

# CURRICULUM VITAE

**Panagiotis D. Zervopoulos**



## PERSONAL INFORMATION

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Birth Date: 6 September 1980

Gender: Male

Marital Status: Single

Nationality: Greek

## LANGUAGES

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English (Full Professional Proficiency); French (Minimum Professional Proficiency);  
Chinese (Elementary Proficiency); Greek (Native)

## ACADEMIC QUALIFICATIONS

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2006 - 2010: PhD in Efficiency & Productivity Analysis (Awarded Distinction).  
Panteion University (Greece). Department of Economic and  
Regional Development.

2004 - 2005: Diploma in Accounting (Awarded Distinction). Athens University  
of Economics & Business (Greece). Department of Accounting &  
Finance.

2003 - 2004: MSc in Information Technology, Management and Organisational  
Change. Lancaster University Management School (UK).

1998 - 2002: BA in Economics. University of Piraeus (Greece). Department of  
Economics.

## EMPLOYMENT

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### Full-Time Posts

01/2020–today : University of Sharjah, (UAE), Department of Management,  
College of Business Administration (AACSB). *Associate Professor*

09/2021–today : DBA program, University of Sharjah (UAE), College of Business  
Administration (AACSB). *Coordinator*

09/2016–01/2020: University of Sharjah (UAE), Department of Management, College of Business Administration (AACSB). *Assistant Professor*

02/2014–08/2016: Bursa Orhangazi University (Turkey), Department of International Trade, Faculty of Economics & Administrative Sciences. *Assistant Professor*

06/2013-09/2013: IRI Worldwide, Analytics Center of Excellence. *Senior Consultant Modelling Statistician*

05/2012-07/2012: Peking University (China), China Center for Health Development Studies. *Research Fellow*

10/2010-05/2011: Ministry of Defense, General Directorate of Economic Planning & Support (Greece). *Economic Analyst*

10/2005-10/2007: Foundation for Economic & Industrial Research (FEIR) (Greece), Department of Microeconomic Analysis and Policy. *Research Associate*

### Part-Time Posts

10/2020–today : Business and Islamic Finance Research Group, University of Sharjah.  
<https://www.sharjah.ac.ae/en/Research/RIHSS/bifg/Pages/me.aspx>

09/2021–today : Innovation and Entrepreneurship Research Group, University of Sharjah  
<https://www.sharjah.ac.ae/en/Research/RIHSS/IE/Pages/ppl.aspx>

02/2022–today : Ifo (Germany) Economic Experts Survey group.

09/2016–04/2021: Ifo (Germany) World Economic Survey expert group.

02/2014–06/2016: Open University of Cyprus, Healthcare Management, Faculty of Economics & Management. *Lecturer*

06/2013–08/2015: European Public Law Organization (European Commission mandated body). (a) *Project Manager*, (b) *Expert in Quantitative Analysis and Public-Sector Reform*

10/2011-05/2014: University of Ioannina (Greece), Department of Business Administration of Food & Agricultural Enterprises. *Lecturer*

01/2011-04/2012: Academy of Athens (Greece). *Research Fellow*

06/2008-12/2008: Regional Development Institute (Greece). *Research Fellow*

## TEACHING

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### Subject Areas (Postgraduate Level)

- Quantitative Business Research Methods II (01/2020–today). University of Sharjah. *DBA*. [Multivariate analysis using SPSS and R]
- Quantitative Business Research Methods I (09/2020–today). University of Sharjah. *DBA*. [Statistics using SPSS]

- Operations and Supply Chain Management (02/2017–05/2018). University of Sharjah (UAE). *Executive MBA*.
- Managing Operations (09/2016–today). University of Sharjah (UAE). *MBA*.
- Operations Management (02/2014–06/2016). Open University of Cyprus. *MSc in Healthcare Management*.
- Current Issues in Public Policy: Administrative Reform (03/2016). University of Athens (Greece). *MSc in Public Law and Public Policy. (Invited lecture)*
- Public Sector and Hospitals (01/2013). University of Athens (Greece). *MSc in Intercultural Nursing. (Invited lecture)*
- Principles of Management and Organisation (03/2012–05/2012). University of Athens (Greece). *MSc in Environmental Health Management & Economic Assessment. (Invited lectures)*

### Subject Areas (Undergraduate Level)

- Research Methods (01/2018–06/2020). University of Sharjah (UAE).
- Operations and Supply Chain Management (09/2016–12/2017). University of Sharjah (UAE).
- Strategic Management (09/2016–05/2018). University of Sharjah (UAE).
- Creative Thinking & Problem Solving (09/2016–01/2017). University of Sharjah (UAE).
- Statistics I & II (09/2015–06/2016). Bursa Orhangazi University (Turkey). Departments of International Trade, Business Administration and Banking & Finance.
- Calculus (09/2014–06/2016). Bursa Orhangazi University (Turkey). Departments of International Trade, Business Administration and Banking & Finance.
- Business Mathematics (02/2014–06/2016). Bursa Orhangazi University (Turkey). Departments of International Trade, Business Administration and Banking & Finance.
- Entrepreneurship I & II (10/2011–05/2014). University of Patras (Greece) and University of Western Greece. Department of Business Administration of Food & Agricultural Enterprises.
- Quantitative Methods for Economic Analysis (10/2007–02/2010). Panteion University (Greece). Department of Economic & Regional Development.
- Microeconomics (10/2007–02/2010). Panteion University (Greece). Department of Economic & Regional Development.

### Evaluation

Course	Semester	Evaluation	Course	Semester	Evaluation
<b>Postgraduate level</b>					
1. Quantitative Business Research Methods II (Doctor of Business Administration), UOS	Spring 2022	4.56/5.00	2. Quantitative Business Research Methods I (Doctor of Business Administration), UOS	Fall 2021	4.48/5.00
	Spring 2021a	4.51/5.00		Fall 2020a	4.60/5.00
	Spring 2021b	4.89/5.00		Fall 2020b	4.53/5.00
3. Managing Operations (MBA), UOS	Spring 2022a	4.85/5.00	4. Operations & Supply Chain Management (Executive MBA), UOS	Spring 2018	4.44/5.00
	Spring 2022b	4.60/5.00		Spring 2017	4.69/5.00
	Fall 2021	4.84/5.00			

	Spring 2021 (Online)*	4.48/5.00	
	Fall 2020 (Online)*	4.46/5.00	
	Fall 2019a	4.64/5.00	
	Fall 2019b	4.41/5.00	
	Spring 2019	4.65/5.00	
	Fall 2018a	4.81/5.00	
	Fall 2018b	4.69/5.00	
	Spring 2018	4.55/5.00	
	Fall 2017	4.79/5.00	
	Fall 2016	4.67/5.00	
5. Operations Management (MSc), OUC	Spring 2016	4.64/5.00	
<b>Average score:</b>		<b>4.61/5.00</b>	

<i>Undergraduate level</i>			
6. Operations & Supply Chain Management, UOS	Fall 2020 (Online)*	4.58/5.00	7. Strategic Management, UOS
	Fall 2017a	4.86/5.00	Spring 2018
	Fall 2017b	4.78/5.00	Fall 2017
	Fall 2017c	4.58/5.00	Spring 2017
	Spring 2017a	4.74/5.00	Fall 2016
	Spring 2017b	4.75/5.00	
	Fall 2016	4.60/5.00	
8. Research Methods	Fall 2019a	4.62/5.00	9. Creative Thinking & Problem Solving, UOS
	Fall 2019b	4.69/5.00	Fall 2016
	Fall 2019c	4.86/5.00	
	Spring 2019a	4.67/5.00	
	Spring 2019b	4.61/5.00	
	Spring 2019c	4.81/5.00	
	Fall 2018a	4.72/5.00	
	Fall 2018b	4.65/5.00	
	Fall 2018c	4.79/5.00	
	Spring 2018a	4.64/5.00	
	Spring 2018b	4.47/5.00	
10. Business Mathematics, BOU	2015-2016	4.12/5.00	11. Entrepreneurship, UOP
			2013-2014
			4.11/5.00
<b>Average score:</b>		<b>4.65/5.00</b>	

UOS: University of Sharjah (*United Arab Emirates*)  
BOU: Bursa Orhangazi University (Turkey)  
Hybrid: Delivered online and on-campus via  
Blackboard & MS Teams

OUC: Open University of Cyprus (*Cyprus*)  
UOP: University of Patras (*Greece*)  
Online: Delivered online via Blackboard & MS  
Teams

### Research Seminars

- *Parametric & Non-Parametric Econometrics using R* (10/2021–01/2022). University of Sharjah, College of Business Administration.
- *Academic writing for DBA candidates* (10–12/2021). University of Sharjah, College of Business Administration.
- *Data visualization in R* (03/2021). University of Sharjah, College of Business Administration.

- *Introduction to R programming* (03/2021). University of Sharjah, College of Business Administration.
- *Evaluating efficiency gains from possible mergers and acquisitions: Evidence from the Middle East and North Africa (MENA) banking industry* (27/02/2020). University of Sharjah, College of Business Administration.
- *A Bayesian approach for correcting bias of data envelopment analysis estimators* (14/02/2019). University of Sharjah, College of Business Administration.
- *A multi-parametric method for bias correction of DEA efficiency estimators* (22/03/2018). University of Sharjah, College of Business Administration.
- *Performance measurement with multiple interrelated variables and threshold target levels: Evidence from retail firms in the U.S.* (15/11/2016). University of Sharjah, College of Business Administration.
- *Evaluating the structural reform of central government departments in Greece* (13/10/2015). London School of Economics, Hellenic Observatory.  
<http://www.lse.ac.uk/europeanInstitute/events/2015-16/Past-Events-2015-16.aspx>  
 PowerPoint:  
<http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/CMS%20pdf/Events/2015-16/Evaluating-the-structural-reforms-of-the-CGDs-in-Greece.pdf>  
 Podcast:  
[http://richmedia.lse.ac.uk/hellenicobservatory/20151013\\_1800\\_structuralReformOfCentralGovDeptsInGreece.mp3](http://richmedia.lse.ac.uk/hellenicobservatory/20151013_1800_structuralReformOfCentralGovDeptsInGreece.mp3)

### Seminars

- Public Management Skills and Tools (17-19/06/2013). EU Twinning Project: TR-2009-IB-JH-02.

## PUBLICATIONS

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### Research Papers

1. Zervopoulos, P.D., Triantis, K., Sklavos, S. and Kanas, A. (forthcoming). An alternative Bayesian data envelopment analysis approach for correcting bias of efficiency estimators. *Journal of the Operational Research Society*. (ABS: 3)  
doi.org/10.1080/01605682.2022.2053309
2. Kanas, A. and Zervopoulos, P.D. (forthcoming). Federal home loan bank advances and systemic risk. *Review of Quantitative Finance and Accounting*. (ABS: 3)  
doi.org/10.1007/s11156-022-01082-8
3. Al Tamimi, H., Duqi, A., Kanas, A. and Zervopoulos, P.D. (2022). Directional distance function DEA estimators for evaluating efficiency gains from possible mergers and acquisitions. *Journal of the Operational Research Society* 73(6), 1240–1257. (ABS: 3)  
doi.org/10.1080/01605682.2021.1907243
4. ElKelish, W. and Zervopoulos, P.D. (2022). Meta-frontier and measures of efficiency emphasizing optimal corporate governance risk across countries. *Corporate Governance* 22(1), 89–113. (ABS: 2)
5. Kanas, A. and Zervopoulos, P.D. (2021). Systemic risk, real GDP growth, and sentiment. *Review of Quantitative Finance and Accounting* 57, 461–485. (ABS: 3)

6. Mitropoulos, P., Zervopoulos, P.D. and Mitropoulos, I. (2020). Measuring performance in the presence of noisy data with targeted desirable levels: Evidence from healthcare units. *Annals of Operations Research* 294, 537–566. (ABS: 3)
7. Kanas, A. and Zervopoulos, P.D. (2020). Systemic risk-shifting in U.S. commercial banking. *Review of Quantitative Finance and Accounting* 54(2), 517–539. (ABS: 3)
8. Zervopoulos, P.D., Sklavos, S., Kanas, A. and Cheng, G. (2019). A multi-parametric method for bias correction of DEA efficiency estimators. *Journal of the Operational Research Society* 70(4), 655–674. (ABS: 3)
9. Kounetas, K. and Zervopoulos, P.D. (2019). A cross-country evaluation of environmental performance: Is there any convergence-divergence pattern in technology gaps? *European Journal of Operational Research* 273(3), 1136–1148. (ABS: 4)
10. Kanas, A., Kotios, A. and Zervopoulos, P.D. (2019). Semi-parametric real exchange rates dynamics. *Review of Quantitative Finance and Accounting* 52(2), 643–656. (ABS: 3)
11. Pantouvakis, A., Vlachos, I. and Zervopoulos, P.D. (2017). Market orientation for sustainable performance and the inverted-U moderation of firm size: Evidence from the Greek shipping industry. *Journal of Cleaner Production* 165, 705–720. (ABS: 2)
12. Zervopoulos, P.D., Brisimi, T.S., Emrouznejad, A. and Cheng, G. (2016). Performance measurement with multiple interrelated variables and threshold target levels: Evidence from retail firms in the US. *European Journal of Operational Research* 250, 262–272. (ABS: 4)
13. Cheng, G. and Zervopoulos, P.D. (2014). Estimating the technical efficiency of health care systems: A cross-country comparison using the directional distance function. *European Journal of Operational Research* 238, 899–910. (ABS: 4)
14. Cheng, G., Zervopoulos, P., and Qian, Z. (2013). A variant of radial measure capable of dealing with negative inputs and outputs in data envelopment analysis. *European Journal of Operational Research* 225, 100–105. (ABS: 4)
15. Xu, J., Zervopoulos, P., Qian, Z. and Cheng, G. (2013). A universal solution for units-invariance in data envelopment analysis. *Theoretical and Practical Research in Economic Fields* 3 (2), 124–131.
16. Brissimis, S.N. and Zervopoulos, P.D. (2012). Developing a step-by-step effectiveness assessment model for customer-oriented service organizations. *European Journal of Operational Research* 223, 226–233. (ABS: 4)
17. Zervopoulos, P. and Palaskas, T. (2011). Applying quality-driven, efficiency-adjusted DEA (QE-DEA) in the pursuit of high-efficiency – high quality service units: An input-oriented approach. *IMA Journal of Management Mathematics* 22 (4), 401–417. (ABS: 2)
18. Fafaliou, I. and Zervopoulos, P. (2005). The ambiguity of the enterprise resource planning (ERP): Hit or doom? *European Research Studies Journal* 8 (3-4), 103–121.

#### Submitted Studies

1. Vlachos, I., Zervopoulos, P.D. and Cheng, G. “A robust supply chain performance evaluation using network data envelopment analysis models.” Submitted to *Annals of Operations Research*. (Status: R&R)
2. Kanas, A., Molyneux, P. and Zervopoulos, P.D. “Systemic risk and CO2 emissions in the U.S.” Submitted to *Journal of Financial Stability*. (Status: R&R)

3. Cheng, G. and Zervopoulos, P.D. “A proxy measure for addressing infeasibility in super-efficiency data envelopment analysis.” Submitted to *Journal of the Operations Research Society of China*.

#### Working Papers

1. Zervopoulos, P., Emrouznejad, A. and Sklavos, S. (2019) A Bayesian approach for correcting bias of data envelopment analysis estimators. *MPRA Paper 91886*, University Library of Munich.
2. Fafaliou, I. and Zervopoulos, P.D. (2014) Strategy in practice: a quantitative approach to target setting. *MPRA Paper 54054*, University Library of Munich.
3. Xu, J., Zervopoulos, P., Qian, Z. and Cheng, G. (2012) A universal solution for units-invariance in data envelopment analysis. *MPRA Paper 41633*, University Library of Munich.
4. Zervopoulos, P. (2012) Dealing with small samples and dimensionality issues in data envelopment analysis. *MPRA Paper 39226*, University Library of Munich.
5. Filippou, M. and Zervopoulos, P. (2011) Developing a hybrid comparative optimization model for short-term forecasting: An ‘idle time interval’ roadmap for operational units strategic planning. *MPRA Paper 41573*, University Library of Munich.
6. Filippou, M. and Zervopoulos, P. (2011) Developing a short-term comparative optimization forecasting model for operational units’ strategic planning. *MPRA Paper 30766*, University Library of Munich.
7. Zervopoulos, P., Vargas, F. and Cheng, G. (2011) A rational road to effectiveness attainment. *MPRA Paper 31202*, University Library of Munich.

#### Books

1. Palaskas, T., Zervopoulos, P. and Stoforos, C. (2013) *Measurement of Effectiveness and Efficiency of the Greek Public Administration* (Ref. No.: 13). Academy of Athens: Athens (ISBN: 978-960-404-264-7).

#### Monographs

1. Makrydemetres, A., Zervopoulos, P.D. and Pravita, M.E. (2016) *Reform of public administration in Greece; Evaluating structural reform of central government departments in Greece: Application of the DEA methodology*, GreeSE Paper No. 97, Hellenic Observatory, London School of Economics and Political Science: London. <http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/pubs/GreeSE.aspx>
2. Zervopoulos, P. (2010) *The role of e-Governance in the effectiveness of public administration: A semi-parametric approach*, PhD Thesis, Panteion University: Athens.
3. Zervopoulos, P. (2007) *Wine industry*, Foundation for Economic & Industrial Research: Athens.
4. Zervopoulos, P. (2007) *Defense industry*, Foundation for Economic & Industrial Research: Athens.
5. Zervopoulos, P. (2006) *Apparel industry and trade*, Foundation for Economic & Industrial Research: Athens.
6. Zervopoulos, P. (2006) *Processed tomato industry*, Foundation for Economic & Industrial Research: Athens.

7. Zervopoulos, P. (2006) *Petroleum trading companies financial analysis*, Foundation for Economic & Industrial Research: Athens.

#### Chapters in International Books

1. Zervopoulos, P.D. (2014) *Measuring the performance of service organizations and the effects of downsizing on performance: Evidence from the Greek Citizen Service Centres*, cited in Emrouznejad, A. and Cabanda, E., *Managing Service Productivity: Uses of Frontier Efficiency Methodologies and MCDM for Improving Service Performance*, Springer (International Series in Operations Research & Management Science), 127-154 (ISBN-10: 3662434369, ISBN-13: 978-3662434369).
2. Vargas Serrano, F., Renteria Guerrero, L., Cheng, G., Zervopoulos, P. and Castellanos Moreno, A. (2014) *Global financial crisis and bank productivity in Mexico*, cited in Osman, I.H., Anouze, A.L. and Emrouznejad, A., *Strategic performance measurement and management using data envelopment analysis: Theory and applications*, IGI Global, 581-599 (ISBN-10: 1466644745, ISBN-13: 978-1466644748).
3. Zervopoulos, P., Vargas, F. and Cheng, G. (2011) *Developing quality-driven production equilibria*, cited in Ungureanu, L., *Mathematical Models in Economics*, ASERS Publishing: Craiova, 159-176 (ISBN: 978-606-92386-6-0).

#### Chapters in Greek Books

1. Zervopoulos, P. and Tsampra, M. (2012) *Economic and spatial perspectives of the operational restructuring of public organisations: The development of a framework for applying public policy*, Administrative Science Review (17), Sakkoulas Publications, Athens (ISBN/ISSN: 1106-8957-2).
2. Zervopoulos, P. and Palaskas, T. (2011) *Performance – effectiveness – efficiency measurement methods in public sector: International and Greek experience*, Administrative Science Review (16), Sakkoulas Publications, Athens: 95-132 (ISBN/ISSN: 1106-8957-1).

#### Blog Posts & Columns

1. Tsepi, C. and Zervopoulos, P.D. (2019) *Public administration: Evaluation and rewards (in Greek)*. Liberal and Eleftheros Typos. Available online:
  - a. <https://www.liberal.gr/arthro/247532/apopsi/arthra/kratiki-leitourgia-kai-axiologisi.html>
  - b. <https://www.eleftherostypos.gr/apopseis/395706-kratiki-leitourgia-kai-axiologisi/>
2. Zervopoulos, P.D. (2019) *The impact of the Kyoto agreement on environmental performance*. University Forum Magazine – University of Sharjah 110, 28-29. Available online:  
[http://www.sharjah.ac.ae/en/Media/Publications/Documents/University%20Forum/Flip/Menbar\\_110/HTML/files/assets/basic-html/page29.html](http://www.sharjah.ac.ae/en/Media/Publications/Documents/University%20Forum/Flip/Menbar_110/HTML/files/assets/basic-html/page29.html)
3. Makrydemetres, A., Zervopoulos, P. D. and Pravita, M. (2015) *The crossroad of reforms for the Greek public administration*. London School of Economics and Political Science. Available online:  
<http://blogs.lse.ac.uk/greeceatlse/2015/10/09/greekpublicadministration/>



### Professional Reports

1. *Regional economic development and entrepreneurship in Messinia county* (Greece) (2008), Regional Development Institute: Athens.
2. Energy Observatory: *Forecast energy demand in Greece and investment strategy development on renewable energy sources for the state electric company* (2007), Global Insight Consulting Company (France) and Foundation for Economic & Industrial Research (Greece).
3. *Hellenic Industry Annual Report* (2007), Hellenic Federation of Enterprises.
4. *National Budget Subsidized Companies Financial Analysis* (2006), Foundation for Economic & Industrial Research
5. *Illiteracy: Social and Cultural Perspectives* (1996), Arsakeio Foundation (*high school publication – prize winner*)

### International Conference Proceedings

1. Kangooni, H.E., and Zervopoulos, P.D. (2022) *Efficiency measurement of the colleges at the University of Sharjah*. International Symposium on Engineering and Business Administration, University of Sharjah, Sharjah. (Scopus-indexed).
2. AlHammadi, E.A., and Zervopoulos, P.D. (2022) *Performance measurement of airports incorporating employees' and customers' perspectives*. International Symposium on Engineering and Business Administration, University of Sharjah, Sharjah. (Scopus-indexed).
3. Ghooloom, S.I.A., and Zervopoulos, P.D. (2022) *The effect of mergers and acquisitions on efficiency: Evidence from the pharmaceutical industry*. International Symposium on Engineering and Business Administration, University of Sharjah, Sharjah. (Scopus-indexed).
4. Shah, S.F., Zervopoulos, P.D., and Aboelmaged, M. (2022) *Sustainable performance measurement: An application to the U.S. car industry*. International Symposium on Engineering and Business Administration, University of Sharjah, Sharjah. (Scopus-indexed).
5. Vargas, F.S., Renteria, L.G., Marchini, G.W., Cheng, G., and Zervopoulos, P.D. (2014) *A dynamic network DEA model: An application to Mexican commercial banks before and after the 2008 global financial crisis*, cited in Emrouznejad, A., Banker, R., Doraisamy, S.M. and Arabi, B., Recent Developments in Data Envelopment Analysis and its Applications. Proceedings of the 12<sup>th</sup> International Conference of DEA, Kuala Lumpur, Malaysia, 9-13 (ISBN: 978-1-85449-487-0).
6. Vargas, F.S., Renteria, L.G., Cheng, G., Zervopoulos, P.D., and Castellanos, A.M. (2014) *Mexican banks' productivity and global financial crisis*, cited in Banker, R., Emrouznejad, A., Vargas, F. and Flores, P., Sustainable Development and Performance Measurement. Proceedings of the International DEA Workshop, Sonora, Mexico, 55-72 (ISBN: 978-1-85449-482-5).
7. Fafaliou, I. and Zervopoulos, P.D. (2014) *Strategy in practice: A quantitative approach to target setting*, cited in Giannias, D.A., Mihiotis, A. and Sfakianaki, E., Hellenic Open Business Administration International Conference. Proceedings, Patras, Greece (ISBN: 978-960-538-937-6).
8. Vargas, F., Renteria, L., Cheng, G., Zervopoulos, P. and Castellanos, A. (2013) *Deregulation, productivity and profit in Mexican banking*, cited in Banker, R., Emrouznejad, A., Bal, H., Alp, I. and Cengiz, M.A., Data Envelopment Analysis and

- Performance Measurement. Proceedings of the 11<sup>th</sup> International Conference of DEA, Samsun, Turkey, 127-132 (ISBN: 978-1-85449-477-1).
9. Zervopoulos, P., Vargas, F. and Cheng, G. (2012) *Reconceptualising the DEA Bootstrap for improved estimations*, cited in Banker, R., Emrouznejad, A., Miranda Lopes, A.L. and de Almeida, M.R., Data Envelopment Analysis theory and applications. Proceedings of the 10<sup>th</sup> International Conference on DEA, Natal, Brazil, 257-264 (ISBN: 978-185449-437-5).
  10. Vargas, F., Renteria, L., Castellanos, A., Zervopoulos, P. and Cheng, G. (2012) *Deregulation and performance of Mexican banking*, cited in Banker, R., Emrouznejad, A., Miranda Lopes, A.L. and de Almeida, M.R., Data Envelopment Analysis theory and applications. Proceedings of the 10<sup>th</sup> International Conference on DEA, Natal, Brazil, 87-94 (ISBN: 978-185449-437-5).
  11. Zervopoulos, P., Vargas, F. and Cheng, G. (2011) *A rational road to effectiveness attainment*, cited in Vargas, F., Boncheva, A.I., Meijer, G. and Flores, B.B., *New Challenges, New Methodologies*. Proceedings of the XI ISINI Conference, Pearson: Hermosillo, 295-312 (ISBN: 978-607-32-0867-3).
  12. Zervopoulos, P. and Palaskas, T. (2010) *Applying quality-driven, efficiency-adjusted DEA (QE-DEA) in the pursuit of high-efficiency – high-quality service units: An input-oriented approach*, cited in Emrouznejad, A., Osman, I.H. and Anouze, A.L., Performance Management and Measurement with Data Envelopment Analysis. Proceedings of the 8<sup>th</sup> International Conference of DEA, Beirut, Lebanon, 239-244 (ISBN: 978-1-85449-481-8).

#### National Conference Proceedings

1. Zervopoulos, P., Palaskas, T. and Tsampra, M. (2014) *A restructuring methodology for public organisations: Introducing a customised optimisation model*, cited in Makrydemetres, A., Samatas, M., Prevedourou, E. and Pravita, M.I., Reforms in Public Administration: Opportunities, Prospects, Weaknesses. Proceedings of the 4<sup>th</sup> Conference of Administrative Scientists, Greece, 113-120 (ISBN: 978-960-568-088-6).

#### PROJECTS

I have worked on ten research and technical assistance projects, with a total budget exceeding €15.5m, serving as project manager, principal and co-principal investigator.

1. University of Sharjah (U.A.E.) (2022–2024) (Budget: €11,000). Project Title: *Measuring Efficiency Gains from the Rise of National Champions in the EU Banking Industry Adopting Convex and Non-Convex Technologies* (Ref.: 2203030427). (with Prof. Al Tamimi, H. and Duqi, A.)  
**Position:** Principal Investigator. **Responsibility:** (a) Novel stochastic optimization model development, (b) Empirical analysis
2. University of Sharjah (U.A.E.) (2022–2024) (Budget: €10,000). Project Title: *The Impact of Entrepreneurship on Efficiency and Meta-Efficiency: A Cross-Country Analysis* (Ref.: 2203030428). (with Prof. Tipu, S., Prof. Jamali, D., Dr. Sarker, A. E., Dr. Khalifa, A. and Dr. Athmay, A. A. D.)  
**Position:** Co-Principal Investigator. **Responsibility:** (a) Model development and application, (b) Data analysis.

3. University of Sharjah (U.A.E.) (2020–2022) (Budget: €21,000). Project Title: Pandemic Risk and Corporate Technical Efficiency during COVID-19 Crisis (Ref.: CoV19-0103). (with Dr. Elkelish, W.W. and Kounetas, K.)  
**Position:** Co-Principal Investigator. **Responsibility:** (a) Novel optimization model development, (b) Quantitative analysis.
4. University of Sharjah (U.A.E.) (2019–2021) (Budget: €12,000). Project Title: *Hypothetical Mergers and Acquisitions in MENA Banks* (Ref.: 1903030419). (with Prof. Al Tamimi, H.)  
**Position:** Co-Principal Investigator. **Responsibility:** (a) Novel optimization model development, (b) Quantitative analysis.
5. University of Sharjah (U.A.E.) (2017–2018) (Budget: €8,500). Project Title: *Bias-Corrected Efficiency Estimators: A Bayesian DEA Approach* (Ref.: 1703030204-P).  
**Position:** Principal Investigator. **Responsibility:** (a) Proposal writing, (b) Development of methodology, (c) Application of the novel methodology to real-world data sets and analysis of the results.
6. European Commission & General Secretariat of Research and Technology (Greece) (2014–2015) (Budget: €90,000). Project Title: *Archimedes III: Operational Planning of Primary Health Care Services in Suburban and Rural Areas* (Ref.: MIS 383592). (with Dr. Mitropoulos, I. and Prof. Mitropoulos, P., Technological Educational Institute of Patras, Greece).  
**Position:** Co-Principal Investigator. **Responsibility:** Measurement of performance of health care units using novel and existing Data Envelopment Analysis (DEA) models.
7. London School of Economics, Hellenic Observatory (2013–2015) (Budget: £10,000). Project Title: *Evaluating the Structural Reform of Central Government Departments in Greece: Application of the DEA Methodology* (Ref.: 1–NBG1–2013). (with Prof. Makrydemetres, A. and Dr. Pravita, M., University of Athens, Greece).  
**Position:** Co-Principal Investigator. **Responsibilities:** (a) Proposal writing, (b) Design and supervision of users' satisfaction measurement survey, (c) Measurement of performance of the Greek Central Government Departments using novel and existing DEA models, (d) Reporting.  
[http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/research/research\\_projects\\_external\\_2013.aspx](http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/research/research_projects_external_2013.aspx)  
**Project report:**  
[http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/CMS%20pdf/Research/NBG\\_2013\\_Research\\_Call/Anthony-Makrydemetres-Project-Report.pdf](http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/CMS%20pdf/Research/NBG_2013_Research_Call/Anthony-Makrydemetres-Project-Report.pdf)
8. European Commission & Information Society (Greece) (2014) (Budget: €13.8m). Project Title: *Design and Implementation of Fiscal Reforms with the use of Information Systems, Operational Support of Central Government Bodies* (Ref.: ΟΠΣ 376421).  
**Position:** Evaluator. **Responsibility:** Evaluation of the outputs of the project and reporting.
9. European Commission, Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (Spain) & Turkish Ministry of Justice (2013-2014) (Budget: €1.8m). Project Title: *Improved Capacity of Civil Enforcement Offices* (Ref.: TR-2009-IB-JH-02).  
**Positions:** (a) Project manager, (b) Expert in quantitative analysis and public sector reform. **Responsibilities:** (a) Supervision of the project, (b) Development of a new operational model for the Turkish Civil Enforcement Offices, (c) Development and implementation of a performance measurement framework, (d) Reporting.

10. Academy of Athens (Greece) (2011–2012) (Budget: €15,000). Project Title: *Measurement of Effectiveness and Efficiency of the Greek Public Administration* (Ref.: 200/770). (with Prof. Palaskas, T. and Dr. Stoforos, C., Panteion University, Greece).
- Position:** Co-Principal Investigator. **Responsibilities:** (a) Proposal writing, (b) Design and supervision of users' satisfaction measurement survey, (c) Measurement of the effectiveness and efficiency of public organisations using novel and existing DEA models, (d) Reporting.

#### External Reviewer

Research project proposal (2019) *Benchmark of performance measurement model for small-medium enterprises in UAE*. Ajman University: United Arab Emirates.

#### AWARDS

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- Outstanding teaching excellence award (2020) *Industrial Engineering and Operations Management Society International*.
- Best paper award (2019) *Annex I and non-Annex I countries' productive performance revisited: Is there a convergence-divergence pattern in technology gaps?* 1<sup>st</sup> College of Business Administration Symposium: Towards Social Responsibility, Innovation, and Sustainable Business. University of Sharjah: Sharjah.
- Outstanding contribution in reviewing (2017) *European Journal of Operational Research*.
- Certificate of appreciation (2018) College of Business Administration, University of Sharjah.
- 1<sup>st</sup> & 2<sup>nd</sup> prize in national entrepreneurship competition (2014) University of Ioannina (Greece) (<http://www.upatras.gr/index/announcements/id/1228/lang/el>).
- 1<sup>st</sup> prize in national entrepreneurship competition (2013) University of Ioannina (Greece).

#### SUPERVISION

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- PhD thesis
  1. Alqassimi, S.A.S.S. (2021–today). *Assessing public sector efficiency and quality of governance: A cross-country empirical study*. College of Business Administration, University of Sharjah. *Main Supervisor*
  2. Bintalialah, A.R.S.M. (2021–today). *Performance measurement of full-service and low-cost airlines drawing on a three-stage internal structure: Cost-efficiency - Revenue-generation - Customer-experience*. College of Business Administration, University of Sharjah. *Main Supervisor*
  3. Alshehhi, J.M.K.S. (2021–today). *The effect of institutional factors on economic efficiency and technology gaps*. College of Business Administration, University of Sharjah. *Main Supervisor*

4. Aljneibi, R.S.R.A. (2021–today). *Cross-country analysis of ICT impact on economic efficiency*. College of Business Administration, University of Sharjah. *Main Supervisor*
  5. Lootah, A.M.A.N. (2021–today). *Evaluating the impact of mergers & acquisitions on banks' performance in the GCC banking sector*. College of Business Administration, University of Sharjah. *Co-Supervisor*
  6. Almazrouei, F.A.S.A. (2021–today). *The moderating role of organizational structure on the relationship between change readiness, organizational agility, and service innovation performance in the public sector*. College of Business Administration, University of Sharjah. *Co-Supervisor*
  7. Alyammahi, A.H.S.T. (2021–today). *The effects of entrepreneurial orientation on government organization growth in UAE public management – entrepreneurship*. College of Business Administration, University of Sharjah. *Co-Supervisor*
  8. Assad, N.F. (2021–today). *Accounting, reporting quality and its relationship with CSR (cost & investment efficiency)*. College of Business Administration, University of Sharjah. *Co-Supervisor*
  9. Al-Suwaidi, K.B.H. (2018–today). *Building and evaluating a productivity measurement framework for public service organizations: Evidence from engineering services in UAE*. Department of Industrial Engineering & Engineering Management, College of Engineering, University of Sharjah. *Supervisory Committee Member*
- Postgraduate dissertations
1. Al Hammadi, S. (2020). *Cross-country evaluation of energy efficiency: A metafrontier approach*. University of Sharjah (MBA)
  2. Kangooni, H. (2019–2020). *Efficiency measurement of the Colleges at the University of Sharjah*. University of Sharjah (MBA)
  3. AlShamsi, N. (2019–2020). *Performance measurement of after-school activities at Sharjah Children Centers*. University of Sharjah (MBA)
  4. Ghloom, S. (2019). *The effect of mergers and acquisitions on efficiency: Evidence from the pharmaceutical industry*. University of Sharjah (MBA)
  5. Al Hammadi, E. (2019–2020). *Performance measurement of airports incorporating employees' perspective*. University of Sharjah (MBA)
  6. Al Hamadi, H. (2018–2019). *Measuring the performance of the retail bank supply chain*. University of Sharjah (MBA)
  7. Vafeiadi, E. (2017–2018). *Efficiency measurement of mergers and acquisitions in the pharmaceutical industry*. Open University of Cyprus (MSc in Healthcare Management)
  8. Al Jasmi, M.Y.M. (2018). *Efficiency measurement of national health care systems*. University of Sharjah (MBA)
  9. Shah, S.F.S.T. (2017–2018). *Sustainable competitive advantage: Evidence from the U.S. automotive industry*. University of Sharjah (MBA)

10. Mattar, M.R.S. (2017–2018). *Meta-efficiency measurement and application to the airline industry*. University of Sharjah (MBA)
  11. Giorgi, M. (2014–2015). *The cost of hospitalization of inpatients undergoing thyroidectomy: An application of the DRGs*. Open University of Cyprus (MSc in Healthcare Management)
  12. Soufis, E. (2014–2015). *Cost-effectiveness study of hypoplastic orchiectomy as compared to pharmaceutical hormone castration in metastatic prostate cancer*. Open University of Cyprus (MSc in Healthcare Management)
- Undergraduate dissertations (>40) (2011–2014). University of Patras (Greece) and University of Western Greece. Department of Business Administration of Food & Agricultural Enterprises.

#### INTERNAL EXAMINER

- Postgraduate dissertations  
Alhmoudi, S.A.A. (2019) *The perception of parties involved in M&A's*. MBA, College of Business Administration, University of Sharjah. Advisor: Molyneux, P.

#### EXTERNAL EXAMINER

- Postgraduate dissertations
  1. Alhmoudi, S.A.A. (2019) *The perception of parties involved in M&A's*. MBA, College of Business Administration, University of Sharjah. Advisor: Molyneux, P.
  2. Jawad, A.A. (2017) *Modeling and analyzing factors affecting financial performance in service industry*. Department of Industrial Engineering & Engineering Management, College of Engineering, University of Sharjah. Advisor: Bashir, H.

#### ADMINISTRATIVE ROLES & RESPONSIBILITIES

##### Program & Course coordinator

1. Coordinator of the Doctor of Business Administration program, University of Sharjah, College of Business Administration (August 2021–today)
2. Coordinator of the course: Strategic Management; University of Sharjah, Department of Management (September 2017–June 2018)
3. Coordinator of the course: Research Methods; University of Sharjah, Department of Management (January 2018–August 2020)
4. Coordinator of the course: Operations & Supply Chain Management; University of Sharjah, Department of Management (January 2017–December 2017)
5. Coordinator of the course: Creative Thinking & Problem Solving; University of Sharjah, Department of Management (September 2016–December 2016)

### Committees

1. DBA Scientific Committee (Member); University of Sharjah, College of Business Administration (July 2022–today)
2. Curriculum Committee (Chair assistant – Supply Chain concentration); University of Sharjah, Department of Management (September 2021–today)
3. Graduate Programs Committee (Member); University of Sharjah, College of Business Administration (September 2021–today)
4. New Faculty Mentoring Program (Chair & Mentor); University of Sharjah, Department of Management (September 2020–today)
5. Research and Faculty Development Committee (Member); University of Sharjah, Department of Management (September 2021–today)
6. Governance and Operating Model Committee (Member); University of Sharjah (October 2019–August 2020)
7. Task force member to establish the *MSc in Business Analytics*; University of Sharjah, College of Computing and Informatics (October 2019–today)
8. Research and Seminar Committee (Chair); University of Sharjah, Department of Management (September 2019–August 2021)
9. Faculty Recruiting Committee (Member); University of Sharjah, Department of Management (September 2019–today)
10. Scientific and Research Committee (Member); University of Sharjah, College of Business Administration (September 2018–August 2021)
11. Teaching & Learning Committee (Chair); University of Sharjah, College of Business Administration (September 2020–August 2021)
12. College Admission Tests & Student Passion Committee (Member); University of Sharjah, College of Business Administration (September 2020–August 2021)
13. Committee member; Feasibility study: Offering a B.Sc. in Business Administration; University of Sharjah, Department of Management (March 2018)
14. Accreditation Committee (Member), University of Sharjah, Department of Management (September 2017–August 2020)
15. Ph.D. Research Committee (Member); University of Sharjah, College of Business Administration (October 2016–June 2017)
16. Research Committee (Member); University of Sharjah, College of Business Administration (October 2016–June 2017)
17. ‘Emirates after Oil’ Committee (Member); University of Sharjah, College of Business Administration (December 2016–June 2017)

### SCHOLARSHIPS

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1. The George & Victoria Karelias Foundation (2007-2009) (€10,000 PhD studentship).
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*International Refereed Conferences*

1. Zervopoulos, P.D. (2022). *A proxy measure for addressing infeasibility in super-efficiency data envelopment analysis*. 11<sup>th</sup> International Conference on Mathematics Modeling in Physical Sciences: International Year of Basic Sciences for Sustainable Development. University of Peloponnese: Greece.
2. Bin Taliah, A.R. and Zervopoulos, P.D. (2022). *Performance measurement of full-service and low-cost airlines drawing on a three-stage structure: Cost-efficiency – Revenue-generation – Customer experience*. 14<sup>th</sup> Research Forum. University of Sharjah: UAE
3. Al Tamimi, H., Duqi, A., Kanas, A. and Zervopoulos, P.D. (2021). *Directional distance function DEA estimators for evaluating efficiency gains from possible mergers and acquisitions*. OR63 Conference. The Operational Research Society and the University of Southampton, Southampton: United Kingdom.
4. Zervopoulos, P.D., Emrouznejad, A., Sklavos, S. and Cheng, G. (2021). *A super-efficiency Bayesian data envelopment analysis approach for bias-corrected estimators*. 31<sup>st</sup> European Conference on Operational Research, European Association of Operational Research Society and the Hellenic Operational Research Society, Athens: Greece.
5. AlHammadi, E.A. and Zervopoulos, P.D. (2021). *Performance measurement of airports incorporating employees' and customers' perspectives*. International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
6. Gholoom, S.I.A. and Zervopoulos, P.D. (2021). *The effect of mergers and acquisitions on efficiency: Evidence from the pharmaceutical industry*. International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
7. Kangooni, H.E. and Zervopoulos, P.D. (2021). *Efficiency measurement of the colleges at the University of Sharjah*. International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
8. Shah, S.F., Zervopoulos, P.D. and Aboelmaged, M.G. (2021). *Sustainable performance measurement: An application to the U.S. car industry*. International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
9. Vlachos, I., Zervopoulos, P.D. and Cheng, G. (2020). *Multi-source triads: An efficiency model based on Stochastic DEA*. Production and Operations Management Society 2020, ISBA, College of Business Administration, Florida International University, Miami: USA.
10. Shah, S. and Zervopoulos, P.D. (2020). *Sustainable competitive advantage: Evidence from the U.S. automobile industry*. The Fourth Industrial Revolution: Transforming Businesses (FIR 2020), Higher Colleges of Technology, Sharjah: United Arab Emirates.
11. Zervopoulos, P.D. and Triantis, K. (2019). *A Bayesian data envelopment analysis approach for correcting bias of efficiency estimators: Evidence from the EU banking sector*. European Workshop on Efficiency and Productivity Analysis (EWEPA) 2019, Loughborough University, London: United Kingdom.



12. Kanas, A., Kotios, A. and Zervopoulos, P.D. (2018). *Semi-parametric real exchange rates dynamics*. International Conference on Business & Economics, Hellenic Open University, Athens: Greece.
13. Cheng, G. and Zervopoulos, P.D. (2017). *A proxy approach to dealing with the infeasibility problem in super-efficiency data envelopment analysis*. 1<sup>st</sup> American University in the Emirates International Research Conference, Dubai: United Arab Emirates.
14. Zervopoulos, P.D., Emrouznejad, A. and Sklavos, S. (2017). *A Bayesian approach for correcting bias of DEA efficiency and super-efficiency estimators*. 15<sup>th</sup> International Conference on Data Envelopment Analysis, Prague: Czech Republic.
15. Zervopoulos, P.D. (2016). *Efficiency measurement of healthcare units: A Bayesian DEA approach*. 10<sup>th</sup> International Conference on Computational and Financial Econometrics (CFE 2016) and 9<sup>th</sup> International Conference on Computational and Methodological Statistics (CMStatistics 2016), Seville: Spain.
16. Zervopoulos, P.D. (2015). *Bias-corrected performance measurement of health care units in the presence of targeted variables*. 8<sup>th</sup> International Conference of the ERCIM WG on Computational and Methodological Statistics (CMStatistics 2015), London: UK.
17. Zervopoulos, P.D., Kounetas, K.E. and Sarikaya, H. (2015). *Reconceptualizing the DEA bootstrap for improved estimations*. Workshop on the Econometrics and Statistics of Efficiency Analysis: Recent Developments and Perspectives (LECCEWEPA 2015), Lecce: Italy.
18. Kounetas, K.E. and Zervopoulos, P.D. (2015). *Countries' energy performance revisited using a generalized directional distance function under a metafrontier framework. Is there any convergence-divergence pattern for technology gaps?* Workshop on the Econometrics and Statistics of Efficiency Analysis: Recent Developments and Perspectives (LECCEWEPA 2015), Lecce: Italy.
19. Zervopoulos, P.D., Mitropoulos, P. and Mitropoulos, I. (2015). *Incorporating target levels with possibility of noise in performance measurement: Evidence from primary health care*. 13<sup>th</sup> International Conference on Data Envelopment Analysis, Braunschweig: Germany.
20. Sarikaya, H., Zervopoulos, P.D. and Vargas Serrano, F. (2015). *Unbiased efficiency estimators: A Bayesian DEA approach*. 13<sup>th</sup> International Conference on Data Envelopment Analysis, Braunschweig: Germany.
21. Mitropoulos, P., Zervopoulos, P.D. and Mitropoulos, I. (2015). *Evaluating the efficiency and quality in primary care: A comparative study between Greek and Cypriot health centers*. 4<sup>th</sup> International Symposium & 26<sup>th</sup> National Conference on Operational Research, Chania: Greece.
22. Vargas, F., Renteria, L., Cheng, G. and Zervopoulos, P. (2014). *Mexican banks' productivity and global financial crisis*. 2014 International Data Envelopment Analysis Workshop, Hermosillo: Mexico.
23. Zervopoulos, P. and Mitropoulos, I. (2014). *Relaxed normality assumption in stochastic DEA for efficient handling of big data* (Stream: Business Analytics Optimization & Big Data). 20<sup>th</sup> Conference of the International Federation of Operational Research Societies (IFORS 2014), Barcelona: Spain.
24. Vargas, F., Marchini, G., Renteria, L., Cheng, G. and Zervopoulos, P. (2014). *A Dynamic Network Dea Model with an Application to Mexican Commercial*

- Banks after the 2008 Global Financial Crisis*. 12th International Conference on Data Envelopment Analysis, Kuala Lumpur: Malaysia.
25. Fafaliou, I. and Zervopoulos, P. (2014). *Strategy in practice: A quantitative approach to target setting*, Hellenic Open Business Administration (HOBA 2014). Hellenic Open University, School of Social Sciences, Athens: Greece.
  26. Vargas, F., Renteria, L., Castellanos, A., Cheng, G. and Zervopoulos, P. (2013). *Deregulation, productivity and profit in Mexican banking*. 11<sup>th</sup> International Conference on Data Envelopment Analysis, Samsun: Turkey.
  27. Zervopoulos, P., Vargas, F. and Cheng, G. (2012). *Reconceptualising the DEA Bootstrap for improved estimations*. 10<sup>th</sup> International Conference on Data Envelopment Analysis, Natal: Brazil.
  28. Vargas, F., Renteria, L., Castellanos, A., Zervopoulos, P. and Cheng, G. (2012). *Deregulation and performance of Mexican banking*. 10<sup>th</sup> International Conference on Data Envelopment Analysis, Natal: Brazil.
  29. Anastasopoulos, M., Filippou, M. and Zervopoulos, P. (2011). *Dimensionality free short-term comparative optimisation forecasting model*. OR 2011: International Conference on Operations Research, Zurich: Switzerland.
  30. Vargas, F., Renteria, L., Gang, C. and Zervopoulos, P. (2011). *Mexican banking productivity after NAFTA*. 9<sup>th</sup> International Conference on Data Envelopment Analysis and Performance Management, Thessaloniki: Greece.
  31. Anastasopoulos, M. and Zervopoulos, P. (2011). *Introducing a data generation process to tackle the dimensionality problem of non-parametric techniques: Evidence from Data Envelopment Analysis*. 9<sup>th</sup> International Conference on Data Envelopment Analysis and Performance Management, Thessaloniki: Greece.
  32. Zervopoulos, P. and Filippou, M. (2011). *Developing a hybrid comparative optimization model for short-term forecasting: An 'idle time' interval roadmap for operational units' strategic planning*. 9<sup>th</sup> International Conference on Data Envelopment Analysis and Performance Management, Thessaloniki: Greece.
  33. Zervopoulos, P., Vargas, F. and Cheng, G. (2011). *A rational road to effectiveness attainment*. 11<sup>th</sup> ISINI Conference, Hermosillo: Mexico.
  34. Filippou, M. and Zervopoulos, P. (2011). *Developing a short-term comparative optimization forecasting model for operational units' strategic planning*. 7<sup>th</sup> National & International Conference, Hellenic Society for Systemic Studies, Athens: Greece.
  35. Zervopoulos, P. and Brissimis, S.N. (2011). *Developing a step-by-step effectiveness assessment method for customer-oriented service organizations*. 7<sup>th</sup> National & International Conference, Hellenic Society for Systemic Studies, Athens: Greece.
  36. Zervopoulos, P. and Palaskas, T. (2010). *Applying quality-driven, efficiency-adjusted DEA (QE-DEA) in the pursuit of high-efficiency – high quality service units: An input-oriented approach*. 8<sup>th</sup> International Conference on Data Envelopment Analysis, Performance Management and Measurement, Beirut: Lebanon.

### Workshops

1. Research Workshop (2020) *Socio-technical supervision of autonomous infrastructures: The case of traffic control centers*. Virginia Tech / INFRABEL / Georgetown University / Brigham Young University, Virginia: USA

### National Refereed Conferences & Forums

1. Kounetas, K. and Zervopoulos, P.D. (2019) *Annex I and non-Annex I countries' productive performance revisited: Is there a convergence-divergence pattern in technology gaps?* 1<sup>st</sup> College of Business Administration Symposium, University of Sharjah, Sharjah: United Arab Emirates
2. Al Hamadi, H. and Zervopoulos, P.D. (2019) *A two-stage network system for measuring banking efficiency: Evidence from the Middle East and North Africa (MENA) region and Turkey.* 13<sup>th</sup> Scientific Research Forum for Graduate Students, University of Sharjah, Sharjah: United Arab Emirates
3. Zervopoulos, P. (2013) *Target setting for public organisations in the post-memorandum era.* 5<sup>th</sup> Conference of Administrative Scientists, Komotini: Greece.
4. Pravita, M. and Zervopoulos, P. (2012) *Rate of change in public policies: Programmes, policies and people.* 2<sup>nd</sup> Conference of Institutions and Public Policies, Athens: Greece.
5. Zervopoulos, P., Palaskas, T. and Tsampra, M. (2011) *A restructuring methodology for public organisations: Introducing a customised optimisation model.* 4<sup>th</sup> Conference of Administrative Scientists, Thessaloniki: Greece.

### Summit Conferences

1. US–Greek Armed Forces Supplies Financial Management Review (2010) (*delegate of the Greek Ministry of Defense*)

### Session Chair

1. International Symposium in Engineering and Business Administration (2021). Session chair: *Engineering & Business Administration*. University of Sharjah, Sharjah: United Arab Emirates.
2. EWEPa XVI European Workshop on Efficiency and Productivity Analysis (2019). Session chair: *Banking*. Loughborough University, London: United Kingdom.
3. 15<sup>th</sup> International Conference on Data Envelopment Analysis (2017). Session chair: *DEA Modeling and Algorithms*. Prague School of Economics, Prague: Czech Republic.
4. 13<sup>th</sup> International Conference on Data Envelopment Analysis (2015). Session chair: *Health*. Technische Universität (TU) Braunschweig, Braunschweig: Germany.
5. 9<sup>th</sup> International Conference on Data Envelopment Analysis and Performance Management (2011). Session chair: *Public Services*. University of Macedonia, Thessaloniki: Greece.

### Scientific Committee Member

1. 18<sup>th</sup> International Conference on Data Envelopment Analysis (2021). Birla Institute of Management Technology, Delhi: India  
<https://www.dea-society.com/dea-20-21>

2. 14<sup>th</sup> Balkan Conference on Operational Research (2020). *Operational Research in the Era of Digital Transformation and Business Analytics*. University of Macedonia: Greece  
<http://balcor2020.uom.gr/committees.php>
3. 17<sup>th</sup> Special Conference of the Hellenic Operational Research Society & 13<sup>th</sup> Meeting of Multicriteria Decision Analysis (2019). *Multicriteria Decision Making in the Primary and Secondary Economic Sectors*. Technological Educational Institute of Central Macedonia: Greece  
<http://www.eeee.org.gr/PublicPages/Conference.aspx?ID=21>
4. 16<sup>th</sup> Special Conference of the Hellenic Operational Research Society & 12<sup>th</sup> Meeting of Multicriteria Decision Analysis (2018). *Applications of Multicriteria Analysis in Shipping and Transportation*. University of Piraeus: Greece  
<http://www.eeee.org.gr/PublicPages/Conference.aspx?ID=17>
5. 15<sup>th</sup> International Conference on Data Envelopment Analysis (2017). The University of Economics, Prague: Czech Republic  
<http://www.deaconference.com/dea2017/home/committees.html>
6. 14<sup>th</sup> International Conference on Data Envelopment Analysis (2016). Jiangnan University, Wuhan: China  
<http://deaconference.com/dea2016/home/committees.html>
7. 14<sup>th</sup> Special Conference of the Hellenic Operational Research Society & 11<sup>th</sup> Meeting of Multicriteria Decision Analysis (2015) *Agricultural Development and Rural Economy using Multicriteria Decision Analysis*. University of Patras, Agrinio: Greece  
[http://www.deapt.upatras.gr/multicriteria\\_decision\\_analysis\\_conference/eng/Committees.html](http://www.deapt.upatras.gr/multicriteria_decision_analysis_conference/eng/Committees.html)

#### Organising Committee Member

1. International Symposium in Engineering and Business Administration (2021). University of Sharjah, Sharjah: United Arab Emirates (<https://www.sharjah.ac.ae/en/academics/Colleges/business/Pages/eb.aspx>)
2. 1<sup>st</sup> College of Business Administration Symposium (2019) *Towards Social Responsibility, Innovation, and Sustainable Business*. University of Sharjah, Sharjah: United Arab Emirates (Chair of the Registration Committee)
3. 11<sup>th</sup> ISINI Conference (2011) *New Challenges, New Methodologies*, Sonora University, Hermosillo: Mexico (<http://www.isini2011.uson.mx/organisers.htm>)

#### Project Selection Committee Member

1. 6<sup>th</sup> International Forum on Innovation and Entrepreneurship (2021). *Sharjah Chamber Award Innovators*. University of Sharjah and Sharjah Chamber of Commerce and Industry, Sharjah: United Arab Emirates.
2. 5<sup>th</sup> International Forum on Innovation and Entrepreneurship (2020). *Sharjah Chamber Award for Innovators*. University of Sharjah and Sharjah Chamber of Commerce, Sharjah: United Arab Emirates.

### Discussant

1. Hlebik, S., Silipo, D.B. and Verga, G. (2017) *Confidence in American banking*. 1<sup>st</sup> American University in the Emirates International Research Conference, Dubai: United Arab Emirates.

### REFEREE

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#### Academic Journals

European Journal of Operational Research, Omega, Journal of the Operational Research Society, Annals of Operations Research, International Journal of Production Economics, Computers and Operations Research, Journal of Banking & Finance, Bulletin of Economic Research, OR Spectrum, IMA Journal of Management Mathematics, Operational Research, Measurement, Operations Research for Health Care, International Journal of Health Economics and Management, International Journal of Health Economics and Finance, International Journal of Operational Research, International Journal of Decision Support Systems, International Journal of Productivity and Performance Management, Central European Review of Economics and Management, Journal of Economic and Administrative Sciences, Asian Academy of Management Journal of Accounting & Finance, Science Journal of Economics, International Journal of Health Policy and Management, Journal of Geography and Regional Planning, Journal of Agricultural Biotechnology and Sustainable Development

#### Encyclopedia

Wikipedia (Efficiency & Productivity articles)

#### Certificates

1. Certificate of reviewing (2017) *European Journal of Operational Research*
2. Certificate of reviewing (2015) *Computers and Operations Research*
3. Certificate of reviewing (2013) *Omega*

### REVIEWED BOOKS

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1. *Public Management and Democracy: Quality and Effectiveness*, Sakkoulas Publications, Athens (ISBN: 978-960-445-659-8).

### PROFESSIONAL AFFILIATIONS

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1. The OR Society (2021–today)
2. Hellenic Institute of Administrative Sciences (2014–today)

3. European Economic Association (2012–today)
4. Performance Management Association (2012–today)

## COMPUTER SKILLS

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General:	MS Office (ECDL Certificate)
Statistics and Econometrics:	SPSS, EVIEWS, R
Mathematical Modelling:	MATLAB, GAMS
Programming:	Visual Basic, SQL, UML
Enterprise solutions:	MS SQL, SAP R/3

## OTHER QUALIFICATIONS - CERTIFICATES

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### Technical skills

1. Certificate Title: *Advanced and Specialized Statistics with Stata*. LinkedIn Learning (07/2022).
2. Certificate Title: *Introduction to Stata 15*. LinkedIn Learning (07/2022).
3. Certificate Title: *R Essential Training: Wrangling and Visualizing Data*. LinkedIn Learning (07/2022).
4. Certificate Title: *Data Science Foundations: Data Mining*. LinkedIn Learning (01/2022).
5. Certificate Title: *Excel 2016: Managing and Analyzing Data*. LinkedIn Learning (01/2022).
6. Certificate Title: *Data Strategy*. LinkedIn Learning (12/2021).
7. Certificate Title: *Machine Learning and AI Foundations: Clustering and Association*. LinkedIn Learning (02/2021).
8. Certificate Title: *Learning R*. LinkedIn Learning (02/2021).
9. Certificate Title: *Research and Informatics* (09/2010). School of Research and Informatics Officers of the Hellenic Army.
10. Certificate Title: *Programming in SQL and Java* (02/2005–05/2005). Delta Institute.
11. Certificate Title: *SAP R/3* (01/2005). SAP Hellas.
12. Certificate Title: *Visual Basic 6* (05/2003). Technological Institute of Piraeus.

### Pedagogical skills

1. Certificate Title: *Interactive Learning Using Google Docs*. Institute of Leadership in Higher Education. University of Sharjah (05/2022).
2. Certificate Title: *Explore Academic Integrity Tools (iThenticate – Turnitin – SafeAssign)*. Institute of Leadership in Higher Education. University of Sharjah (02/2022).
3. Certificate Title: *Learning Data Analytics: 1 Foundations*. LinkedIn Learning (12/2021).
4. Certificate Title: *Data Science & Analytics Career Paths & Certifications: First Steps*. LinkedIn Learning (12/2021).

5. Certificate Title: *Fostering Students Engagement and Learning using Kahoot*. Institute of Leadership in Higher Education. University of Sharjah (11/2021).
6. Certificate Title: *Hybrid Learning: Hands-on Training*. Institute of Leadership in Higher Education. University of Sharjah (08/2021).
7. Certificate Title: *Teaching with Technology*. LinkedIn Learning (07/2021).
8. Certificate Title: *Learning How to Increase Learner Engagement*. LinkedIn Learning (07/2021).
9. Certificate Title: *Teaching Online: Synchronous Classes*. LinkedIn Learning (07/2021).
10. Certificate Title: *Teaching Techniques: Blended Learning*. LinkedIn Learning (06/2021).
11. Certificate Title: *Teaching Techniques: Making Accessible Learning*. LinkedIn Learning (06/2021).
12. Certificate Title: *Gamification for Interactive Learning*. LinkedIn Learning (06/2021).
13. Certificate Title: *Articulate 360: Interactive Learning*. LinkedIn Learning (06/2021).
14. Certificate Title: *Teaching Techniques: Development Curriculum*. LinkedIn Learning (06/2021).
15. Certificate Title: *Successful Online Exams: The Faculty Perspectives* (10/2020). Institute of Leadership in Higher Education. University of Sharjah.
16. Certificate Title: *Student Engagement at a Time of Change & Transformation* (10/2020). Institute of Leadership in Higher Education. University of Sharjah.
17. Certificate Title: *Qualtrics* (10/2020). College of Business Administration. University of Sharjah.
18. Certificate Title: *Online Exams* (10/2020). College of Business Administration. University of Sharjah.
19. Certificate Title: *Blackboard Ultra* (09/2020). College of Business Administration. University of Sharjah.
20. Certificate Title: *Blended Learning* (02/2020). Institute of Leadership in Higher Education. University of Sharjah.
21. Certificate Title: *Introduction to Online Learning* (11/2019). Institute of Leadership in Higher Education. University of Sharjah.
22. Certificate Title: *Using Edmodo (Netherlands) Simulations to Enhance Student Experience* (04/2019). Edmodo.
23. Certificate Title: *Academic Advising Workshop* (11/2018). Registration Department. University of Sharjah.
24. Certificate Title: *Using technology in education: a practical approach* (11/2018). Institute of Leadership in Higher Education. University of Sharjah.
25. Certificate Title: *Strategic instruction and services for University students with learning difficulties* (09/2018). Beacon College & Institute of Leadership in Higher Education. University of Sharjah.