CURRICULUM VITAE: Ilias Santouridis

PERSONAL DETAILS

Nationality: Greek   **Tel.:**   +30 2410-684238
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Address: Department of Accounting and Finance
School of Business and Finance
41110 TEI of Thessaly
Greece

EDUCATION

1999   ***Ph.D. in Applications of Object-Oriented Databases in Engineering Design***
CARDIFF UNIVERSITY, UK
Thesis Title: "A Versioning System for Design in Concurrent Engineering"

1992   ***M.Sc. in Computer Science***
CARDIFF UNIVERSITY, UK

1990   ***B.Sc. in Mathematics***
ARISTOTLE UNIVERSITY OF THESSALONIKI, Greece

PROFESSIONAL EXPERIENCE

February 2003   **TECHNOLOGICAL EDUCATIONAL INSTITUTE (TEI) OF THESSALY,**
Present   **Greece**
School of Business and Economics
Department of Accounting and Finance
Associate Professor of Applied Information Technology
- Head of department since September 2010
- Leader of the Mathematics and Information Technology departmental sector for the period September 2004 – August 2010
- Leader of the undergraduate modules "Introduction to Information Technology", "Information Systems", "Introduction to Databases" and "Enterprise Resource Planning Systems"
- Leader of the MBA module "Building relationships via e-marketing"
- Supervisor of MBA dissertations

November 2000   **EUROPEAN DYNAMICS S.A., Thessaloniki, Greece**
January 2003   ***Head of Branch***
- Project and technical management of software development projects
- Tender writing
- Senior technical consultant
- Operations manager

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- Project and technical management of software development projects
- Tender writing
- Senior technical consultant
- Operations manager

| November 1999 | **EUROPEAN DYNAMICS, Athens, Greece** |
| October 2000 | *Technical Consultant* |

- Consultancy on database related issues in company projects
- Introduction and implementation of the Capability-Maturity Model (CMM) in the company's software development process
- Research on new software technologies and platforms
- Tender writing
- Recruitment
- Training

| August 1998 | **EUROPEAN DYNAMICS, Athens, Greece** |
| October 1999 | *Database Administrator/Programmer* |

- Database design, development and administration

| October 1995 | **DEPARTMENT OF COMPUTER SCIENCE, CARDIFF UNIVERSITY, UK** |
| July 1998 | *Tutor and Lab-Supervisor* |

Subjects taught include C, PASCAL, ORACLE-PL/SQL, Data Structures, Algorithms, INGRES Rules and Procedures.

SCIENTIFIC COMMITTEES

- Reviewer of the **International Journal of Quality and Service Sciences** (IJQSS) (Emerald)
- Reviewer of the **International Journal of Electronic Marketing and Retailing** (IJEMR) (Inderscience)
- Reviewer of the International **Journal of Financial Services Management** (IJFSM) (Inderscience)
- Reviewer of the **International Journal of Technology Marketing** (IJTMKT) (Inderscience)
- Member of the technical program committee of the **IEEE International Conference on Industrial Engineering and Engineering Management** (IEEM)
- Member of the technical program committee of the **IEEE International Conference on Quality and Reliability (ICQR)**
- Member of the scientific committee of the **Management of International Business and Economics Systems** (MIBES) conference
- Member of the technical program committee of the **International Conference on Industrial Engineering, Management Science and Applications** (ICIMSA)

INDICATIVE PROJECTS

| October 2011 | **Accounting and finance professionals: their emerging roles in the** |
| Today | **contemporary digital econony (Operational Programme "Education and Lifelong Learning" – Archimedes III)** |

Description: The aim of this research project is to investigate, identify and understand the emerging roles of accounting and finance professionals in the contemporary digital economy and examine the compliance of higher accounting and finance education in Greece with the findings.
Role: Scientific coordinator and head researcher.

| December 2010 | **Open courses in the TEI of Thessaly (Operational Programme "Education** |
| Today | **and Lifelong Learning)** |

Role: Scientific coordinator for the TEI of Thessaly.

July 2008 *November 2008*	**Strategy for the development of project management information systems** ***Contractor****:* Technological Research Centre of Thessalia, Larissa, Greece ***Customer****:* National Documentation Centre (NDC) of the National Hellenic Research Centre ***Description***: The project aim was the definition of the optimum strategy, which NDC should follow for the transition from the dispersed project management processes they had in place to a new holistic approach supported by the appropriate information systems. ***Role***: Member of the project team, responsible for the development of specific deliverables
March 2006 *March 2007*	**Development of the Call for Tenders of the new electronic ticketing information system for professional sports in Greece** ***Customer****:* Hellenic Ministry of Culture – General Secretariat of Sports, Athens, Greece ***Description***: The project aim was the development of a central and state-managed information system for issuing, distributing and controlling tickets for professional sports events and the implementation of electronic surveillance of sports facilities.. ***Role***: Member of the "Software and Databases" team of the scientific committee supporting the work of the project main committee.
January 2006 *December 2008*	**Encouraging innovative applications and entrepreneurship module selection of students of TEI of Larissa and TEI of Lamia (Operational Programme "Education" II)** ***Role***: Software and applications coordinator.
January 2005 *December 2008*	**Investigation of barriers to women's entrepreneurship on the Internet (Operational Programme "Education" II – Archimedes II)** ***Description***: This research project's aim was the investigation and determination of the obstacles that female entrepreneurs face in Greece in their endeavor to transfer their businesses on the internet. ***Role***: Scientific coordinator and head researcher.
March 2004 *December 2006*	**Enhancement of Information Technology Studies in TEI of Larissa (Operational Programme "Education")** ***Description***: This project's aim was the development of proposals for enriching the information technology studies in TEI of Larissa, by either strengthening the curriculum of existing departments or examining the possibility of creating new information technology focused ones. ***Role***: Participation in the development of two reports entitled "Assessment of the current curriculum of the Department of Information Technology and Telecommunications, of TEI of Larissa" and "Proposal for the creation of a new interdepartmental curriculum entitled Management Information Systems".

May 2002 *January 2003*	**ARCHI-DOC** ***Contractor****:* Consortium consisting of European Dynamics S.A., IRIS (Belgium), and Logica (Belgium) ***Customer****:* European Commission, General Secretariat, Brussels- Belgium ***Description***: The main objectives of Archi-Doc were : - The definition of a common nomenclature for all the DGs and Services of the European Commission - The definition of a filing plan and of its functioning rules, with the aim of putting it into practice. - The development of a tool that will be used by document managers responsible to consult, update & maintain the filing plan, according to user access rights. - The provision of a reference database to existing software applications of the European Commission for updating and consulting the common filing plan. ***Role***: Project and technical management on behalf of European Dynamics S.A.
February 2002 *January 2003*	**ESP (2001/SSI 003) – Directory Developments** ***Contractor****:* European Dynamics S.A. ***Customer****:* European Commission, DI, Luxembourg ***Description***: The aim of the project is the development of web interfaces to be used internally by DI for the management of the data stored in the Commission's Directory (LDAP) server. ***Role***: Project and technical management
July 2001 *January 2003*	**FP5-IST - Environmental Data Exchange Network for Inland Water (EDEN-IW)** ***Contractor****:* Consortium consisting of European Dynamics S.A., European Commission Joint Research Centre, Queen Mary University (UK), National Environmental Research Institute (Denmark), International Office for Water (France), Italian National research Council (Italy) ***Customer****:* European Commission, DG Research, Brussels- Belgium ***Description***: EDEN-IW is a research project under the FP5 Information Society Technologies (IST) initiative. Its objective was to make existing distributed environmental data available to citizens and other users through an intelligent interface acting as a one-stop shop. The users, who may also be public authorities (for instance environmental regulatory agencies) and the public, will be able to address their needs for Inland Water data through one common interface, independent of physical or logical location of the databases, the database languages used, or of the specific nomenclature used in a specific database, and without knowing which database or databases contain the relevant information, by data mining the most complete set of information sources. ***Role***: Project and technical management on behalf of European Dynamics S.A.
October 2001 *February 2002*	**FC 5011 2000/4028: Dialogue with citizens – Signpost service** ***Contractor****:* European Dynamics S.A ***Customer****:* European Commission, OPOCE, Luxembourg (DG Market, Brussels- Belgium)

Description: The Signpost Service is a web-based database application offered from the CITIZENS web site on the EUROPA server. Citizens of the EU member states use it in order to get replies on legal, financial or other types of enquiries relevant to the EU legislation, which they are posting. The system provides a database that collects all enquiries coming in through both the Call Centre and the web online form. The solution includes online interfaces that automatically update the Signpost database, while at the same time providing the Signpost contractor with the ability to search within the data stored and reply to the citizen by sending automatically generated emails.
Role: Technical management

April 2001
June 2002

Study Visits Programme (SVP) Application

Contractor*:* European Dynamics S.A
Customer*:* European Commission, CEDEFOP, Thessaloniki, Greece
Description: The project initially concerned the production of the feasibility study for the migration of the existing desktop SVP application, used by the SVP team in CEDEFOP, to a web-based one. The second phase involved the development of the application on the platform chosen by CEDEFOP based on the Feasibility Study.
Role: Feasibility study author and Project Management

August 1998
October 1999

SEI-JOS (Systeme Editorial Informatise - Journal Officiel S) Notices of Public Contracts

Contractor*:* European Dynamics S.A
Customer*:* European Commission, OPOCE, Luxembourg
Description: The project involved the development of a computerised Publishing System supporting the production of the Supplement to the Official Journal of the European Communities (S Series "Notices of Public Contracts") published by EUR-OP. The system supports the preparation, codification and publication process for notices of public contracts.
Role: Database Programmer and Administrator

PUBLICATIONS

Journals

1. Santouridis, I. and Krikoni E. (2015) Extending E-S-QUAL with hedonic dimensions to measure quality of internet travel services. *Accepted for publication in the International Journal of Technology Marketing.*
2. Trivellas, P. and Santouridis, I. (2015) Job satisfaction as a mediator of the relationship between service quality and organisational commitment in higher education. An empirical study of faculty and administration staff. *Accepted for publication in Total Quality Management and Business Excellence*
3. Santouridis, I. and Tsachtani E. (2014) Investigating the impact of CRM resources on CRM processes: a customer life-cycle based approach in the case of a Greek bank. Procedia Economics and Finance, Vol. 19, pp.304-313
4. Damasiotis, V., Trivellas, P., Santouridis, I., Nikolopoulos, S. and Tsifora, E. (2014) IT Competences for Professional Accountants. A Review. Procedia - Social and Behavioral Sciences, Vol.175, pp. 537-545.
5. Santouridis, I. and Kyritsi, M. (2014) Investigating the determinants of Internet Banking adoption in Greece. *Procedia Economics and Finance*, Vol.9, pp 501-510 (*Proceedings of the 5th International Conference on The Economies of Balkan and Eastern Europe Countries in the changed world (EBEEC 2013), May 9-12, Istanbul, Turkey)*

6. Santouridis, I, Tsifora E., Trivellas, P. and Nikolopoulos, S. (2014) Revising Greek Accounting and Finance education in an economic crisis environment. *Procedia Social and Behavioral Sciences*, Vol 148, pp 428-436 (*Proceedings of the 2nd International Conference on Strategic Innovative Marketing (IC-SIM 2013), September 13-17, Prague, Czech Republic)*

7. Trivellas P. & Santouridis I. (2013) Antecedents of task innovation: The role of Management Information Systems. *Procedia Social and Behavioral Sciences*, Vol 73, pp 683-691 (*Proceedings of the 2nd International Conference on Integrated Information, August 30 September 3, 2012, Budapest, Hungary*)

8. Trivellas P. and Santouridis I. (2012) The impact of Management Information Systems' effectiveness on task productivity. The case of the Greek Banking Sector*. International Journal of Computer Theory & Engineering*, Vol.5, No 1, pp. 170-173

9. Santouridis I., Trivellas P. and Tsimonis G. (2012) Using E-S-QUAL to measure Internet Service Quality of E-Commerce Websites in Greece. *International Journal of Quality and Service Sciences*, Vol 4, No 1, pp.86-98

10. Santouridis, I. and Trivellas., P. (2010) Investigating the Impact of Service Quality and Customer Satisfaction on Customer Loyalty in the Mobile Telephony Sector in Greece. *The Total Quality Management Journal*, Vol.22, No.3, pp.330-343

11. Santouridis, I., Trivellas., P. and Reklitis, P. (2009) Internet service quality and customer satisfaction: Examining Internet banking in Greece. *Total Quality Management and Business Excellence*, Vol.20, No.2, pp.223-239

12. Trivellas., P., Reklitis, P. and Santouridis, I. (2006) Culture and MIS effectiveness patterns in a quality context: A case study in Greece. *International Journal of Knowledge, Culture and Change Management*, Vol 6, No.3, pp.129-144

13. Miles, J.C., Gray, W.A., Carnduff, T.W., Santouridis, I. and Faulconbridge A. (2000) Versioning and configuration management in design using CAD and complex wrapped objects. *Advanced Engineering Informatics* (Former *Journal of Artificial Intelligence in Engineering*), Vol.14, No.3 p.249-260

14. Santouridis, I., Carnduff, T.W., Gray, W.A. and Miles, J.C. (1999) Assessing a versioning system for collaborative engineering design with a bridge design experiment. *Journal of Information Technology in Construction* (Former *Computer-Integrated Design and Construction Journal (CIDAC))*, Vol.1, No.1, pp.17-28

15. Santouridis, I., Carnduff, T.W., Gray, W.A. and Miles, J.C. (1997) An object versioning system to support collaborative design within a concurrent engineering context. In *Lecture Notes In Computer Science*, Vol. 1271 (*Proceedings of the 15th British National Conference on Databases (BNCOD 15))*, pp.184-199, Small, C., Douglas, P., Johnson, R., King, P. and Martin, N. (Eds.), London, UK.

Peer reviewed conferences

1. Santouridis, I. (2015) Incorporating Information Technology into Accounting and Finance Higher Education Curricula in Greece. In *Proceedings of the 7th International Conference on The Economies of Balkan and Eastern Europe Countries in the changed world* (EBEEC 2015), 8-10 May, Kavala, Greece.

2. Santouridis, I. and Stoumbou, M. (2015) Measuring Customer Relationship Marketing Outcomes in the Greek Banking Sector. In *Proceedings of the 2015 International Conference on Industrial Engineering, Management Science and Applications*, Tokyo, May 26-28.

3. Trivellas, П., Kakkos, N., Blanas, N. and Santouridis, I. (2015) The impact of career satisfaction on job performance in accounting firms. The mediating effect of general competencies. In Proceedings of the *7th International Conference on The Economies of Balkan and Eastern Europe Countries in the changed world* (EBEEC 2015), 8-10 May, Kavala, Greece.

4. Trivellas, P., Kakkos, N. and Santouridis, I. (2015) Knowledge management and employee general competencies in accounting firms. In Proceedings of the 4th International Conference on Strategic Innovative Marketing, 24-27 September, Mykonos, Greece

5. Santouridis, I., Trivellas, P. and Grigoriou, T. (2014) Investigating the Impact of Lawyers' Service Quality and Customer Satisfaction on Customer Loyalty. *Proceedings of the 17th International QMOD-ICQSS Conference*, Prague, Czech Republic, Sep. 3-5

6. Santouridis, I. and Tsachtani , M. (2014) Investigating the impact of CRM resources on CRM processes: a customer life-cycle based approach in the case of a Greek bank. *Proceedings of the 6th International Conference on The Economies of Balkan and Eastern Europe Countries in the changed world (EBEEC 2014),* May 9-10, Nis, Serbia

7. Santouridis I. and Trivellas P. (2012) Developing an instrument to measure relationship marketing outcomes: the case of the Greek banking sector. *Proceedings of the International Conference on Contemporary Marketing Issues*, 13-15 June, Thessaloniki, Greece

8. Trivellas P. & Santouridis I. (2012) The contemporary role of accounting and finance professionals in an economic crisis environment: setting the research agenda. *Proceedings of the 9th International Conference on Enterprise Systems, Accounting and Logistics (ICESAL 2012)*, Crete, June 3-5, (ISBN: 978-960-287-107-2)

9. Trivellas P. and Santouridis I. (2011) The impact of Management Information Systems' effectiveness on task productivity, task innovation, customer focus and management control-The case of the Greek Banking Sector. In *Proceedings of the 3rd IEEE International Conference on Information Management and Engineering (IEEE ICIME 2011)*, 21-22, May 2011, Zhengzhou, China, pp. 257-261. ISBN: 978-1-61284-240-0

10. Santouridis, I. and Trivellas., P. (2009) "Investigating the Mediation Effect of Satisfaction on the Service Quality and Customer Loyalty Link: Empirical Evidence from Greek Customers of Internet Shops", Accepted for presentation at the *International Conference on Industrial Engineering and Engineering Management (IEEM 2009)*, Hong-Kong, Dec 8-11.

11. Trivellas, P. and Santouridis, I. (2009) "TQM and Innovation Performance in Manufacturing SMEs, The Mediating Effect of Job Satisfaction", Accepted for presentation at the *International Conference on Industrial Engineering and Engineering Management (IEEM 2009)*, Hong-Kong, Dec 8-11.

12. Santouridis, I. and Trivellas., P. (2009) "Investigating the Impact of Service Quality and Customer Satisfaction on Customer Loyalty in the Mobile Telephony Sector in Greece", Proceedings of the *12th International QMOD and Toulon-Verona Conference on Quality and Service Sciences (ICQSS),* Verona, Italy, Aug. 27-29.

13. Santouridis, I.(2009) "E-Service Quality and its Impact on Customer Satisfaction and Trust: An Empirical Study on Greek Customers of Internet Shops" In Proceedings of the *International Conference on Enterprise Systems, Accounting and Logistics (6th ICESAL '09)*, Thessaloniki, Greece, May 2009

14. Trivellas, P., Santouridis, I. and Akrivouli, Z. (2008) "Barriers For E-Business Entrepreneurship: The Gender Aspect", In *Proceedings of the International Conference on Management & Marketing Sciences (ICMMS 2008)*, Athens, Greece, May 2008.

15. Santouridis, I., Trivellas, P. and Koutsouki, E. (2006) Investigating the role of demographics in customer perceived E-Service quality: The case of E-Banking in Greece. In *Proceedings of the 11th Conference of the UK Academy of Information Systems (UKAIS 2006)*, pp.1-13, Cheltenham, UK. (ISBN: 1 861741766)

16. Kyritsi, M. and Santouridis, I. (2006) Internet banking internationally and in Greece: The determinants of its adoption. In Proceedings of the *International Conference of Management of International Business and Economic Systems (MIBES 2006)*, pp.1-16, Larissa, Greece (ISBN: 978-960-87764-3-2)

17. Carnduff, T.W., Miles, J.C., Gray, W.A., Santouridis, I. and Faulconbridge, A. (1997) Case adaptation and versioning in concurrent engineering. In *Proceedings of the International Conference on Concurrent Engineering in Construction (CEC 97)*, pp.45-54, Anumba, C.J. and Evbuomwan, N.F.O. (Eds.), London, UK.

18. Miles, J.C., Moore, C.J., Gray, W.A., Carnduff, T.W. and Santouridis I. (1996) Information flows between designers: an experimental study. In *Proceedings of the 3rd Workshop of the European Group for Structural Engineering-Application of Artificial Intelligence (EG-SEA-AI)*, pp.13-15, McLeod I. (Ed.), Glasgow, UK.

Technical Reports

1. Felluga, B., Gauthier, T., Gunesh, A., Haastrup, P.S., Neopphytou, C., Poslad, S., Preux, D., Plini, P., Santouridis, I., Stjerholm, M. and Wuertz, J. (2003) Environmental data exchange for inland waters using independent software agents. Scientific results in the period July 2001 to June 2002, JRC Ispra – EUR 20549/EN

Books

1. *The SAGE Encyclopedia of Quality and the Service Economy (2015), Edited by Su Mi Dahlgaard-Park, SAGE Publications.* Entries: «E-Business Models» (1200 words) and «Customer Satisfaction, Retention and Loyalty» (3500 words).
2. Andy Field (2016) *Discovering Statistics using IBM SPSS Statistics. Propombos: Athens, Greece.* Translation into Greek of the chapters titled «*Correlation*» and «*Multi-level linear models*».