



## Nikolaos Iason Koufodontis

### CV

(Sans courses, publications, and  
research programmes listings)  
(October 2023)

#### Personal Information

|                              |  |
|------------------------------|--|
| <b>Last Name</b>             | Koufodontis  |
| <b>First Names</b>           | Nikolaos Iason   |
| <b>Place of Birth</b>        | Helsinki, Finland  |
| <b>Nationality</b>           | Greek / Finnish  |
| <b>Mil. Service</b>          | Greece and Finland (Res. Officer 2nd Lt)                   |
| <b>Marital/family status</b> | Married, 2 children  |
| <b>Address (work)</b>        | University of the Aegean, Michalon 8, 82100, Chios, Greece |
| <b>Tel. (work)</b>           | +30-22710-35953  |
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#### Education

|             |   |
|-------------|---|
| <b>2006</b> | PhD, in ICT in Business, specializing in tourism enterprises, dissertation title "Introduction and Utilization of Information and Communication Technologies in Innovative Virtual Organizations", University of the Aegean. Degree: "Excellent" (top rating) |
| <b>2000</b> | MSc Diploma in Tourism Planning, Management and Policy (Interdepartmental Course), University of the Aegean (2 years). Degree 8.85, 1 <sup>st</sup> graduate, scholarships for each year of studies (National, sponsors and University).                      |
| <b>1996</b> | Business Administration Diploma, Department of Business Administration, University of the Aegean (4 years). Degree 9.06, 1 <sup>st</sup> graduate, scholarships for each year of studies (National, sponsors and University).                                 |

#### Language Skills

Greek (mother tongue), English (C1, MSU CPE, International HEI Lecturing), Finnish (mother tongue)

#### Technical Skills

Systems analysis, programming in 10+ computer languages, development of general purpose and specialized software applications, design and development of information systems, databases, data analysis, network technologies, e-business, e-commerce, internet marketing and promotion, networks, multimedia processing and production, content optimization (general and SEO), MIS with specialization in University SIS, distance learning systems and other educational applications, computer software and operating systems.

## Work Experience

- 2018-present** Adjunct Faculty at the Hellenic Open University, Undergraduate Program “Tourism Management” and Graduate Program “Management of Tourism Enterprises”
- 2023-present** Adjunct Faculty at the Hellenic Open University, Graduate Program  
**2017-2020** “Management of Tourism Enterprises” (Master Thesis Supervision)
- 2014-present** Academic Teaching Staff (E.D.I.P.) at the School of Business of the University of the Aegean, in the fields of “Information Communication Technologies, Business Administration, Tourism”. Assigned by the Business School and the University Council for full time independent course teaching at the School’s Departments and Post-Graduate Programmes. Currently assigned to the Departments of (i) Business Administration and (ii) Tourism Economics and Management (including Post-Graduate Courses).
- 1997-present** Certified instructor at public and private vocational training centers
- 2023-2023** Visiting Scholar for a full teaching period, Undergraduate Program “Hospitality and Tourism Experience Management, Haaga-Helia University, Helsinki, Finland (Visiting Scholar, contract based scheduled activity; on educational leave from the University of the Aegean)
- 2021-2022** Assistant Professor of Marketing and Professional Sales, Coles College of Business, Kennesaw State University, USA (part time, autonomous teaching of 2 courses per each semester on 2 different departments; on educational leave from the University of the Aegean)
- 1992-2021** Programmer and application developer for public and private sector (Prefectures, Municipalities, shipping companies, tourist enterprises, other commercial businesses). Analysis and design of internet presence and e-commerce applications for tourist enterprises (hotels, travel agencies etc.), service providers, manufacturers, media (newspaper, radio, tv), local government (local agencies, development agencies, public libraries). Development of e-guides for public and private sector. Development of reservation and e-pay systems for tourism and educational services. Design, implementation and maintenance of various RDBS databases with local or web interfaces.
- 2003-2013** University Adjunct lecturer (2009-2013) and lecturer as external associate (2003-2013) at both graduate and post graduate courses.
- 2001-2014** Public Employee at the ICT Department of the University of the Aegean.
- 2000-2001** Network and MIS Administrator at the Department of Financial Management and Engineering, University of the Aegean.
- 1997-2001** Primary occupation as a researcher in EU funded research programmes in the fields of management, ICT, tourism, regional development (various agencies).
- 1996-2001** Manager, partner and co-owner of ISPs, Compulink Chios PoP, ChiosNET, Netway.

## Research Interests and Specialization

Main interests are in interdisciplinary study of information and communication technologies utilization in management, with focus on services. Specialization in tourism and hospitality, with emphasis on regional development and sustainability. Specific subjects and areas at macro- and micro- level:

Use of information and communication technologies at strategy, planning, and policy levels; at

administration and organization of network enterprises with emphasis on tourism and regional development. Analysis, planning and transformation of business operations and procedures. Development of production and services delivery procedures. Utilization of information systems and introduction of organizational innovations for improvement of competitiveness of local small and family enterprises (primarily in hospitality) aligned with balanced and sustainable development of regions and areas with disadvantages. Business process reengineering and strategies as a response to climate change. Theoretical and applied research in tourism destination management, digital entrepreneurship, digital marketing and e-commerce of hospitality enterprises and organizations. Specialization in subjects including destination image, creation of integrated tourism products, delivery of combined services and customer experience improvement, aviation and tourism, integrated information and communication systems, small enterprise networks, and virtual organizations. Creation of methodological tools and implementation guides for introduction and utilization of innovative technologies in hospitality businesses, other enterprises, and public organizations, with the targets of business procedures optimization, development of e-commerce solutions and new digital services, including digital marketing and online promotion. Experienced in public administrative procedures, operations reengineering, and utilization of information technologies in public sector. Educational, research, and professional involvement in services management with emphasis on digital business, digital marketing and e-commerce, with applications primarily in tourism.

Among the pioneers in Greece in the development of various technological solutions in the services sector with emphasis on tourism, during the first months and years of the internet era (1995-2000) in fields such as e-commerce applications, internet reservations, internet transactions and payments, business information distribution and tourism related content for mobile devices, internet presence and promotion of hospitality and other enterprises, digital marketing on multiple channels and means, interactive Web2.0 applications, various types of information systems, creation and optimization of digital content for all kinds of services (including streaming services), with specialization in tourism information management.

### **Academic Educational Experience (HEI)**

The academic education experience described includes only autonomous lecturing in undergraduate and graduate programs at universities. For all courses, extensive digital teaching material is being developed and distributed to the students in digital format and renewed every semester. A big proportion of the courses have been introduced in the curricula of the respective HEI programs either as personal suggestions or their teaching has been assigned as a new course; therefore in both cases a complete new course has been developed (course curriculum, content, digital platform etc.)

#### **2003-present**

Teaching of undergraduate courses at the Departments:

- (a) Marketing and Professional Sales, (b) Information Systems and Security, Kennesaw State University, Georgia, US
- Hospitality and Tourism Experience Management, Haaga-Helia University, Helsinki, Finland
- (a) Business Administration, (b) Tourism Economics and Management, (c) Shipping, Trade and Transport, University of the Aegean, Greece
- Tourism Management, Hellenic Open University, Greece

Teaching of courses at graduate programs of the University of the Aegean and the Hellenic Open University (MBA, Tourism MSc, Tourism Enterprises Management).

Supervision of master theses at the Hellenic Open University tourism graduate program. Supervision of over 70 theses for other undergraduate and graduate programs.

Certified in development of academic courses and distance learning (Kennesaw State University 2021, Hellenic Open University 2022), academic research and educational experience in distance learning since 1998.

### **PUBLICATIONS IN INTERNATIONAL SCIENTIFIC JOURNALS AND CONFERENCES**

(Includes only papers in peer-reviewed international journals and conferences, after PhD)

Papers in international scientific journals: 7

Papers in international scientific conference proceedings: 25

Papers in national (Greek) scientific conferences: 6

Books: 1

Total number of papers with citations: 16

Total citations: 111 (October 2023)

### **Research Activities**

- 1994-present** Member of research teams (as researcher) in various EU-funded research programmes of the University of the Aegean and other public institutions in the fields of management, information technology, tourism, regional development, cultural influences, distance learning, e-government, education, distance learning, communications, networking etc. Total of 41 research programs, including vocational training.  
Author of research proposals and work packages.  
Authoring of studies and proposals for enterprises and institutions.  
Certified researcher for Social-Behavioral-Educational Human Subjects Research (CITI certification)  
Hellenic Ministries and Government Organizations Evaluator and Auditor of EU funded research programmes and education and training activities in higher education (Universities). Since 1998, participation in numerous EU-funded Operational Programmes for Education and Initial Vocational Training (research, expansion, restructuring etc.)
- 1997-2001** Applied research and development of innovative new technologies for digital transformation and adoption of digital entrepreneurship by service providers.

### **Other Scientific and Academic Activities**

- 2023** Visiting scholar at Haaga Helia University of Applied Sciences, Helsinki, Finland, for a full teaching period; main activities included lecturing and research.
- 2021-2022** US Fulbright scholar in the highest distinguished level of "Scholar-In-Residence". First S-I-R from Greece. Visiting professor in US HEI for lecturing and research. Development and coordination of several activities within the scope of a special program to strengthen the ties between US and Greece at academic, business, and social levels.
- 2000** First tourism sector graduate from a Greek university (Diploma #1, Tourism Interdepartmental Graduate Program of the University of the Aegean, the first tourism and hospitality program in Greece)
- 1993-2000, 2001** Scholarships as best student from Greek National Scholarship Organization and other entities, public and private sector prizes for every undergraduate and graduate year of studies as the student with the highest annual grade average and the highest degree and diploma grade. Awarded as the top graduate student of the first 15 years of the Department of Business

Administration at the University of the Aegean.

**1994-present** Member of professional and scientific organizations, member of the Laboratory of Innovative Tourism Entrepreneurship and Human Resources Development at the University of the Aegean, partner of other scientific labs, organizer of international scientific collaboration meeting, referee at international academic journals, member of organizing committees of scientific conferences, scientific presentations at events, undergraduate and graduate student thesis supervision, student work placement supervision, honors assignment supervision, judge at international innovation competitions, invited guest speaker etc.

**2009-2010** Participation in Erasmus programmes with visits to Universities in Cyprus for exchange of knowledge and best practices in organization and operation of academic information and communication services, for optimizing the delivery of digital services to the members of the academic communities (University of Cyprus – Nicosia, Cyprus University of Technology – Limassol).

### **Other Activities / Community**

**1992-present** Cooperation with fire department, coast guard and other authorities regarding aerial patrol for forest fire prevention, detection of oil spills and other observation and search activities at border regions (as volunteer pilot). Cooperation with civil protection authorities regarding crisis management e.g., civilian population sheltering and mass evacuation plans (as consultant). Participation in international academic seminars for climate change (Cleveland, US, May 11-15, 2022, US Department of State and State of Ohio). Volunteer activities in Greece and abroad (environment, society, training). Holder of private pilot license (PPL) (1993-2010). Holder of radiotelephony certificate. Holder of ultralight aircraft license (2006-2007). Member of board of the Chios Air Club, responsible for operational management of fleet (aircrafts) until 2005. Member of Athens Air Club since 1992.