

XENIA J. MAMAKOU
Laboratorial Teaching Staff
School of Business Administration
Athens University of Economics and Business

A. PERSONAL DETAILS

Marital Status: Married, 2 children

Address: Athens University of Economics and Business, 76, Patission Str., GR10434, Athens-Greece

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B. EDUCATION

2004-2010 *Athens University of Economics and Business*
Department of Business Administration
PhD in Information Systems

2002-2003 *UMIST*
Department of Computation
MSc in Business Information Technology (Distinction)

1997- 2001 *Athens University of Economics and Business*
Department of Business Administration – Major:
Management of Information Systems (Grade: Excellent 8,68) (received the second highest grade of the department)

Feb-Jun '00 *Universitaire Faculteiten Sint-Ignatius Antwerpen (Erasmus program, passed 6/6 courses)*

1994-1997 *Kapandriti High school (Grade: Excellent 20)*

C. ACADEMIC EXPERIENCE

July '14-Today *Athens University of Economics and Business*
Laboratorial Teaching Staff, School of Business Administration
Teaching of the following undergraduate courses:

- *Business Informatics and Databases (2014 – today)*
- *Applications of Business Informatics (2014 – today)*
- *Design and Development Methodologies of Information Systems (2014-today)*

- Nov '04-July '14 *Athens University of Economics and Business*
Special Technical Laboratorial Staff, Department of Business Administration
Participation in the teaching of the following undergraduate laboratorial courses:
- *Information Systems (2010 – today)*
 - *Business Informatics and Databases (2010 – today)*
 - *Applications of Business Informatics (2004 – today)*
 - *Design and Development Methodologies of Information Systems (2004 – today)*
 - *Internet and Management Information Systems (2004 – today)*
- 2014-Today *Athens University of Economics and Business*
Postgraduate program "Master in Services Management (full-time)"
- *Quantitative Methods for Business Decision Making*
- 2013-Today *Athens University of Economics and Business*
Postgraduate program "Master in Services Management (part-time)"
- *Quantitative Methods for Business Decision Making*
 - *Management of Information Systems*
- Sep 2009 *Athens University of Economics and Business*
Postgraduate program "Master in Services Management (part-time)"
Preliminary laboratorial courses for the course "Quantitative Methods for Business Decision Making"
- 2004-2006 *Athens University of Economics and Business*
Postgraduate program "MSc in Business Mathematics"
Laboratorial courses for the course "Information Systems"

D. ACADEMIC EXPERIENCE

- Sept '14-July '15 *Vocational Training Center of the Hellenic Post S.A.*
Academic responsible in "Business Informatics" for educating managers of the Hellenic Post S.A.
- July '12-Nov '12 *Vocational Training Center of the Hellenic Post S.A.*
Lecturer in Project Management for educating managers of the Hellenic Post S.A.
- Nov '09-Dec '09 *Vocational Training Center of the Hellenic Post S.A.*
Lecturer in computer courses for educating managers of the

Hellenic Post S.A.

Dec '07-Nov '09 *Vocational Training Center of the Hellenic Post S.A.*
Lecturer in computer courses for business skills

Apr '05-May '06 *Vocational Training Center of the Hellenic Post S.A.*
Lecturer in statistic courses using Microsoft Excel

E. RESEARCH WORK– PUBLICATIONS

1. DISSERTATIONS

- 1.1 Mamakou X. J., "Website Evaluation Methodologies", *PhD Thesis, Athens University of Economics and Business, Department of Business Administration*, 2010.
- 1.2 Mamakou X. J., "Designing Attractive Websites", *MSc Dissertation, University of Manchester Institute of Science and Technology (UMIST), Department of Computation*, 2003.

2. PUBLICATIONS IN ACADEMIC REFEREED JOURNALS

- 2.1 Xenia J. Mamakou, Dimitrios K. Kardaras & Eleutherios A. Papathanassiou, "Evaluation of websites' compliance to legal and ethical guidelines: A fuzzy logic based methodology", *Journal of Information Science* (In Press). (ABS 2, 5-year IF: 1.238)
- 2.2 Cohen, Sandra, Xenia J. Mamakou & Sotirios Karatzimas. "IT-enhanced popular reports: Analyzing citizen preferences", *Government Information Quarterly* (In Press). (ABS 3, 5-year IF: 3.161)
- 2.3 Kardaras D.K., Karakostas B. and Mamakou X. "Content presentation personalisation and media adaptation in tourism web sites using Fuzzy Delphi Method and Fuzzy Cognitive Maps", *Expert Systems with Applications*, Vol 40, Issue 6, May 2013, pp. 2331-2342, ISSN 0957-4174. (ABS 3, 5-year IF: 2.879)
- 2.4 Papathanassiou E. A, Mamakou X. J. & Kardaras D. K., "Legal and Ethical Website Guidelines", *WSEAS Transactions on Computers*, Issue 7, Vol 5, July 2006, pp. 1502-1509.

3. PUBLICATIONS IN INTERNATIONAL REFEREED CONFERENCE PROCEEDINGS

- 3.1 Kardaras, Dimitris K., et al. "An Approach to Hotel Services Dynamic Pricing Based on the Delphi Method and Fuzzy Cognitive Maps." *Artificial*

Intelligence Applications and Innovations, Vol 412. Springer Berlin Heidelberg, 2013, pp. 557-566.

- 3.2 Kardaras, Dimitris K., Xenia J. Mamakou, and Bill Karakostas. "Fuzzy Equivalence Relation Based Clustering and Its Use to Restructuring Websites' Hyperlinks and Web Pages." *Artificial Intelligence Applications and Innovations*, Vol 412. Springer Berlin Heidelberg, 2013, pp. 52-60.
- 3.3 Kardaras D. K., Mamakou X. J. & Karakostas B., "Adaptive web site design based on fuzzy user profiles, usability rules and design patterns", *1st European Workshop on HCI Design and Evaluation*, Limasson, Cyprus, 8th April 2011, pp. 31-36.
- 3.4 Papathanassiou E. A, Mamakou X. J. & Kardaras D. K., "Privacy Online: Research and Recommendations", *Proceedings of the 5th WSEAS International Conference on Telecommunications and Informatics*, Istanbul, Turkey, 27-29 May 2006, pp. 309-314. (2 citations in *WSEAS Transactions on Information Science and Applications*, Volume 6 , Issue 3, March 2009, pp. 397-406 and pp. 407-416)

4. PUBLICATIONS IN REFEREED BOOKS-SELECTIONS OF RESEARCH PAPERS

- 4.1 Papathanassiou E. A. and Mamakou X. J., "Privacy Issues in Public Websites", *Handbook of Research on Public Information Technology*, Information Science Reference, ISBN: 978-1-59904-857-4, January 2008, pp. 256-264.

5. ACADEMIC LABORATORIAL NOTES

- 5.1 «Laboratorial Notes Access-VBA» for the undergraduate course Design and Development Methodologies of Information Systems, Athens University of Economics and Business Publication, Athens 2009, pp. 42.
- 5.2 «Laboratorial Notes» for the undergraduate course Internet and Management Information Systems Athens University of Economics and Business Publication, Athens 2009, pp. 44.

6. PARTICIPATION IN THE CREATION OF TEXT BOOKS

- 6.1 Participation with comments in the creation of the 1st Edition of Prof. E. A. Papathanassiou book "Information Systems: Theory and Applications (Volume A and Volume B)", V. Giurdas Publications, Athens 2008.
- 6.2 Participation with comments in the creation of the 1st Edition of Prof. E. A. Papathanassiou book "Files and Databases for Business Personnel", V. Giurdas Publications, Athens 2008.

- 6.3 Participation with comments in the creation of the 1st Edition of Prof. E. A. Papathanassiou book "Business Applications with MS EXCEL (Volume A and Volume B)", V. Giurdas Publications, Athens 2008.
- 6.4 Participation with comments in the creation of Prof. E. A. Papathanassiou book "Business Applications with MS EXCEL", Athens University of Economics and Business Publications, Athens 2005.
- 6.5 Participation with comments in the creation of Prof. E. A. Papathanassiou book "Development of Business Application with Visual Basic", Athens University of Economics and Business Publications, Athens 2004.

F. AC HOC REVIEWER IN ACADEMIC JOURNALS AND CONFERENCES

- British Journal of Applied Science & Technology
- Expert Systems with Applications
- IADIS International Conference: Information Systems

G. PARTICIPATION IN PROJECTS (INDICATIVELY)

- Aug. '2016 – *Athens University of Economics and Business*
Today Design, development and maintenance of the eLearning website (elearning.aueb.gr)
- Oct – Dec 2015 *Athens University of Economics and Business*
Development of a Database for the Municipalities financial data
- 2014 - Today *Athens University of Economics and Business*
Business Confucius Institute in Athens
Design, development and maintenance of the BCI website (confucius.aueb.gr)
- 2012 – Today *Athens University of Economics and Business*
MBA Full & Part Time
Design, development and maintenance of the MBA websites (mba.aueb.gr & mba- parttime.aueb.gr)
- Apr. '05-Jun '07 *Athens University of Economics and Business*
Research Center Project: Equal
- Nov '04-March '05 *Athens University of Economics and Business*
Department of Business Administration
3.5 Development of a Department's central web space

H. OTHER WORK EXPERIENCE

- 2000-Today *Websites Development*
Design and Support of a large number of websites
(elearning.aueb.gr, ode.aueb.gr, lbs.aueb.gr, mba.aueb.gr,
mba-parttime.aueb.gr, confucius.aueb.gr, dose.aueb.gr etc.)
- Sep '01-Jul '02 *Athens University of Economics and Business*
Technical Responsible at the Laboratory of Business
Technology
- Feb '01-Jul '02 *Athens University of Economics and Business*
Researcher at the Teleducation Center (Design &
Development of projects through Internet)
- Jul '00-Feb '01 *Ideal Standard S.A.*
 - Assistant at the Commercial Department
 - Project development for the company's internal
affaires
- 1 Jul-31 Jul '98 *Solid Advertising Stavros Leousis S.A*
Assistant of Client Service Director

I. FOREIGN LANGUAGES

1. *English*: Cambridge Proficiency in English
2. *French*: Sorbonne 1

J. SCHOLARSHIPS-AWARDS

- 2002 *Bodossaki Foundation Scholarship*
One year scholarship for living in England during the Master
courses
- 1998 *State Scholarship's Foundation*
Scholarship for the performance of the 1st year's studies in
the Athens University of Economics and Business (received
the 5th highest grade in the department)
- 1997 *Union of Greek-Sudanese*
Award for the entrance in the Athens University of Economics
and Business
- 1997 *Ideal Standard S.A.*
Award for the entrance in the Athens University of Economics
and Business

1992-1995, 1997 *Ministry of Education and Religious Affairs*
Award for my High School Progress

1992-1997 *Ministry of Education and Religious Affairs*
High Distinction for my High School Progress