

Curriculum Vitae

Mehmet Altin, PhD

Assistant Professor

Associate Editor: IJCHM

Rosen College of Hospitality Management

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Dr. Mehmet Altin is an assistant professor at the University of Central Florida, the Rosen College of Hospitality Management. He is the author or co-author of more than 50 academic publications (refereed journal articles, conference proceedings, presentations, and encyclopedia entries). His scholarly research focuses on strategic management and revenue management, performance analytics, competitive intelligence, and entrepreneurship and the formation of businesses to answer, “why some firms perform better than others.” He generally uses quantitative approaches such as econometric and time series models, but he also uses mixed methods and techniques.

He is the Associate Editor for the International Journal of Contemporary Hospitality Management (IJCHM) and served/serving as an editorial board member for multiple journals. Dr. Altin also serves/served in conferences as a member of scientific committees, paper review committees, and session chairs. He has been serving as a reviewer for numerous refereed journals and multiple international conferences. Also, he serves/served in various university committees and is serving as the chair of the Faculty Assembly at the Rosen College.

While completing his Ph.D., he was an active member of the Business Intelligence Analytics group at the Virginia Tech. He has received the Certificate in Hotel Industry Analytics (CHIA) and participated in train the trainer program for Certification in Advanced Hospitality and Tourism Analytics (CAHTA). He is the recipient of the 2013 Pamplin College of Business Ph.D. Scholarship. He also received the 2013 annual ICHRIE conference best paper award, the 2014 Michael D. Olsen Memorial Graduate Fellowship in strategic management and finance, and 2019 Cornell Hospitality Quarterly Best Paper Award finalist. Currently, he has twenty-three accepted papers and two papers under review.

SUMMARY STATEMENT

RESEARCH HIGHLIGHTS

- Author or co-author of **52** academic publications (refereed journal articles, conference proceedings, presentations, and encyclopedia entries).
- Published (accepted) **23** peer-reviewed articles in refereed journals and **17** of the **23** articles are in SSCI/Indicative list journals
- **2** single and **8** lead author articles.
- Have **2** articles under review and 6 articles in progress.
- Have **2** encyclopedia entries (2500 words each).
- Have **1** external grant funded (\$135,936 (my share is \$13,594) and **3** internal college-level grants funded (Total \$7,500).
- Have **26** presentations and posters in international conferences
- Received **238** citations from other scholars as of July 11, 2020 (Google Scholar).
- One of my articles was translated into Japanese and published in Hotel Ryokan Management.
- 2019 Cornell Hospitality Quarterly Best Paper Award Finalist.
- 2013 ICHRIE the best paper Award.
- Published Industry Report. *Estimating the Economic Impact of Vacation Home Rentals in Florida* (2019).

TEACHING HIGHLIGHTS

- Panel Member – Covid-19 and Solutions for Distance Learning Issues Webinar
- Developed and taught and/or teaching 4 courses (34 sections) in undergraduate and graduate-level (HMG6466 Applied Revenue Management Techniques in Hospitality (Graduate), HFT4295 Leadership and Strategic Management, HFT4468 Revenue Management, HFT3444 Hospitality Information systems).
- Experience in utilizing multiple teaching modes: face-to-face, mixed-mode, and online.
- Doctoral Dissertation Committee Co-chair of Rosa Gabriela Lelo de Larrea Chico. Title: Investigating The Synergetic Effects Between Service Concept and Service Process Innovations from A Customers' Perspective
- Completed Summer Faculty Development Conference Presentation and Workshop. Diversity Track, (2019). Karen L. Smith Faculty Center for Teaching and Learning, UCF (Funded \$800).
- Have proposal accepted for Summer Faculty Development Conference at UCF sponsored by Faculty Center for Teaching and Learning (2018) (Funded \$800)
- Submitted a teaching grant (Quality Enhancement Plan-QEP) as part of the Faculty Center for Teaching and Learning track (2016) (Not funded).
- Have proposal accepted for Summer Faculty Development Conference at UCF sponsored by Faculty Center for Teaching and Learning (2016) (Funded \$800)

- Presented the proposal at Summer Faculty Development Conference titled “Integrative Learning beyond Curriculum: Opportunities to Connect for the “Real World” (2016).
- Completed Writing Across the Curriculum (WAC) Fellow Scholar program (2016)
- Completed IDL6543 Online teaching training sponsored by Center for Distributed Learning (CDL) (2015)
- Employed multiple teaching methods (lectures, discussions, in-class exercises, videos, guest lecturers, online discussions, intensive writing assignments, etc.) and numerous assessment methods (standard quiz and exams, mini and final projects, current event assignments, team presentations, etc.)

SERVICE HIGHLIGHTS

Service to Academic Profession

- Associate Editor - International Journal of Contemporary Hospitality Management
- Assistant Editor - International Journal of Contemporary Hospitality Management (2019-2020)
- Editorial Board Member – Journal of Turkish Tourism Research
- Editorial Board Member - Journal of Tourism, Leisure & Hospitality
- Editorial Board member - Journal of Hospitality and tourism Insights (2018-2019)
- Serve as project/grant reviewer for Hong Kong Research Grants Council
- Serve as an ad hoc reviewer for twelve journals.
- Serve as a paper reviewer for ten international conferences.
- Serve on the scientific and/or review committees of eleven international conferences.
- Served as a session chair for multiple international conferences.

University, College, and Department Related Services

- Serving as Chair for Faculty Assembly and Executive Committee member
- Served on Faculty Senate Information Technology Committee
- Served as Vice-Chair for Faculty Assembly and Executive Committee member
- Served/serving on 12 college-level committees.
- Served on instructor promotion committee for two instructors.
- Presented two research papers at the Research Colloquium.

Industry Related and Other Services

- Current/past member of RevME (Revenue Management and Education), ICHRIE (International Council on Hotel, Restaurant and Institutional Education), AHFME (Association of Hospitality Financial Management Education), HFTP (Hospitality Financial and Technology Professionals), AFA (American Finance Association), and USF HBI (University of South Florida Hotel Benchmarking Index) advisory board.

EDUCATION

- Ph.D. Virginia Tech, Pamplin College of Business 2015
Major: Hospitality and Tourism Management
Dissertation: *An Examination of the Link between RM Implementation Strategies and Performance*
- M.S. Virginia Tech, Pamplin College of Business 2011
Major: Hospitality and Tourism Management
Thesis: *Economic Sentiment Indicator as a Demand Determinant in Tourism: A Case of Turkey*
- B.S. UNLV, Lee Business School, Department of Finance 2008
Major: Business Administration/ Finance

RESEARCH AND SCHOLARLY ACTIVITIES

Refereed Journal Publications

1. Koseoglu, M.A., **Altin, M.**, Chan, E., Aladag, O.F. (In-press) What are the key success factors for strategy formulation and implementation? Perspectives of managers in the hotel industry. *International Journal of Hospitality Management (SSCI)*
2. **Altin, M.** (In-press). Does resource-based view explain outsourcing intention: Revenue Management perspective. *Tourism Economics (SSCI)*
3. **Altin, M.**, Ridderstaat, J., de Larrea, G. L., Koseoglu, M. (In-press) Influence of institutional economics on firm birth and death: A comparative analysis of hospitality and other industries. *International Journal of Hospitality Management (SSCI)*
4. Koseoglu, M.A., Mehraliyev, F., **Altin, M.**, Okumus, F., (in-press) Competitor Intelligence and Analysis (CIA) Model and Online Reviews: Integrating Big Data Text Mining with Network Analysis for Strategic Analysis. *Tourism Review (SSCI)*
5. Kizildag, M., Dogru, T., Zhang, T. C., Mody, M. A., **Altin, M.**, Ozturk, A. B., & Ozdemir, O. (In-press). Blockchain: A paradigm shift in business practices. *International Journal of Contemporary Hospitality Management. (SSCI)*
6. Koseoglu, M. A., Morvillo, A., **Altin, M.**, De Martino, M., Okumus, F. (In-press). Competitive Intelligence in Hospitality and Tourism: A perspective article. *Tourism Review (SSCI)*
7. Okumus, F., Köseoglu, M. A., Morvillo, A., & **Altin, M.** (In-press). Strategic management research in hospitality and tourism: a perspective article. *Tourism Review* doi.org/10.1108/TR-06-2019-0225 (SSCI).
8. Duman, F., Ozer, O., Koseoglu, M. A., **Altin, M.**, & Okumus, F. (2019). Does Quality Standards Certification Truly Matter on Operational and Business Performances of Firms? Evidence from Resort Hotels. *European Journal of Tourism Research*, 23.

9. de Larrea, G. L., **Altin, M.**, & Singh, D. (2019). Determinants of success of restaurant crowdfunding. *International Journal of Hospitality Management*, 78, 150-158, doi.org/10.1016/j.ijhm.2018.10.003 (SSCI)
10. Köseoglu, M. A., Chan, E. S., Okumus, F., & **Altin, M.** (2019). How do hotels operationalize their competitive intelligence efforts into their management processes? Proposing a holistic model. *International Journal of Hospitality Management*, 83, 283-292., doi.org/10.1016/j.ijhm.2018.11.007 (SSCI)
11. **Altin, M.**, Kizildag, M., & Bufquin, D. (2018). An empirical investigation on loan applications and fear of rejection of external financing in the foodservice industry. *Journal of Foodservice Business Research*, 1-20, doi:10.1080/15378020.2018.1448134 (Indicative list)
12. **Altin, M.**, Koseoglu, MA., Yu, X., Riasi, A. (2018). Performance Measurement and Management Research in the Hospitality and Tourism Industry. *International Journal of Contemporary Hospitality Management*, 30(2), doi: 10.1108/IJCHM-05-2017-0251 (SSCI)
13. **Altin, M.**, Schwartz, Z., Uysal, M. (2017). “Where you do it” matters: The impact of hotels’ revenue-management implementation strategies on performance. *International Journal of Hospitality Management*, 67, 46-52. doi: 10.1016/j.ijhm.2017.08.001 (SSCI)
14. **Altin, M.**, Uysal, M., Schwartz, Z. (2018). Revenue management outsourcing: A hybrid model of transaction cost economics and organizational capability. *Cornell Hospitality Quarterly*. doi: 10.1177/1938965517730318 (SSCI)
15. Okumus, F., Koseoglu, MA, Morvillo, A., **Altin, M.** (2017) Scientific Progress on Strategic Management in Hospitality and Tourism: A State-of-the-Art. *Tourism Review*, 72(3), 261-273. doi: 10.1108/TR-03-2017-00 (SSCI)
16. **Altin, M.** (2017) Taxonomy of Hotel Revenue Management Implementation Strategies. *Journal of Revenue & Pricing Management*, 16(3), 246-264. doi:10.1057/s41272-017-0077-1
17. Kizildag, M., **Altin, M.**, Ozdemir O., Demirer, I. (2017). What Do We Know About Social Media and Firms’ Financial Outcomes So Far? *Journal of Hospitality and Tourism Technology*, 8(1), 39-54. doi:10.1108/JHTT-10-2016-0074
18. **Altin, M.**, Memili, E., & Sönmez, S. (2017). Institutional economics and firm creation in the hospitality and tourism industry: A comparative analysis of developing and developed economies. *Tourism Economics*, 23(7),1381-1397. doi:10.1177/1354816617689869 (SSCI)
19. Schwartz, Z., **Altin, M.**, & Singal, M. (2017) *Performance measures for strategic revenue management: RevPAR versus GOPPAR*. *Journal of Revenue & Pricing Management*, 16(4), 357-375. doi:10.1057/rpm.2016.23
20. **Altin M.**, Kizildag M., Ozdemir O. (2016) Corporate Governance, Ownership and Credit Ratings of Hospitality Firms. *The Journal of Hospitality Financial Management*, 24(1), 5-19. doi:10.1080/10913211.2016.1166022

Before joining to the Rosen College

21. Schwartz, Z., Uysal, M., Webb, T., **Altin, M.** (2016). Hotel daily occupancy forecasting with competitive sets: a recursive algorithm. *International Journal of Contemporary Hospitality Management*, 28(2), 267-285. doi:10.1108/IJCHM-10-2014-0507 (SSCI)

22. Prebensen, N. K., **Altin, M.**, & Uysal, M. (2015). Length of Stay: A Case of Northern Norway. *Scandinavian Journal of Hospitality and Tourism*, 15(sup1), 28-47. doi:10.1080/15022250.2015.1063795 (SSCI)
23. **Altin, M.**, & Uysal, M. (2014). Economic sentiment indicator as a demand determinant. *Tourism Analysis*, 19(5), 581-597. doi:10.3727/108354214X14116690097855

Manuscripts under review

1. Webb, T., Schwartz, Z., **Altin M.**, Xiang, Z., Hotel Revenue Management: Why does the booking window flex (IJHM)
2. de Larrea, G. L., **Altin, M.**, Koseoglu, M.A., Okumus, F., An integrative systematic review of innovation research (JHTR)

Works in Progress

1. **Altin, M.** Staying ahead of the competition: Sustaining the performance. (Target – IJCHM)
2. **Altin, M.** How changes in revenue implementation strategies effect performance outcome: difference in differences analysis (Target - JPRM)
3. **Altin, M.**, Olya, H., Koseoglu, M., Okumus, F., Risk Perception of American Travelers Toward Turkey (Grant Funded study)
4. de Larrea, G. L., **Altin, M.** A phenomenological study of innovation management in hotels (Target – JHTR)
5. Park, J-Y., Chico, R., Park, K. **Altin, M.** The success of crowdfunding: Seeking for influential factors for a successful campaign. (Target-IJCHM)
6. Riasi, A., Schwartz, Z., **Altin, M.** How Hotels' Cancellation Policies Affect Their Financial Performance (Target-IJHM)

Presentations and Publications in Refereed Proceedings and Conferences

1. Altin, M. Olya, H., Ozturk, A., Okumus, F. (2019) Risk Perception of American Travelers Toward Turkey. Paper presentation at Euro-Asia Forum in Politics, Economics and Business, July 11-12, 2019, Istanbul, Turkey.
2. Rivera M., Semrad K., Croes R., Ridderstaat J., Shapoval V., **Altin M.** (2019) Estimating the economic impact of vacation rental homes in Florida. Paper presentation at 5th World Research Summit for Tourism and Hospitality, December 13-16, 2019, Orlando, FL.
3. Park, J-Y., Chico, R., Park, K. **Altin, M.** (2019) The success of crowdfunding: Seeking for influential factors for a successful campaign. Paper presentation at 5th World Research Summit for Tourism and Hospitality, December 13-16, 2019, Orlando, FL.
4. Chico, R., Park, J-Y., **Altin, M.**, (2019) Optimal Funding Campaign in Crowdfunding. Paper presented at THEREPS (Tourism, Hospitality, and Event Conference for Researchers,

Educators, Practitioners, and Students) April 12-13, 2019, Las Vegas, NV.

5. Chico, R., **Altin, M.**, (2019) In the pursuit of an optimal crowdfunding campaign. Poster presented at the 24th Annual Graduate Education & Graduate Student Research Conference In Hospitality and Tourism, January 3-6, 2019, Houston, TX.
6. Kizildag, M., Dogru, T., Zhang, T., **Altin, M.**, and Ozturk, A. (2018) *Blockchain: A Paradigm Shift in Business Practices* paper presented at the iHITA on June 17, 2018 Houston, TX
7. Chico, R., **Altin, M.**, (2018) *Crowdfunding: The perceptions and intention to use among early-stage hospitality and tourism entrepreneurs*. Poster presented at the 23rd Annual Graduate Education & Graduate Student Research Conference In Hospitality and Tourism, January 3-5, 2018, Fort Worth, TX.
8. Kizildag, M., Ridderstaat, J., **Altin, M.** (2017) *Can fear affect return momentums?* Paper presented at the iAHFME research symposium at New York University on Nov. 11, 2017, NY, NY.
9. **Altin M.** (2017). *Factors effecting the firm birth and death in the US: Institutional economics perspective*. Paper presented at 9th World Conference for Graduate Research in Tourism, Hospitality & Leisure – April 20, 2017, Cartagena, Spain.
10. **Altin, M.** Schwartz, Z., Uysal, M. (2016). *An Examination of the Link between Revenue Management Implementation and Performance*. Paper presented at The Annual International CHRIE Summer Conference & Marketplace – July 20-22 2016, Dallas, TX.
11. **Altin, M.**, Memili, S., Sonmez, S. (2016) *Institutional Economics and Firm Creation in the Hospitality and Tourism Industries: Comparative Analysis of Developing and Developed Economies*. Paper presented at Touravel/Tourism, Travel and Leisure Studies Conference – July 1-2 2016, Istanbul, Turkey.
12. Kizildag, M. Ozdemir, O. **Altin, M.** (2015) *Pricing and stochastic volatility modelling of REITs*. Paper presented at the iAHFME (International Association of Hospitality Financial Management Education) research symposium – Nov 7 2015, New York, NY.

Before joining to the Rosen College

13. **Altin, M.**, Webb, T. Schwartz, Z. (2015). *Investigating loan application, approval and cost determinants in small hospitality firms*. Paper presented at the 20th Annual Graduate Student Research Conference in Hospitality and Tourism - January 8-10, 2015, Tampa, Florida.
14. Webb, T., **Altin, M.** Xiang, Z. (2015). *A Proposed Model for Customer Lifetime Value in Hotel Segments*. Paper presented at the 20th Annual Graduate Student Research Conference in Hospitality and Tourism - January 8-10, 2015, Tampa, Florida.
15. **Altin, M.** (2014). *Economic Freedom, Ease of Doing Business and Entrepreneurship in Hospitality and Tourism Sector*. Paper presented for Oral Presentations at the 7th World Conference for Graduate Research in Tourism, and Hospitality and Leisure – June 3-8 2014, Istanbul Turkey.
16. **Altin, M.** (2014). *Corporate Governance, Institutional Ownership and Credit Ratings*. Paper presented for Oral Presentations at the 7th World Conference for Graduate Research in Tourism, and Hospitality and Leisure – June 3-8 2014, Istanbul Turkey.

17. **Altin, M.**, Singal, M., & Schwartz, Z. (2014). *REVPAR versus GOPPAR: An analysis of strategic revenue management practices*. Paper accepted at the World Hospitality & Tourism Forum at Seoul, Korea June 26-28, 2014. This paper received a merit grant.
18. **Altin, M.**, Singal, M., & Schwartz Z. (2014). *Strategic revenue management practices*. Paper presented at the Annual Tourism Research Forum held in Israel, February, 2014.
19. **Altin, M.** Prebensen, N. & Uysal, M. (2013). *Length of Stay Using a Truncated Negative Binomial Regression*. Paper presented for Oral Presentation at The Annual International CHRIE Summer Conference & Marketplace – July 24-27 2013, St. Louis, MO.
20. **Altin, M.** (2013). *Effect of Corporate Governance Provisions on Firm's Credit Rating in Hospitality Industry*. Paper presented for Poster Presentation to The Annual International CHRIE Summer Conference & Marketplace – July 24-27 2013, St. Louis, MO.
21. **Altin, M.** & Uysal, M. (2012). *Economic Sentiment in Destination Demand Management*. Paper presented for Oral Presentation at the 2012 TTRA (Travel and Tourism Research Association) International Annual Conference – June 17-19, 2012, Virginia Beach, VA.
22. Kantarci, K., Uysal, M., & **Altin, M.** (2012). *The Perceived Impact of Nuclear Plant (NP) on a Tourism Destination: A Case of Mersin*. Paper presented for Oral Presentation at the 2012 TTRA (Travel and Tourism Research Association) International Annual Conference – June 17-19, 2012, Virginia Beach, VA.
23. **Altin, M.** (2011). *Economic Sentiment Indicator as a Demand Determinant in Tourism: A Case of Turkey*. (Master's Thesis), Virginia Tech, Blacksburg, VA.
24. McCleary, K., & **Altin, M.** (2011). *The Use of Social Media in Marketing Wineries and Winery Tourism Destinations*. Paper presented at the Conference on Social Media in Hospitality and Tourism October 21-22 2011 Verona, Italy.
25. **Altin, M.**, Singal, M., & Kara, D. (2011). *Consumer Decision Components for Medical Tourism: A Stakeholder Approach* Paper presented at the 16th Graduate Student Research Conference In Hospitality And Tourism January 6-8, 2011, Houston, TX.
26. **Altin, M.**, & Uysal, M. (2011). *Economic Sentiment Indicator as a Demand Determinant in Tourism: A Case of Turkey*. Poster presented at the 16th Graduate Student Research Conference In Hospitality And Tourism, January 6-8, 2011, Houston, TX.

Other publications

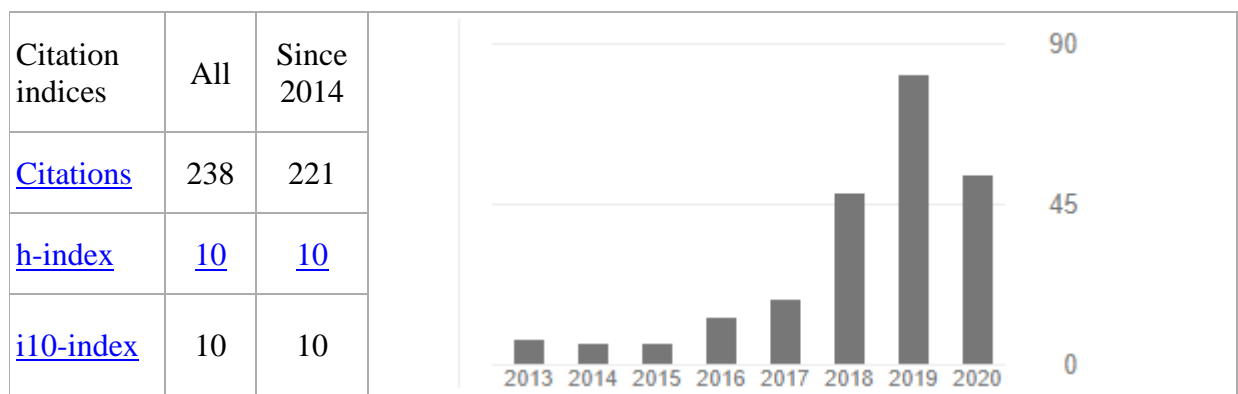
1. **Altin, M.**, Uysal, M. (2017). Supply and Demand (overview of concepts and how they are used in tourism policy, planning, and development). *The Sage International Encyclopedia of Travel and Tourism*.
2. Uysal, M., **Altin, M.** (2017). Quantitative Tourism Research (brief overview of techniques & utility). *The Sage International Encyclopedia of Travel and Tourism*.
3. (Translation to Japanese from Cornell Quarterly) **Altin, M.**, Uysal, M., Schwartz, Z. (2019). Revenue management outsourcing: A hybrid model of transaction cost economics and organizational capability. *Hotel Ryokan Management* (9).

- Croes, R., Rivera, M., Semrad, K. J., Ridderstaat, J., Shapoval, V., & **Altin, M.** (2019). Estimating the Economic Impact of Vacation Home Rentals in Florida (Industry Report).

GRADUATE STUDENT ADVISING & SUPERVISION

1. Doctoral Dissertation Committee Co-chair of Rosa Gabriela Lelo de Larrea Chico. Title: Investigating The Synergetic Effects Between Service Concept and Service Process Innovations from A Customers' Perspective

Google Scholar Citations Result



Source: Google Scholar as of July 11, 2020

GRANTS

External Grants

1. **Co-Principal Investigator**, *Estimating the Economic Impact of Vacation Home Rentals in Florida* with Drs. Robertico Croes, Manuel Rivera, Kelly Semrad, Jorge Ridderstaat, and Valeria Shapoval. December 20, 2018. Grant Funded for \$135,936 (My share is 10%).

Internal Grants

2. **Principal Investigator**, Karen L. Smith Faculty Center for Teaching and Learning, 2019 Summer Faculty Development Conference Presentation and Workshop Grant at the University of Central Florida. Topic: Diversity and Inclusion. May 6-9 2019. Funded for \$800.
3. **Principal Investigator**, Karen L. Smith Faculty Center for Teaching and Learning, 2018 Summer Faculty Development Conference Presentation and Workshop Grant at the University of Central Florida. Topic: *Critical thinking and Strategic thinking: Creating future leaders*. May 7-10 2018. Funded for \$800.
4. **Principal Investigator**, *Identification and Management of Risks' Perceptions of International Visitors: Evidence from Orlando*, with Dr. Hossein GT Olya and Dr. Fevzi

Okumus. Rosen College of Hospitality Management. In-House Research grant is funded for \$2,500. 2017-2018 academic year

5. **Principal Investigator**, *Institutional economics and firm birth and death in the hospitality and tourism industry: comparative case of USA*. Rosen College of Hospitality Management In-House Research grant is funded for \$2,500. 2016-2017 academic year
6. **Co-Principal Investigator**, Karen L. Smith Faculty Center for Teaching and Learning, 2016 Summer Faculty Development Conference Presentation and Workshop Grant at the University of Central Florida. *Topic: Integrative Learning beyond Curriculum: Opportunities to Connect for the “Real World”* with Dr. Murat Kizildag, Dr. Nan Hua and Dr. Ahmet Ozturk. May, 9-12 2016. Grant is funded for \$800 per person.
7. **Principal Investigator**, *Economic Freedom and Firm Birth in Hospitality and Tourism sector*, with Dr. Esra Memili and Dr. Sevil Sonmez. Rosen College of Hospitality Management In-House Research grant is funded for \$2,500. 2015-2016 academic year.

HONORS and AWARDS

1. The best Paper Award Finalist. **Altin, M.**, Uysal, M., & Schwartz, Z. (2018). Revenue management outsourcing: a hybrid model of transaction cost economics and organizational capability. *Cornell Hospitality Quarterly*, 59(2), 112-124.
2. Michael D. Olsen Memorial Graduate Fellowship in strategic management and finance, Virginia Tech, 2014 (\$2,886)
3. Pamplin College of Business Ph.D. Scholarship, Virginia Tech, 2014 (\$2,000)
4. The best paper Award. **Altin, M.**, Prebensen, N. & Uysal, M. (2013). Length of Stay Using a Truncated Negative Binomial Regression. The Annual ICHRIE Summer Conference – July 24-27 2013, St. Louis, MO.
5. Virginia Tech, Dept. of Hospitality and Tourism Mgmt. Travel Fund, July 2013 (\$1,000)
6. Graduate Student Assembly Travel Fund Cycle II, Virginia Tech 2012 (\$320)
7. Virginia Tech, Dept. of Hospitality and Tourism Mgmt. Travel Fund Tech, 2012 (\$500)
8. Customer Excellency Award, Las Vegas Chamber of Commerce

TEACHING EXPERIENCE

UCF, Rosen College of Hospitality Management 2015-Current

HMG6466 Applied Revenue Management Techniques in Hospitality (Graduate)

Builds upon revenue management fundamentals in hospitality and tourism organizations to develop advanced revenue management techniques in optimization, customer segmentation, forecasting, and pricing analytics.

HFT4295 Leadership and Strategic Management (Online, Mixed, and Traditional)

This course focuses on critical issues in formulating and implementing strategies to create and sustain competitive advantage. Strategic management deals with the world of experience, as a future manager, our students' primary responsibility will be to diagnose the critical factors in complex business situations and find workable solutions to strategic and organizational problems.

HFT4468 Revenue Management in the Hosp. Ind. (Online and Mixed) (Undergraduate)

The goal of this course is to expose undergraduate students to fundamental revenue management practices and techniques to prepare them to evaluate and recommend revenue management strategies. We take a marketing - customer-centric - approach but explore RM from traditional academic perspectives, including economics, pricing, forecasting, consumer behavior, accounting, finance, and human resources.

HFT3444 Hospitality Information systems (Online and Mixed) (Undergraduate)

This course is designed to cover topics related to information system applications in the hospitality industry. The integration of technology systems into the operation, marketing, and management efforts of hospitality and tourism organizations is an essential key to success. This integration requires that technology and the overall organizational mission/goals are coordinated to achieve the desired effectiveness.

Virginia Tech, Pamplin Business College 2009-2015

MGT4394 Business Policy and Strategy (Multiple Semesters) (Undergraduate)

Business policy and strategy deals with decisions that fundamentally influence the direction of the organization and the effective implementation of the path chosen. Business policy and strategy addresses strategic positioning, resources, and capabilities and organizational structure of the organization to create, capture, and sustain competitive advantage.

HTM2464 Intro to Service (Online) (Undergraduate)

This course focuses on the overview of the service industry, history, current status, and future trends; emphasizes the unique characteristics and operations of service organizations.

- Guest Instructor:

Financial Management for the Hospitality Industry	(Masters)
Business Policy and Strategy	(Undergraduate)

- Teaching Assistant:

Financial Management for the Hospitality Industry	(Masters)
Contemporary Problems in Hospitality Industry	(Masters)
Competitive Strategies in Hospitality Industry	(Masters)
Hospitality Revenue Management	(Undergraduate)
Financial Management and Cost Control for Hospitality Organizations	(Undergraduate)
Business Policy and Strategy	(Undergraduate)

Virginia Tech, College of Science, Department of Economics 2008-2009

- Teaching Assistant:
Principles of Economics (Undergraduate)

PROFESSIONAL EXPERIENCE

Assistant Professor 2015–Present
University of Central Florida, Rosen College, Orlando, FL

- Develop, teach, and research on Leadership and Strategic Management, Revenue Management, and Hospitality Information Systems. Member of multiple college and department committees.

Instructor/Teaching Assistant 2008–2015
Virginia Tech -Blacksburg, VA

- Taught capstone Business Policy and Strategy, Finance, and Intro to Service courses. I was a member of several University and college-level committees in addition to cabinet membership of the Graduate Student Assembly.

Guest Services Relations 2009-2010
Inn at Virginia Tech, Blacksburg, VA

- Front desk operations and guest relations

Real Estate Agent and Investor 1997–2008
Liberty Realty and Asya LLC, Las Vegas, NV

- Owned and Operated multiple businesses, including Asya LLC, performed extensive research for clients, and identified properties that would suit their real estate needs. Provided world-class customer service and helped clients to make their financial investment decisions. Learned and practiced Real estate related laws and regulations, researched and ventured in investment opportunities.

Assistant Manager 1996-1997
Italian Pie, New Orleans, LA

- Pizza shop and Turkish restaurant

Aviation system technician 1989-1996
Turkish Aviation Administration, Ankara, Turkey

- Maintenance and installation of aviation-related systems

Assistant General Manager 1987-1990
Altin vacation camping grounds

- Family owned and operated facilities including rental of camping grounds, beach activities, a restaurant and entertainment facility.

SERVICES AND INVOLVEMENT

Service to the Academic Profession

- **Associate Editor**

International Journal of Contemporary Hospitality Management (IJCHM) 2020 -

- **Assistant Editor**

International Journal of Contemporary Hospitality Management (IJCHM) 2019 - 2020

- **Editorial Board Member**

Journal of Turkish Tourism Research 2020-

Journal of Tourism, Leisure & Hospitality 2019-

Journal of Hospitality and tourism Insights (2018-2019)

- **Conference Committees, Chair, and Session Moderator**

5th World Research Summit for Tourism and Hospitality Session Chair 2019

Global Congress on Smart Tourism (GLOSTOUR) Scientific Committee 2019

Global Conference on Business and Economics (GLOBE) Scientific Committee 2019

5th World Research Summit for Tourism and Hospitality Scientific committee 2019

The 24th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism. Session moderator for multiple sessions. 2019

The 1st International Conference on Smart Tourism, Smart Cities and Enabling Technology Scientific Committee 2019

Global Conference on Business and Economics (GLOBE) Scientific and Paper Review Committee 2018

4th International Conference on Events (ICE) Scientific Committee 2017

Hotelconference.org Scientific Committee 2017

9th World Conference for Graduate Research in Tourism, Hospitality Session Chair 2017

4th World Research Summit for Tourism and Hospitality Scientific committee 2017

GLOSERV (Global Conference on Services Management) Scientific committee 2017

GLOSERV (Global Conference on Services Management) Paper review committee 2017

7th World Conference for Graduate Research in Tourism, Hospitality Session Chair 2014

- **Ad Hoc Reviewer**

Cornell Hospitality Quarterly

Tourism Economics

Hong Kong Research Grants Council

Tourism Management

International Journal of Contemporary Hospitality Management

International Journal of Hospitality Management

Journal of Hospitality Marketing and Management

Anatolia

Tourism Analysis

Tourism Geographies

Journal of Hospitality and Tourism Research

Journal of Hospitality and Tourism Technology
Service Industries Journal

- **Conference Paper Reviewer**

Southeast, Central & South American Federation (SECSA)
5th World Research Summit for Tourism and Hospitality
ICHRIE (International Council on Hotel, Restaurant and Institutional Education)
APTA (Asia Pacific Tourism Association)
Graduate Student Research Conference in Hospitality and Tourism
GSA Research Symposium Invent the Future
GLOSERV (Global Conference on Services Management)
Global Conference on Business and Economics (GLOBE)
5th Interdisciplinary Tourism Research Conference
4th International Conference on Events (ICE)

University, College, and Department Related Services

University of Central Florida

Chair for Faculty Assembly and the Executive Committee	2019-2021
College Executive Committee and College Management Team Member	2019-2021
College Bylaws Revision Committee Chair	2019
UCF Information Technology Committee Member	2019-2020
Vice-Chair for Faculty Assembly and Executive Committee Member	2018-2019
Rosen College Teaching Incentive Program (TIP) Committee Member	2018-2019
Presented a research paper at the Rosen Research Colloquium	2019
Rosen College Strategic Planning Committee Member	2018-2019
Senior Living Management Hiring Committee Member	2018-2019
College Undergraduate Policy and Curriculum Committee	2017-2018
College International Relations Committee	2017-2018
College Graduate Policy and Curriculum Committee	2017-2018
College Faculty Research Committee	2017-2018
Presented a research paper at the Rosen Research Colloquium	2017
College Undergraduate Policy and Curriculum Committee	2016-2017
College International Relations Committee	2016-2017
College Graduate Policy and Curriculum Committee	2016-2017
College Instructor/Lecturer Promotion Committee for two instructors	2016-2017
College Finance and Budgets Committee	2015-2016
College UPCC (Undergraduate policy and curriculum) committee	2015-2016
Presented a research paper at the Rosen Research Colloquium	2016

Virginia Tech

HTM Graduate Curriculum Committee	2013-2014
Commission on Graduate Studies and Policies	2012-2013
Graduate Appeals Committee	2012-2013
Cabinet Member of Virginia Tech Graduate Student Assembly	2012-2013
Cabinet Member of Virginia Tech Graduate Student Assembly	2011-2012
Commission on Outreach and International Affairs	2011-2012

Industry Related and Other Services

- Panel Member – Covid-19 and Solutions for Distance Learning Issues (Webinar for Turkish faculty). 2020 May
- Member RevME (Revenue Management and Education) workshop series. 2015-Current
- Board Member- University of South Florida Hotel Benchmarking Index (USF HBI) Advisory Board. 2015-Current
- Member, International Council on Hotel, Restaurant, and Institutional Education (ICHRIE). 2013-2019
- Member, Association of Hospitality Financial Management Education (AHFME). 2013-Current
- Member, American Finance Association. 2012-Current
- MENSA, Member Involved in the activities and meetings
- Member, HFTP (Hospitality Financial and Technology Professionals) 2016-2017
- Judge, GSA Research Symposium-Invent the Future

PROFESSIONAL DEVELOPMENT

- Completed/Certified Zoom Essentials, UCF. Summer 2020.
- Completed/Certified Kognito at-risk for University and College Faculty and staff training, UCF. Spring 2020
- Summer Faculty Development Conference Presentation and Workshop. Diversity Track. Karen L. Smith Faculty Center for Teaching and Learning, UCF. Summer 2019
- Train the trainer program for CAHTA (Certification in Advanced Hospitality and Tourism Analytics). 2018
- Summer Faculty Development Conference Presentation and Workshop. Critical thinking and Strategic thinking: Creating future leaders. Karen L. Smith Faculty Center for Teaching and Learning, UCF. Summer 2018
- WAC (Writing Across Curriculum), UCF. Fall 2016
- Summer Faculty Development Conference Presentation and Workshop. Integrative Learning beyond Curriculum: Opportunities to Connect for the “Real World.” Karen L. Smith Faculty Center for Teaching and Learning, UCF. Summer 2016

- Online Teaching Training (IDL6543)–Center for Distributed Learning, UCF. Fall 2015
- Certified in CHIA (Certification in Hotel Industry Analytics). 2014
- Preparing the Future Professoriate and Pedagogical Practices in Contemporary Contexts, Virginia Tech. Spring 2010