

CURRICULUM VITAE

Alexandra FRAGOUDAKI B.A. M.B.A Ph.D

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I. Formal Education:

1991 Ph.D (Air Transport), Thesis title: "Proposing a Methodology for Evaluating the Operational Performance of Smaller National Airlines - The Case Study of Olympic Airways" University of Westminster, London

1979 M.Sc., University of Edinburgh

Thesis in the field of: Human Resources Management and Organizational Behaviour.

1977 B.A. in Economics, University of Athens, Department of Economics.

II. Professional experience

Department of Economics, University of Athens

2017- Assistant Professor, Department of Economics

2019 - Assistant Professor Department of Business Studies

2001 - 2017 Lecturer, Department of Economics

1980 - 2001 Scientific Collaborator, Department of Economics

A. Teaching:

I. Department of Economics:

1991 - 1994 Microeconomic Theory I, II

1991- 1997 Quantitative methods in market analysis.

1997 - 2019 Introduction to Marketing (in Greek and in English)

2000 - 2019 Transport Economics and Management

2002 - 2019 Services marketing

2004 - 2019 Services marketing – Postgraduate program: Economics and

Management of Telecommunication Services, Department of Informatics, University of Athens

2014 – 2019 Services marketing – Postgraduate programme: Organization and Management of Health Services, Department of Nursing, University of Athens

2015 – 2019 Human Resources Management – Part of Economy and Business Administration course for undergraduate students of the Department of Chemistry, University of Athens.

2016 - 2019 Human Resource Management. Postgraduate Programme: Accounting Management in Management and Administration of Organizations and Businesses, Department of Economics, University of Athens

2016 – 2019 Marketing. Postgraduate Programme: Accounting Management in Management and Administration of Organizations and Businesses, Department of Economics, University of Athens

2016 – 2019 Marketing. Postgraduate Programme: Strategic Management in Management and Administration of Organizations and Businesses, Department of Economics, University of Athens

II Department of Business Administration

2020 – Marketing Management

B. Additional activity at the Department of Economics and Department of Business Administration

1995 - 2019 Academic Advisor and Erasmus Coordinator for the Department of Economics, University of Athens

2020 -2021 Academic Advisor and Erasmus Coordinator for the Department of Business Studies

2004 - Academic Advisor for the “e - learning” programs of the University of Athens: Strategic marketing, Services Marketing and Sales, Tourism Marketing and Management, Customer Relationship Management, Food Marketing, Advertising and Social Media, Communications Customer Services Marketing and Communication Management, Marketing of Alternative Tourism Services

2. Other Professional Posts held:

2006 – 2010 CEO, National Bank of Greece Training and Conference Centre

2010-2011 Elected member of the Board, HAPCO, Hellenic Association of Professional Congress Organizers

1992 – 2000 Associate Member of the Research Group, Air Transport Group, College of Aeronautics, Cranfield University, U.K

1989 - 1992 Olympic Airways S.A., Department of Economics, Economic Studies and

Analyses Division. Liaison with IATA, ICAO, AEA for data and statistics of network and operations

1985 "Economic Outlook" Economic journal in English language for foreign enterprises in Greece

1977-78 Engico International S.A (Engineering Consulting Office – Milan). Exports-Imports Department 1977-78 - Responsible for Greece-N. Africa area

III. Research and Publications

A. Theses:

1. *"Proposing a Methodology for Evaluating the Operational Performance of Smaller National Airlines - The Case Study of Olympic Airways"*
Ph.D. Thesis, Air Transport Group, Department of Planning and Environment, University of Westminster, 1991.
2. *"The Training Needs of the Catering Managers of the Scottish Hospitals"* MBA Thesis, Department of Business Studies, University of Edinburgh, 1979.

B. 1. Articles in journals and other publications:

1. *«Airport efficiency in the dawn of privatization – The case of Greece»* A. Fragoudaki, D. Giokas. *Journal of Air Transport Management* – 2020, 86, 101821
2. *«The Implementation of Goffee and Jones's Types of Organizational Culture in a Greek State-Owned Organization that Introduced New Technologies.* K. Malagas, S. Gritzalis, N. Nikitakos, A. Fragoudaki. *Foundations of Management* (9) 1, July 2017
3. *"Higher education aviation programs in Greece: A missed opportunity or a challenge to meet?"* K. Malagas, A. Fragoudaki K. Kourousis, N. Nikitakos. *Journal of Aerospace Technology Management* 9 (4), Oct-Dec 2017
4. *"Efficiency and Productivity changes in Greek airports during the crisis years 2010-2014"* A. Fragoudaki, D. Giokas, K. Glyptou. *Journal of Air Transport Management*. Elsevier, Science, UK, Vol. 57, 2016, pp 306-315
5. *"Airport performance in a tourism receiving country: Evidence from Greece"*, A. Fragoudaki – D. Giokas, *Journal of Air Transport Management*. Elsevier, Science, UK, Vol. 52, 2016, pp 80-89.
6. *"Economic efficiency of Greek retail SMEs in a period of high fluctuations in economic activity: a DEA approach"* Dimitris Balios, Nikolaos Eriotis, Alexandra Fragoudaki and Dimitrios Giokas, *Applied Economics*, 2015, vol. 47, issue 33, pages 3577-3593

7. *PSO Air Transport Services in Greece*" Presentation at International Conference "Air Transport Services in Remote Regions of the Community" Stockholm, May 2003
8. "Greek Domestic Air Transport: Industry and Policy Developments. From Post World War II to Post Liberalization", A. Fragoudaki. September 2000. Journal of Air Transport Management. Elsevier, Science, UK. Vol. 6, Issue 4, pp.223-232.
9. « *Greek Air Transport: The Airlines*» J. Panagopoulos – A.Fragoudaki. Institute for Economic and Industrial Research, (IOBE), Sectoral Study No 149, September 1997.
10. "*Tourism Marketing Services*": Problems and Prospects for Sustainable Growth, A. Fragoudaki et al. University of Macedonia, Northern Greece, Department of Accounting and Finance, 2004
11. "*User Costs at Selected European, SE Asian and US Airports, 1997-98*" Prof. R. Doganis, Dr. A. Fragoudaki, Peter Morell, Romano Pagliari, Ian Stockman. College of Aeronautics, Cranfield University, January 1998, ISBN 1 - 871564-97-2
12. "*Revenues at European Airports*", Prof. R. Doganis, Dr. A. Fragoudaki, Peter Morell, Romano Pagliari, Ian Stockman. College of Aeronautics, Research Report No 6, Cranfield University, 1998.
13. "*A Comparative Study of User Costs at Selected European Airports*" Prof. R. Doganis, Ian Stockman, Romano Pagliari, Conor Whelan, Dr. Alexandra Fragoudaki, Report No 5, Department of Air Transport, College of Aeronautics, Cranfield University, March 1996.
14. "*Turnround Costs at Mediterranean and Caribbean Airports*" Prof. R. Doganis, A.Lobbenberg, I.Stockman, R.Echevarne, Dr.A.Fragoudaki. Research Report No 2, Department of Air Transport, College of Aeronautics, Cranfield University, November 1994.
15. "*The Azores and The Greek Islands*" Prof. R. Doganis, I. Stockman, Dr. A. Fragoudaki. Department of Air Transport, College of Aeronautics, Cranfield University, 1994.
16. "*A Comparative Study of User Costs at Selected European Airports*", Prof. R. Doganis, A. Lobbenberg, I. Stockman, R. Echevarne, Dr.A. Fragoudaki. Research Report 1, Department of Air Transport, College of Aeronautics, Cranfield University, February 1994.
17. "*Competition and Airport Financing in the EU*" Peter Morell, Anne Graham, Andrew Lobbenberg, ,Ian Stockman, Dr. A. Fragoudaki, Sveinn Gudmundsson, Department of Air Transport, College of Aeronautics, Cranfield University, 1996.
18. "*Single Market Review 1996 - Impact on Services, Air Transport*" Dr. Fariba Alamdari, Peter Morell, Ian Stockman, Romano Pagliari, Dr. Alexandra Fragoudaki Department of Air Transport, College of Aeronautics, Cranfield University, March 1996. και δημοσιεύτηκε με τον τίτλο *The Single Market Review, Subseries II: Impact on Services, Vol2 - Air Transport*. ISBN 92-827-8778-8.

19. "A Comparative Study of European Airport Provision"
Rod Fewings, Romano Pagliari, Conor Whelan, Dr. George Williams,
Dr. Alexandra Fragoudaki, Air Transport Group, College of Aeronautics,
Cranfield University, April 1998.
20. "Effectiveness and Productivity of the Organizational Structure of the Public Sector", 1995, University of Athens, Department of Economics. K. Kioulafas, G. Donatos, D. Giokas, A. Fragoudaki, S. Dedousis
21. "Air Transport Infrastructure Needs in the Lagging Regions – Investment in the Years 1994-2000" Department of Air Transport, College of Aeronautics, Cranfield University, 1993.

22 «Air Transport in the Southern Regions of the Community». Air Transport Group, College of Aeronautics, Cranfield University and Air transport Group, University of Westminster. 1990, 1991

23 *Higher Education aviation programs in Greece: A missed opportunity or a challenge to meet?*" A. Fragoudaki et al. Presentation at Air Transport Research Society International Conference (ATRS) 2016, Rodos 23-26/6/2016, Greece

24 *PSO Air Transport Services in Greece*" Presentation at International Conference "Air Transport Services in Remote Regions of the Community" Stockholm, May 2003

IV. Foreign Languages:

English(Cambridge Proficiency, Michigan Proficiency)
German (Mittelstufe II, Goethe Institute, Athen)

Alexandra Fragoudaki
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