

Neda Abdolvand

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Assistant Professor, IT Management Group

Education

PhD. Candidate in Industrial Engineering	Tarbiat Modares University	2007-2012	Tehran-Iran
Master Degree in Information Technology	Tarbiat Modares University	2004-2006	Tehran-Iran
Post Graduate Certificate in Information System	Melbourne University	2004	Melbourne-Australia
Bachelor Degree in Computer Engineering	Shahid Beheshti University	1992-1996	Tehran-Iran

Awards & Honors

Selected As Distinguished Researcher in the Management Department (Alzahra University) 2015
Selected As Distinguished Researcher in the Faculty of Social & Economic Science (Alzahra University)
Selected for PhD as Honored MSc Graduate (Without PhD entry Exam)
Selected as Best Student in Master Degree
Selected as Second Best Student in Bachelor Degree
Selected as Best Employee in Transportation and Terminals Organization in 1999

Teaching Experiences

e-strategy	Business Intelligence
BPR	Data Mining
CRM	MIS
SCM	Web Architecture
Internet Marketing	e-commerce
Change Management	Research Method

Research Area

Data /Text Mining	Opinion Mining / Sentiment Analysis
Social Network Analysis	Recommended Systems
Interorganizational systems	SCM
Business Analytics/Intelligence	Strategic Alignment
Business Process	Customer Lifetime Value/CRM
Reengineering/Improvement	

Books (Persian)

Author: Lean Hospitals (under publishing)
Three translated books have been published

Publications

Postdoctorate

Strategic Alignment Implications on customer relation management

PhD. Dissertation

A Holistic Model for Performance Management based on Customer Lifetime Value in Geographically Distributed Service Companies.

Master Thesis

An Improved Decision System for Replenishment Using Rule-Based Expert System in EPC Network

Journals (Persian publishings have not listed)

- Yasaman Mastoori, Saeedeh Rajaei Harandi, & Neda Abdolvand, (2016), "**The Effects of Communication Networks on Students' Academic Performance: The Synthetic Approach of Social**", *International Journal on Integrating Technology in Education*, 5(4), 23-34
- Aylin Hejazi, Neda Abdolvand, (2016), "**Assessing the Organizational Readiness for Implementing BI Systems**", *International Journal of Information Technology Convergence and Services (IJITCS)*, 6(1), 13-22
- Neda Abdolvand & Mohammad Mehdi Sepehri, (2016), "**Antecedents of Strategic Information Systems Alignment in Iran**", *Journal of Global Information Technology Management (JGITM)*, 19 (2), 80-103
- Zeinab Faraji, Neda Abdolvand, (2016), "**Effects of Human Factor on the Success of Information Technology Outsourcing**", *International Journal of Information Technology Convergence and Services (IJITCS)*, 6 (1), 1-12.
- Sepideh Shahidi, Neda Abdolvand and Saeedeh Rajae Harandi. (2015) "**Assessing the Organizational Readiness for Implementing Knowledge Management in Organizations**", *International Journal of Information Technology Convergence and Services (IJITCS)*, 5(6), 11-23.
- Neda Abdolvand, Amir Albadvi, Vahid Baradaran (2015) "**Activity Level as a link between customer retention and customer lifetime value**", *Iranian Journal of Management Studies*, 8(4), 567-587.
- Neda Abdolvand, Amir Albadvi, Mohammad Aghdasi (2015) "**Performance Management using a Value-Based Customer-Centered Model**", *International Journal of Production Research*, 53 (18),1-12
- Kimia Ghaffari, Mohammad Soltani Delgosha, Neda Abdolvand, (2014) "**Towards Cloud Computing: A SWOT Analysis on its Adoption in SMEs**". *International Journal of Information Technology Convergence and Services*. 4 (2) 13-20.

- Neda Abdolvand, Amir Albadvi, Hamidreza Koosha, “**Customer lifetime value: literature scoping map, and an agenda for future research**” *International Journal of Management Perspective*, 2014, 1 (3), 41-59
- Neda Abdolvand, Amir Albadvi, (2012), “**A New Approach for Performance Management in Banking Industry based on CLV**”, *AWERProcedia Information Technology & Computer Science*, 1, 1700-1705.
- Neda Abdolvand, Nasrollah Moghadam Charkari & Reza Mohammadi, (2006) "**A Technical Model for Improving Customer Loyalty with m-Commerce: Mobile Service Providers**". *International Journal on Computer Science and Information System*, 1(1), pp: 63-75.
- Neda Abdolvand, Zahra Ferdowsi & Amir Albadvi, (2007) "**Towards a Unified Perspective of Business Process Reengineering Methodologies**", *International Journal on Commercialization and Technology Transfer*, 6(1), pp 100-111.
- Neda Abdolvand, Amir Albadvi & Zahra Ferdowsi, (2008) "**Assessing Readiness for Business Process Reengineering**", *Journal of Business Process Management*, 14(4), pp 497-511.

Conferences (Persian ones have not listed)

- Neda Abdolvand & Amir Albadvi, “**Customer-centric Model for Performance Management in Banking Industry Using Soft System Methodology**”, Presented in *IRM Conference*, 2010.
- Neda Abdolvand & Amir Albadvi, “**An Approach for Assessing Performance Based on Customer Value In Banking Industry**”, Published in *the IADIS International Conference Applied Computing*, 2009, Rome.
- Omid Bigdeli, Sanam Afaghzadeh, Amir Albadvi & Neda Abdolvand, “**Barriers of Online Shopping in Developing Countries: Case Study Iran**”, Published in *IADIS International Conference e-Commerce*, 2009, Algarve-Portugal.
- Neda Abdolvand, Nasrollah Moghadam Charkari & Mohsen Talaie, "**A Proposed Integrated Model for Designing and Implementing Technical Architecture**", Published in *WITID*, 2006, Isfahan-Iran.
- Neda Abdolvand, Nasrollah Moghadam Charkari & Reza Mohammadi, (2006) "**M-Commerce Implications on Customer Loyalty in Mobile Telecommunication Companies**". 11th *International CSI Computer Conference (CSICC 2006)*, School of Computer, IPM, 2006, Tehran.
- Neda Abdolvand, Nasrollah Moghaddam Charkari & Mohammad Mehdi Sepehri, "**An UML Model for Enhanced Cross-docking**", Published in *2nd International Conference on Information and Knowledge Technology Proceedings*, 2005, Tehran.
- Neda Abdolvand & Sherah Kurnia, "**The Impact of EPC Technology on Replenishment**", published in *San Diego Information System Conference Proceedings*, 2005, USA.

- Nasrollah Moghaddam Charkari & Neda Abdolvand, "**A Proposed Model for Integrating CRM, SCM & ERP**", Published in *1st International Conference on Information and Knowledge Technology Proceedings*, 2003, Tehran.

Research Activities and Community Memberships

International Journal on Production research (Reviewer)
European Journal of Operational Research (Reviewer)
Business Process Management Journal (Reviewer)
Reviewer of Several Conferences including IACIS, ICIS, IRM
Association for information System (AIS Net) (Memebr)