassadaki, E., Matsatsinis, N., Grigoroudis, E., Siskos, Y. (2003). A multi-criteria assessment of IT qualifications and skills, *1<sup>st</sup> Multi-Criteria Decision Aid Meeting, Hellenic Operational Research Society*, October 30-31, Chania, Greece.

Matsatsinis, N., Alvizos, E., Grigoroudis, E., Krassadaki, E. (2003). A comparative survey for greek airline companies, *1<sup>st</sup> Multi-Criteria Decision Aid Meeting, Hellenic Operational Research Society*, October 30-31, Chania, Greece.

Matsatsinis, N., Anesiadis, Ch., Grigoroudis, E., Kitilis, N., Krassadaki, E., Paspaltzis, D. (2003). A satisfaction survey of urban transport passengers in Chania town, *16<sup>th</sup> National Conference of the Hellenic Operational Research Society*, September 25-27, Larissa, Greece.

Matsatsinis, N., Golfinopoulou, V., Grigoroudis, E., Doulgerakis, Ch., Krassadaki, E., Fortsas, V. (2003). A satisfaction survey of the patients of the prefectural hospital in Chania, *16<sup>th</sup> National Conference of the Hellenic Operational Research Society*, September 25-27, Larissa, Greece.

Matsatsinis, N., Grigoroudis, E., Krassadaki, E., Gortsilas, K. (2003). A customers' satisfaction survey of a mobile phone company. *16<sup>th</sup> National Conference of the Hellenic Operational Research Society*, September 25-27, Larissa, Greece.

Krassadaki, E., Anestis, G., Grigoroudis, E., Matsatsinis, N., Siskos, Y. (2002). SKILLS EVALUATOR: a multi-criteria decision support system for the assessment of IT competences and skills, *15<sup>th</sup> National Conference of the Hellenic Operational Research Society*, October 31 – November 2, Tripoli, Greece.

Krassadaki, E., Grigoroudis, E., Matsatsinis, N., Siskos, Y. (2001). A multi-criteria approach for the evaluation of studies and training in information technology, *14<sup>th</sup> National Conference of the Hellenic Operational Research Society*, November 1-3, Xanthi, Greece.

Grigoroudis, E., Krassadaki, E., Matsatsinis, N., Siskos, Y. (2001). A multicriteria accreditation system for information technology skills and qualifications, *54<sup>th</sup> Meeting of the European Working Group "Multicriteria Aid for Decisions"*, October 4-5, Durbui, Bruxelles.

Grigoroudis, E., Krassadaki, E., Matsatsinis, N., Siskos, Y. (2001). A multicriteria accreditation system for information technology skills and qualifications, *EURO 2001 – The European Operational Research Conference*, Erasmus University Rotterdam, July 9-11.

Grigoroudis, E., Krassadaki, E., Matsatsinis, N., Siskos, Y. (2001). A multicriteria accreditation system for information technology skills and qualifications, *53<sup>rd</sup> Meeting of the European Working Group "Multicriteria Aid for Decisions"*, March 29-30, Athens, Greece.

Krassadaki, E., Siskos, Y., Matsatsinis, N. (2000). Accreditation of skills, competences and qualifications obtained by informal training courses, *Leonardo Da Vinci Conference*, September 25, Athens, Greece.

Krassadaki, E., Siskos, Y., (1999). Inferring a Multicriteria Preference Model for Rural Development Projects Evaluation, *5<sup>th</sup> International Conference of the Decision Sciences Institute-DSI*, July 4-7, Athens, Greece.

Krassadaki, E., Zopounidis, C., (1999). Artificial Intelligence Techniques in Financial Diagnosis, *1<sup>st</sup> International Conference on the Management of Technological Changes*, October 22-24, Iasi, Romania.

### **RESEARCH PAPERS**

Krassadaki, E., Matsatsinis, N.F. (2015). A multi-criteria and statistical framework for measuring and analysing customers' experience. *International Journal of Decision Support Systems*, vol. 1(1), pp. 18-41.

Krassadaki, E., Lakiotaki K. and Matsatsinis, N.F. (2014). Adopting a strategy for enhancing generic skills in engineering education. *Industry & Higher Education*, vol. 28(3), pp. 185-192.

Krassadaki, E., Lakiotaki, K., Matsatsinis, N. (2014). Students' behavior in peer assessment: A multi-criteria clustering approach. *European Journal of Engineering Education*, vol. 39(3), pp. 233-246.

Krassadaki E., Matsatsinis N. (2012). Redesigning university courses based on generic skills via multicriteria analysis methods. *International J. Multicriteria Decision Making*, vol. 2(2).

Krassadaki E., Matsatsinis N., Hanzis A., (2010). Towards analyzing training needs. A case study in a Greek Bank. *International Journal of Financial Services Management* vol. 4(3).

Krassadaki E., Grigoroudis E. (2010). Nursing personnel as a must-be quality characteristic in a public hospital. *The greek journal of Nursing Science*, Vol. 3(2).

Siskos, Y., Grigoroudis, E., Krassadaki, E., Matsatsinis, N. (2007). A multicriteria accreditation system for information technology skills and qualifications. *European Journal of Operational Research*, vol. 182 (2), pp 867-885.

Anestis, G., Grigoroudis, E., Krassadaki, E., Matsatsinis, N., Siskos, Y. (2006). Skills Evaluator: A multicriteria decision support system for the evaluation of qualifications and skills in information and communication technologies. *Journal of Multi-Criteria Decision Analysis*, vol. 14 (1-3), pp 21-34.

Krassadaki, E., Grigoroudis, E., Matsatsinis, N., Siskos, Y. (2002), The evaluation of studies and training in information technology: A multicriteria approach, *Operational Research, an International Journal*, vol. 2(3), 321-338.

## **BOOKS**

Krassadaki, E., Doumpos, M. and Matsatsinis, N. (2018). Teaching OR courses to satisfy educational and professional needs in an engineering school, in Beliën J., Teixeira A., W. Ittmann H., de Miranda J., Laumanns M., Vaz Pato M. (eds.) “*Advances in Operations Research Education*”, Springer.

Krassadaki, E. and E. Grigoroudis (2018). Analysing perceived quality in health care services: A multicriteria decision analysis approach based on the theory of attractive quality, in Matsatsinis, N., and E. Grigoroudis (eds.) “*Preference disaggregation in multiple criteria decision analysis*”, Springer.

Krassadaki, E., Matsatsinis, N.F. (2017). Decision Aiding Process in the Frame of the Strategic Farm Management, in E. Grigoroudis and M. Doumpos (eds.) ‘*Operational Research in Business and Economics*’, pp.113-144, Springer.

Krassadaki, E., Hanzis, A., Matsatsinis, N. (2008). New models for accreditation of competences for bankers, in N. Matsatsinis (ed.) ‘*Management of Change and Business Intelligence*’ (in Greek), pp 133-158, New Technologies.

Krassadaki, E., Matsatsinis, N., Hanzi, A., Polichronakis, G. (2008). New models for the diagnosis of educational needs: the case of banks, in N. Matsatsinis (ed.) *'Management of Change and Business Intelligence'* (in Greek), pp 159-183, New Technologies.

Krassadaki, E., Matsatsinis, N. (2008). New models for the design of individualized educational programs implemented using tools of distance learning, in N. Matsatsinis (ed.) *'Management of Change and Business Intelligence'* (in Greek), pp 185-203, New Technologies.

Matsatsinis, N., Golfinopoulou, V., Grigoroudis, E., Krassadaki, E., Fortsas, V. (2007). A measurement satisfaction survey for the patients of the prefectural general hospital of Chania, in K. Zopounidis (ed.) *'Management issues for health services'* (in Greek), pp, 162-176, Klidarithmos.

Matsatsinis, N., Krassadaki, E., Delias, P. (2006). A satisfaction measurement by using multi-criteria analysis methods and machine learning techniques. Chania town as a tourist destination, in K. Zopounidis and Y. Siskos (eds.) *'Tourism management'* (in Greek), Klidarithmos.

Matsatsinis, N., Grigoroudis, E., Krassadaki, E., Evaggelinaki, E., Lionakis, P., Rigopoulis, V., Stathopoulou, S. (2005). A satisfaction survey for the users of the Attika Highway towards El. Venizelos national airport, in K. Kosmidou, K. Zopounidis, M. Doumpos (eds.) *'Decisions with multiple criteria'* (in Greek), pp. 167-188, New Technologies.

Krassadaki, E., Siskos, Y., Matsatsinis, N., Grigoroudis, E. (2004). A multi-criteria methodology for the assessment of IT skills, in E. Grigoroudis, M. Doumpos, K. Zopounidis and N. Matsatsinis (eds.) *'Multi-Criteria Decision Making: methodological approaches and applications'* (in Greek), pp. 239-256, New Technologies.

Krassadaki, E., Siskos, Y. (2001). Inferring a multicriteria preference model for rural development projects evaluation, in S. H. Zanakis, G. Doukidis, C. Zopounidis (eds.), *Decision Making: Recent Developments and Worldwide Applications*, Kluwer Academic Publishers.

Krassadaki, E., Zopounidis, C., Doumpos, M. (1999). Artificial Intelligence Techniques in Financial Diagnosis, in C. Rusu (ed.), *Management of technological changes*, Editura Economica.

### **REFEREED CONFERENCE PAPERS**

Krassadaki E., Matsatsinis F. (2017). Analysing and measuring students' experiences. *IEEE EDUCON 2017, Global Engineering Education Conference*, April 25-28, Athens.

Krassadaki, E., Lakiotaki, K., Matsatsinis, N. F. (2013). Adopting a strategy for enhancing generic skills in engineering education. Proceedings of the 8<sup>th</sup> *International Conference 'New Horizons in Industry, Business and Education' NHIBE 2013*, pp. 22-28, August 29-30, Chania.

Matsatsinis, N., Grigoroudis, E., Krassadaki, E. (2012). A multi-criteria comparative assessment of an engineering department. Proceedings of the MODIP A.U.Th. conference '*Assurance and Quality Management in Higher Education. Management and Good Practices*', September 20-21, Thessaloniki, Greece.

Krassadaki E., Matsatsinis N. (2010). Evaluating the effectiveness of a pilot seminar of cooperative learning in an Engineering Course. Proceedings 2<sup>nd</sup> *International Conference of Computer Supported Education-CSEU 2010*, April 7-10, Valencia, Spain.

Matsatsinis, N., Krassadaki, E. (2006). New technologies, computer skills and related professions. Proceedings, 3<sup>rd</sup> *Conference of the Technical Chamber of Greece 'Greek Industry. Towards a knowledge society'*, July 3-5, Athens, Greece.

Matsatsinis, N., Anesiadis, Ch., Grigoroudis, E., Kitilis, N., Krassadaki, E., Paspaltzis, D. (2003). A satisfaction survey of urban transport passengers in Chania town, Proceedings of the 16<sup>th</sup> *National Conference of the Hellenic Operational Research Society*, vol. B pp. 293-302, September 25-27, Larissa, Greece.

Matsatsinis, N., Grigoroudis, E., Krassadaki, E., Gortsilas, K. (2003). A customers' satisfaction survey of a mobile phone company. Proceeding of the 16<sup>th</sup> *National Conference of the Hellenic Operational Research Society*, vol B pp. 313-321, September 25-27, Larissa, Greece.

Matsatsinis, N., Golfopoulou, V., Grigoroudis, E., Doulgerakis, Ch., Krassadaki, E., Fortsas, V. (2003). A satisfaction survey of the patients of the prefectural hospital in Chania, Proceedings of the 16<sup>th</sup> *National Conference of the Hellenic Operational Research Society*, vol. B pp. 323-333, September 25-27, Larissa, Greece.

Krassadaki, E., Anestis, G., Grigoroudis, E., Matsatsinis, N., Siskos, Y. (2002). SKILLS EVALUATOR: a multi-criteria decision support system for the assessment of IT competences and skills, Proceedings of the 15<sup>th</sup> *National Conference of the Hellenic Operational Research Society*, October 31 – November 2, Tripoli, Greece.

Krassadaki, E., Grigoroudis, E., Matsatsinis, N., Siskos, Y. (2001). A multi-criteria approach for the evaluation of studies and training in information technology, Proceedings of the 14<sup>th</sup> *National Conference of the Hellenic Operational Research Society*, November 1-3, Xanthi, Greece.

Grigoroudis, E., Krassadaki, E., Matsatsinis, N., Siskos, Y. (2001). A multicriteria accreditation system for information technology skills and qualifications, in: *Proceedings of the 54<sup>th</sup> Meeting of the European Working Group "Multicriteria Aid for Decisions"*, October 4-5, Durbui, Bruxelles.



Grigoroudis, E., Krassadaki, E., Matsatsinis, N., Siskos, Y. (2001). A multicriteria accreditation system for information technology skills and qualifications, in: *Proceedings of the EURO 2001 – The European Operational Research Conference*, Erasmus University Rotterdam, July 9-11.

Grigoroudis, E., Krassadaki, E., Matsatsinis, N., Siskos, Y. (2001). A multicriteria accreditation system for information technology skills and qualifications, in: *Proceedings of the 53<sup>rd</sup> Meeting of the European Working Group “Multicriteria Aid for Decisions”*, March 29-30, Athens, Greece.

### ***PROJECT ACTIVITIES (Technical University of Crete)***

*Leonardo da Vinci ‘STRAT – TRAINING’ project* (2013 - 2015): Research, training, teaching, organising and management activities. Contract with the Special Account for Research Funds – ELKE of the Technical University of Crete: 2013-2014.

*‘HERAKLEITUS II* (2009 – 2015), investing in knowledge society through the European Social Fund’. Participation at the initial submission of the proposal (2009) and administrative support during the implementation of the project. Contract with the Special Account for Research Funds-ELKE of the Technical University of Crete: 2012-2015.

*‘DASTA, Employment and Career Unit’*. Preparation of teaching material for enhancing generic skills of engineering students. Contract with the Special Account for Research Funds-ELKE of the Technical University of Crete: October 2012 – May 2013.

*‘EPEAEK II* (2003 – 2008), redesigning graduate courses’. Administration of the project (central action). Administration of actions for the department: Production Engineering and Management. Contract with the Special Account for Research Funds-ELKE of the Technical University of Crete: 2003 – 2008.

*‘PEP TALOS’*, operational programme of Crete 2003-2006’. Study, entitled ‘New models for audit and certification of human resources’ competences, adapted to Greek area’. Contract with the Special Account for Research Funds-ELKE of the Technical University of Crete: 2007.

*‘Pilot project Leonardo da Vinci ‘ASTROLAVOS’* (1997 – 2001). Participation at the initial proposal submission (1997), participation in the implementation phase (research reports, technical reports, development of web page and data base).

### ***PROFESSIONAL TRAINING***

May, 1993. Certification from the 6<sup>th</sup> International Symposium in stochastic models and forecasting methods, held in Technical University of Crete (Chania, Crete).

February, 1992. Certification from the SAS S.A. company for training in: statistical analysis using SAS, project management, etc. Seminar held in Athens (participant from Technical University of Crete).

March, 1990 to April, 1992. Certification from the Matra Datavision S.A. company (Paris). Eight (8) weeks training in Paris at the “CAD-CAM IS Euclid” software (participant from Technical University of Crete).

April, 1986. Certification from the International Conference in Data Analysis, organized by Technical University of Crete (Orthodox Academy, Chania, Crete).

1982-1983. Certification from Liberal Studies training center ‘Advanced Computer Education’ in computer programming; Athens, Greece. One academic year training.

Oct.-Dec., 1982. Certification from ELKEPA (training center). ‘Executives for business and organisations’ (3-months training).

## ***TEACHING ACTIVITIES***

### ***A. Teaching activities***

2015-2016. Lecturer of the course “*Methodology of Operational Research*”, 1<sup>st</sup> semester, School of Production Engineering and Management, Technical University of Crete.

2013-2014. Lecturer of the course “*Decision Support Systems*”, 6<sup>th</sup> semester, School of Production Engineering and Management, Technical University of Crete.

### ***B. Laboratory teaching activities (Production Engineering and Management School, Technical University of Crete)***

2004 - today. Decision Support Systems course, 6<sup>th</sup> semester, School of Production Engineering and Management (modelling of unstructured decision problems, application of methods, algorithms and tools like AHP, Electre, UTASTAR, MUSA, etc).

2013 – today. Marketing course, 7<sup>th</sup> semester, School of Production Engineering and Management (quantitative techniques in marketing, descriptive statistics and measures of central tendency, design of experiment, fractional factorial design, conjoint analysis, clustering techniques).

1990 – 2003. Laboratory teaching activities at the following courses, Department of Production Engineering and Management:

- Decision Support Systems (Prof. N. Matsatsinis). Year: 1997-2003.
- Algorithms and Data Structures (N. Matsatsinis). Year 1995.
- Management Information Systems (N. Matsatsinis). Year 1995.
- Project Management (Prof. Y. Siskos). Year 1992.

- Software Engineering (N. Matsatsinis). Year 1994.
- Analysis of Investment Decisions (K. Zopounidis). Year 1994.
- Operational Research (Prof. Y. Siskos / M. Michalopoulos). Year: 1993, 1996-2000.
- Linear Programming (Prof. Y. Siskos). Year 1994.
- Design using computer - CAD (N. Bilalis). Year 1992.

### ***C. Teaching in Secondary (Lyceum) and Post-Secondary Education***

Feb., 1995 to June, 1996 (post-secondary education). Four semesters, as part time teacher at the public Institute of Professional Training (IEK) of Chania, Computer training department, courses: Using Case Tools, Operating System UNIX, and Visual Basic.

1989 - 1990 & 1990 – 1991 (secondary education). Two school-years, as part time teacher at the 3<sup>rd</sup> Technical Lyceum (3<sup>rd</sup> TEL) in Chania, last year students, course: Programming.

### ***D. Teaching at Professional Training Centers***

2000 - 2013. Teaching of employed or unemployed; topics: basic computer skills and organising conferences at the training centres: a. Agronomic Mediterranean Institute Training Centre and b. KEK ‘KRITI Training and Development’.

1990 - 2000. Teaching of employed or unemployed; topics: basic computer skills, management, marketing and sales. Cooperation with KEKs, businesses, organisations, public services, Liberal Studies schools, as indicatively follows: KEK of the Technical University of Crete, KEK Delta, KEK of the Economic Chamber of Greece, KEK EUROPROJECT, OADYK organisation, ANEK S.A. company, Naval Station of Crete, super market ‘New Market’ S.A., MEMO Computers Liberal Studies school, Master’s College post-secondary Liberal Studies school, Psychiatric Unit of Crete, ELKEPA training centre, etc.

### ***LABORATORY NOTES (Dep. of Production Engineering and Management)***

- Quantitative methods in Marketing. Statistics, Conjoint Analysis and Cluster Analysis using SPSS and Matlab.
- Decision Support Systems: lab. notes and students’ assignments.
- Management Information Systems – Computer Networks.
- Design by using the information system CAD/CAM Euclid.
- Solving linear programming problems using LINDO s/w.
- Project Management using SAS s/w.

## **PROFESSIONAL EXPERIENCE**

1985 - 2018 : Technical University of Crete, Chania, Greece (32years).

1. Jan. 15, 2004 – present. Teaching assistant (EDIP). Decision Support Systems Laboratory, School of Production Engineering and Management, Technical University of Crete.
2. Oct. 10, 1990 to Jan. 14, 2004. Teaching assistant (EDTP). Elected, Oct., 10, 1990; Department of Production Engineering and Management (Technical University of Crete), Decision Support Systems Laboratory.
3. May, 1985 to Oct. 9, 1990. Administrative staff, Computer Centre, Technical University of Crete.

1984 – 1985: Super Market ‘Kreta Market’ ltd (5 months)

Dec. 19, 1984 to May 26, 1985. Kreta Market ΕΠΕ. System administrator.

## **OTHER ACTIVITIES**

President of the organizing committee of the *7<sup>th</sup> International Symposium and 29<sup>th</sup> National Conference on Operational Research*, organized by the Hellenic Operational Research Society and the Technical University of Crete. June 14-16, 2018, Chania, Crete, Greece.

Member of organising committees: Special Conference of Hellenic Operational Research Society (Chania, October 12-14, 2000), 3<sup>rd</sup> Multi-Criteria Decision Aid Meeting (Chania, September 29-30, 2005), 4<sup>th</sup> Multi-Criteria Decision Aid Meeting (Larissa, September 27-28, 2006), 5<sup>th</sup> Multi-Criteria Decision Aid Meeting (Chania, September 27-18, 2007).

Guest editor of the book ‘*The contribution of OR, new technologies and innovation in agriculture and tourism*’. Springer (in process).

Guest editor of the special issue ‘*Information and Communication Technology in agriculture and tourism*’, International Journal of Decision Support Systems, Inderscience (in process).

Editorial Assistant of the scientific journal *ORIJ - Operational Research An International Journal*; year 2005-2008 (until vol. 2, issue 8).

Reviewer in journals: *European Journal of Engineering Education*, *International Journal of Engineering and Management*, *Procedia Economics and Finance*, *Journal of Media and Communication Studies*, *Industry & Higher Education*, *Operations Research and Decisions* (Wroclaw University of Technology), *International Journal of Management Practice* (IJMP).

Certified tutor for the theoretical and practical part for teaching basic computer skills (EKEPIS, no:709665).

Organisation and coordination of non-scientific conferences and seminars in Economic Chamber of Greece and the Prefecture of Chania.

Certificate “*Training of trainers*”, 300 hours, 18-9-2006 to 1-4-2007, KEK KRITI, Chania.

Lectures / seminars given in Technical University of Crete on Engineering Education issues, either invited by the Vice Rectors or the student association BEST (Board of European students of technology).

### ***MEMBER***

Hellenic Operational Research Society (EEEE) – member.

Hellenic Society for Computer Scientists (EPY) – member.

Economists’ Club of Chania. Elected President at the BoD: Dec., 1995 - Jan., 2000 and Sept., 2002 - Sept., 2004.

Economic Chamber of Greece, elected member at the BoD for West Crete branch – General Secretary (1990-1993, 2001-2005).

Senate of the Technical University of Crete (member), Sept., 1996 - Sept., 1998.

General Assembly of the Production Engineering and Management School (member), 1998-2006, 2008-2009.

Volunteer/member in social local associations, Greek Federations, the Prefecture of Chania.