



### Academic Personnel Short Profile / Short CV

<b>University:</b>	Open University of Cyprus
<b>Surname:</b>	Nicolaou
<b>Name:</b>	Daina
<b>Rank:</b>	Adjunct Faculty (tutor)
<b>Faculty:</b>	Faculty of Economics and Management
<b>Department:</b>	Management
<b>Scientific Domain: *</b>	Marketing and Management

*\* Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
PhD Διδακτορικό	2008	University of Warwick	Warwick Business School	An Holistic Customer Satisfaction Model
MBA	2002	Cyprus International Institute of Management		The Referral System of Students in Tertiary Education
BSc Business and Public Administration	2001	University of Cyprus	Business and Public Administration	The European Foundation for Quality Management Framework as a Hotel Classification System

Employment history – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
2012	Present	Open University of Cyprus	Nicosia, Cyprus	Adjunct Faculty (Tutor)
2019	Present	University of Cyprus	Nicosia, Cyprus	Special Teaching Faculty
2012	2019	University of Cyprus	Nicosia, Cyprus	Special Scientist (Teaching)

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher / Conference	Vol.	Pages
1	2019	Robots in Business		Artificial Intelligence and Robotics, Zaragoza, Spain		
2	2019	The Effect of Mindfulness on Emotions when Dealing with Misbehaving Customers	Chrystalla Mavrada, Marina Fotiou, Constantina Ioannou, Lambros Eftychiou	QUIS Services Marketing Conference, Karlstad, Sweden		
3	2018	When the Customer is (an Abusive) King	Christos Theoris	21st Academy of Marketing Science World Marketing Congress, Porto, Portugal		
4	2018	Consumer Misbehaviour in a Veterinary Setting	Christos Theoris	10th American Marketing Association Services Special Interest Group Conference, Paris, France		
5	2015	Consumers' Acceptance of Online Behaviour Advertising	Thomas Soutzis	6th Global Innovation and Knowledge Academy, Santorini Greece		
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Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
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*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	2019-2021	The Impact of Social Network Presence on Success	Research and Innovation Foundation	Research Team Member
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*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	1/2020-6/2020	Junior Achievement - Secondary	Judge	Assessment for Award
2	2/2020-6/2020	Junior Achievement – Higher Education	Lecturer	Education, training and guidance of teams
3	1/2017-	Centre for Entrepreneurship	Mentor	Entrepreneurship and marketing consulting services
4	1/2019-6/2019	Digital Championship Cyprus	Trainer	Training groups for business models
5	11/2019	Reload Greece Youth Entrepreneurship Programme	Organising Committee	Organization of a Business Competition event for Cyprus (all universities in Cyprus were invited)

**Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Title	Awarded by:
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**Other Achievements. List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Title	Key Activities:
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