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Personal Information

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Education Information

Doctorate, Erciyes University, Sosyal Bilimler Enstitüsü, Turkey 2018 - Continues

Undergraduate, Boğaziçi Üniversitesi, Uygulamalı Bilimler Yüksekokulu, Yönetim Bilişim Sistemleri, Turkey 2005 - 2011

Foreign Languages

English, B2 Upper Intermediate

Research Areas

Social Sciences and Humanities, Management, Production Management, Marketing, Logistics Management, Quality and Production Management, Management Information Systems

Academic Titles / Tasks

Research Assistant, Abdullah Gul University, Yönetim Bilimleri Fakültesi, İşletme, 2012 - Continues

Articles Published in Journals That Entered SCI, SSCI and AHCI Indexes

- I. **Business process management in hotels: with a focus on delivering quality guest service**
Özdemir A. İ. , ÇOLAK A., Shmilli J.
Quality and Quantity, vol.53, no.5, pp.2305-2322, 2019 (Journal Indexed in SCI Expanded)
- II. **Historical Background and Benefits of Managed Information Technology Services in Businesses**
ÖZDEMİR A. İ. , ÇOLAK A.
CIENCIA E TÉCNICA VITIVINÍCOLA, no.32, pp.20-35, 2017 (Journal Indexed in SCI Expanded)

Refereed Congress / Symposium Publications in Proceedings

- I. **ANALYSIS OF PREPAREDNESS LEVEL AND OUTSOURCING USAGE OF SMES AGAINST TECHNOLOGICALDISASTERS**
ÖZDEMİR A. İ. , ÇOLAK A.
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- II. **KOBİ'LERIN BILGI TEKNOLOJILERI DIŞ KAYNAK KULLANIM UYGULAMALARI**
ÇOLAK A., ÖZDEMİR A. İ.
IVSS 2018 INTERNATIONAL VOCATIONAL SCIENCE SYMPOSIUM, Antalya, Turkey, 1 - 03 April 2018, vol.1, pp.11
- III. **ULAŞIM HIZMET KALITESININ SERVQUAL YÖNTEMI İLE ANALIZI**

ÖZDEMİR A. İ. , ÇOLAK A.

IVSS 2018 INTERNATIONAL VOCATIONAL SCIENCE SYMPOSIUM, Antalya, Turkey, 1 - 03 April 2018, vol.1, pp.10

- IV. **KOBİLERİN TEKNOLOJİK AFETLERE KARŞI HAZIRLIK VE DIŞ KAYNAK KULLANIMININ ANALİZİ**
ÖZDEMİR A. İ. , ÇOLAK A.
ULUSLARARASI MESLEKİ BİLİMLER SEMPOZYUMU, 18 - 21 April 2018
- V. **Kalite ve Gıda Güvenlik Sertifikalarının İşletme Performansı Üzerindeki Etkilerinin Analizi: Gıda Sektörü Örneği**
ÖZDEMİR A. İ. , Ertuğrul G., ÇOLAK A.
6 th I C o S R e S S E International Conference of Strategic Research in Social Science and Education, 12 - 14 May 2017
- VI. **BUSINESS PROCESS MANAGEMENT IN HOTELS WITH A FOCUS ON DELIVERING QUALITY GUEST SERVICE**
ÖZDEMİR A. İ. , Shmilli J., ÇOLAK A.
6 th I C o S R e S S E International Conference of Strategic Research in Social Science and Education, Prag, Czech Republic, 12 - 14 May 2017, pp.29
- VII. **SUSTAINABLE DEVELOPMENT: AGRICULTURAL SECTOR APPLICATIONS**
ÖZDEMİR A. İ. , Erdem H., Ertuğrul G., ÇOLAK A.
6th International Conference of Strategic Research in Social Science and Education, Prag, Czech Republic, 12 - 14 May 2017, pp.48
- VIII. **ANALYSIS OF THE IMPACT OF QUALITY AND FOOD SAFETY CERTIFICATES ON BUSINESS PERFORMANCE: THE FOOD SECTOR CASE**
ÖZDEMİR A. İ. , Ertuğrul G., ÇOLAK A.
6 th I C o S R e S S E International Conference of Strategic Research in Social Science and Education, Prag, Czech Republic, 12 - 14 May 2017, pp.34-35
- IX. **Evaluation of The Effects of Quality Certificates Used In Food Sector On Business Performance: Case of Kayseri Sugar Factory**
Ertuğrul G., ÖZDEMİR A. İ. , ÇOLAK A.
1st INTERNATIONAL CONFERENCE ON FOOD AND AGRICULTURAL ECONOMICS, 27 - 28 April 2017