In the Name of God, Most Gracious, Most Merciful

Ahmad Sharbatoghlie, M.S., M.C.P., PhD.
Graduate School of Management and Economics
Sharif University of Technology
Azadi Avenue, Tehran, Iran
Tel: +98-(21)-602-2755 - 8, Fax: +98-(21)-602-2759,
Web Site: http://sharif.edu/~a_sharbatoghlie/
Email: a_sharbatoghlie@sharif.edu

PROFESSIONAL POSITIONS:

Sharif University, Department of Management and Economics, *Assistant Professor* (2003 – Present). Courses taught include Research Methods, Human Resource Management, Management Control Systems, Continuous (Electronic) Auditing, Managerial Auditing and Diagnosis Methods, and Communications.

Sharif University, *Dean of the Language Center*, 2005 – 2008.

Sharif University, *Director of Sharif Managerial Auditing Group*, 2006 – Present.

Consulting Experience in Iran (2003 – Present), since returning back to Iran in the summer of 2003, have had consulting experience in the following companies:

- ***Industrial Renovation Company of Iran*** (IRCI), Project Director of three projects: (1) Designing an Organizational Diagnosis Data Bank; (2) Analysis of the Organizational Diagnosis data sets; (3) A Review and Analysis of the IRCI's Organizational Diagnosis Methodology.
- ***Petroleum Engineering and Development* Co.** (PEDEC): *Project Manager*, designing a Business Process Reengineering Master Plan.
- ***Arak Machine Manufacturing Co***., *Consultant* to reduce project delivery time.
- ***Bank of Industry and Mine:*** *Consultant* on projects to improve auditing and efficiency of the business operations in the various bank's internal departments.
- ***Industrial Renovation Organization of Iran:*** *Principle investigator* of three projects related to industrial and organizational auditing and diagnosis.
- ***The World Bank:*** *Project Consultant* for implementation of the procurement systems training and institutional development in Iran.

Fidelity Investments, Boston, Massachusetts, U.S.A., *Senior Systems Consultant* (1996 - 2003). Fidelity Investments is an international provider of financial services and investment resources. As the world's largest provider of the mutual funds, Fidelity Investments has about $1.4 trillion assets under management. As a Senior Consultant of Information Technology and Analytical Services provided critical consulting services in the following Fidelity Investments organizations: Operations Audit and Analysis, Fidelity Data Research, Fidelity Consulting, Internal Audit, and Fidelity Risk Oversight Group. A brief list of responsibilities and accomplishments include:

- Developed a step-by-step methodology for statistical analysis of the Retail and Institutional Brokerage Group's (IBG) financial transactions.

- Participated in the Municipal Bond Trading Review which evaluated the trading practices using several key factors such as bond price, limit order to purchase, mark-ups/mark-downs, commissions, aged positions, short sales, best execution, full disclosure and suitability, and portfolio concentrations.

- Developed a SAS-based single and multiple function query logic for identifying accounts for exclusion in the Fidelity Investments' 16 million names and address file.

- Conducted intensive training sessions to Internal Audit staff on computerized audit control systems. The methodology, tools, and applications developed and introduced have significantly improved staff capabilities in better identification and assessment of risks, enhanced partnership with business groups, deeper understanding of business rules and data systems, and improved analytical skills.

- Built an automated audit tool for analysis of the Corporate Accounts Payable invoices/checks processing operations. The analysis identified manual invoices that can be consolidated resulting in phase one potential lessening of 1,733 hours (10% of the total 17,333 hours extrapolated for routine tasks) or an impact of $276,000 (19,067 invoices times $14.47 unit cost each). Long-term potential savings may exceed $4 million. The analysis generated a comprehensive documentation of the invoices/checks processing operations.

- Developed a SAS-based ticket cost calculation simulation engine for FMR Co. Trading Technology and Measurement (TT&M) group. TT&M is responsible for trade performance measurement and developing new trading techniques and tools specifically for the FMR Co. Equity Trading division. The complex SAS-based Ticket Cost Calculation Engine accurately and completely measured the precision and validity of the trade ticket cost calculations. In addition, created a comprehensive documentation related to trade and market data process flows, business rules and corresponding logic, and an automated front-end tool that independently tests and verifies the validity of the monthly trade and market data extractions on an ongoing basis. The analytical tool has also enabled the TT&M to enhance the current trade analysis process and to develop new data mining capabilities.

- Developed a control testing application to validate the integrity and completeness of the data received from Deutsche Bank (DB) by comparing trade activity stored on DB systems to Fidelity's Trade History Database (THD).

- Developed an automated audit and monitoring tool for the Corporate Treasury's wire transfer department. The automated audit tool provides continuous, efficient, and non-intrusive audits of wire payment activity to ensure that details of wire payments processed by the external bank are consistent with wire requests.

- Designed a computerized multi-platform Shareholder Online Transaction Analysis System, which generates normal parametric density and Kernel density distribution, curves for high-risk Z-wire based shareholder transactions.

- Evaluated performance of Client Service Representatives responsible for mutual fund legal transfers, exchanges, and redemption in terms of volume, number of shares, and transaction amount, utilizing probability distribution analysis.

- Completed a study on Client Profitability Analysis utilizing multiple regression models.

- Completed a Customer Satisfaction Survey analysis for Fidelity's Operations Audit and Analysis and recommended policies to improve client satisfaction ratings.

- Produced a statistical analysis of business card utilization, identifying transactions that, according to Standard Industry Code, were not business related.

Bentley College – Department of Accountancy, Instructor (Fall 2002). Taught a graduate course titled *Continuous Auditing*. The course was aimed at introducing transaction based audit methodologies and techniques to students using practical examples and hands-on training.

Massachusetts Department of Public Health, Office of Statistics and Evaluation, *Project Manager* (January 1991 – November 1996). Responsibilities included managing a team of programmers, systems consultants, and analysts in creating the first nationwide prototype of an Internet based health status indicators profile (MASSCHIP). MassCHIP is a massive undertaking with multimillion record query capabilities that enable users to obtain a comprehensive health status statistics about their communities from the Internet.

Mission of Iran to the United Nations (1991 – 1992): Collaborated with several academicians and experts to facilitate the exchange of innovative ideas and technology between Iranian expatriate nationals and key ministries and universities in Iran. Was an active member of the Urban Planning and Civil Engineering Committee and Economic/Commerce Committee. Jointly completed and presented the following development proposals to the Iranian ministries:

1. Automation of the Central Bank of the Islamic Republic of Iran.
2. Retirement Fund Investment strategies in the Economic Growth Sectors.
3. Proposal for the Development of a State of the Art International University in Iran to attract Iranian and foreign expertise and capital for the development of science, technology, international commerce, and export promotion.
4. Proposal for the Development and Modernization of Tehran Stock Exchange.

Harvard Pilgrim Health Care (HCHP), *Consulting Statistician*, (October 1991 – November 1996). Provided consultations on statistical analysis of clinical data and creating utilization management systems (benefit tracking, cost-assessment, and analysis of regional variations in patient admissions and discharge).

University of Massachusetts at Boston, Division of Continuing Education, *Lecturer.* Taught courses in sociology (January 1990 – December 1996, and Spring 2002).

AMS International Inc., Boston, MA, New York, NY (September 1992-June 1993), *Consultant/Senior Project Manager.* Worked with programmers, system engineers, and financial analysts in a project planning team for a phased implementation of a Management Information System for the central bank of a developing country with branch offices in 22 provinces using IntelSAT (satellite communication), and WAN (Wide Area Network) technologies. Responsibilities included requirement analysis, RFP generation, developing vendor selection criteria, and planning for performance measurement and project monitoring.

InterPractice Systems (IPS), *Research Director* (July 1991 - January 1992). IPS was a joint venture between Harvard Community Health Plan (HCHP) and Electronic Data Systems (EDS). Served as research director for a phased implementation of an integrated medical information system designed for HMOs. Specific duties included conducting statistical analysis of patient encounter data and developing performance monitoring and evaluation systems.

Intex (International Technology Exchange Group), Alexandra, Washington D.C., *Project Consultant*, (January 1991 - June 1992). Worked on a project funded by the World Bank to assess the impact of telecommunication tariff adjustments on regional economic growth of a Caribbean country utilizing statistical simulation models.

Massachusetts Department of Public Health (MDPH), Center for Disease Control, *Chief of Surveillance* (January 1990 - June 1991). Was responsible for monitoring the trends of epidemics in Massachusetts by conducting statistical analysis of surveillance data and designing computerized surveillance systems.

Massachusetts Department of Public Health, Determination of Need Program (DoN), Boston, MA., *Senior Program Analyst* (April 1986-January 1990). Was responsible for developing financial feasibility models for review of over $1.2 billion capital expenditure requests from the healthcare industry. Among accomplishments were:

- Developed Automated Financial Ratio Spreadsheet for Health Care Industries. The program is capable of calculating 22 financial ratios and provides state and national standards for comparative financial feasibility review. The program substantially improved staff time in eliminating manual calculations of the financial feasibility ratios for large-scale (over $50 million) capital expenditure projects.

- Reviewed the feasibility studies of Management Information Systems (M.I.S.) of the internationally known hospitals such as Massachusetts Children's Hospital, Newton-Wellesley Hospital, New England Baptist Hospital, etc. for Determination of Need (DON).

- Automated the project review functions by installing computerized information systems and training staff of 20 program analysts and managers in computer applications for project analysis (database management, statistics, financial analysis, graphics, and word processing applications).

- Developed a computerized budget guideline for the Department of Public Health. The guideline compared the allocated statewide budget for incremental operating costs of health care industry with the actual expenditures, and determined/forecasted the current and future surplus/deficit in the State's budget.

- Developed a computer program for construction cost estimation using Marshall Valuation Service, to determine financial feasibility of proposed capital expenditures by the hospitals and nursing homes in Massachusetts.

- Presented numerous applications and project review methodologies in front of the Public Health Council, the representatives from the healthcare industry, and Boston Society of Architects.

Massachusetts Institute of Technology, Cambridge, MA., *Research Fellow* (1984-85). Worked as a member of the Multi-regional Planning Staff directed by Professor Karen R. Polenske, under a grant from the Economic Development Administration, Washington, D.C. to assess the socioeconomic effects of deteriorating public infrastructure.   Also wrote a grant proposal to study social-welfare (Medicaid, Medicare, AFDC) dependency in regions with deteriorating tax base.

Boston College, Chestnut Hill, MA., *Research and Teaching Fellow* (1981 - 1984). Research duties included application of SPSS, and SAS statistical programs for data analysis. Lectured in sociology of development and advanced statistics courses.

Current and Completed Research Projects in Iran
(طرح های پژوهشی انجام شده و در دست اجرا درایران):

۱. طرح ایجاد پایگاه اطلاعات عارضه یابی در شرکت نوسازی صنایع ایران
(Data Warehousing Project for the Industrial Renovation Company of Iran)
کارفرما: شرکت نوسازی صنایع ایران
مجری: احمد شربت اوغلی (تاریخ تکمیل – 1387)

2. طرح تحلیل داده های عارضه یابی شرکت نوسازی صنایع ایران
(Company Diagnosis Data Analysis Project for the Industrial Renovation Company of Iran)
کارفرما: شرکت نوسازی صنایع ایران
مجری: احمد شربت اوغلی (تاریخ تکمیل – 1387)

3. طرح بازنگری و تدوین مدل جامع عارضه یابی در شرکت نوسازی صنایع
(Company Diagnosis Methodology Development Project for the Industrial Renovation Company of Iran)
کارفرما: شرکت نوسازی صنایع ایران

مجری: احمد شربت اوغلی (تاریخ تکمیل – 1387)

4. طرح بانک جهانی توسعه ظرفیت های آموزشی برای تدارکات و مدیریت پروژه در ایران

(The World Bank Project for the Development of Procurement and Project Management Training Capabilities in Iran)

کارفرما: بانک جهانی

مجریان: احمد شربت اوغلی، منوچهر نجمی، مهران سپهری(تاریخ تکمیل – 1386)

5. طرح جامع بهبود فرآیند های شرکت مهندسی و توسعه نفت

(The Comprehensive Organizational Process Improvement Project for the Petroleum Engineering and Development Company)

کارفرما: شرکت مهندسی و توسعه نفت

مجری طرح: علینقی مشایخی(تاریخ تکمیل – 1384)

مدیر اجرائی طرح: احمد شربت اوغلی

6. طرح توسعه آموزش های کاربردی برای مبارزه با پولشویی

(The Development of Applied Anti-Money Laundering Training Project)

کارفرما: دانشگاه صنعتی شریف

مجری طرح: احمد شربت اوغلی (تاریخ تکمیل – 1383)

7. طرح مطالعاتی توسعه فرآیندهای آموزشی، پژوهشی و اداری دانشکده مدیریت و اقتصاد

(The Research Project for the Study of the Educational, Research, and Administrative Processes of the Graduate School of Management and Economics)

کارفرما: دانشگاه صنعتی شریف

مجریان طرح: منو چهر نجمی، احمد شربت اوغلی (تاریخ تکمیل – 1384)

8. طرح بررسی فرآیندها وکنترل های داخلی تراکنش های مالی جهت فراهم نمودن بستر اجرای قانون مبارزه با پولشویی

(An Analysis of the Processes and Internal Controls Related to Financial Transactions for Establishment of the Grounds for the Implementation of the Anti Money Laundering Laws

کارفرما: بانک صنعت و معدن

مجری طرح: مالک بهمنش

مشاورارشد طرح: احمد شربت اوغلی (تاریخ تکمیل – 1388)

8. سازماندهی کنترلهای داخلی بانک صنعت و معدن

(Organization of the Internal Controls in the Bank of Industry and Mine)

کارفرما: بانک صنعت و معدن

مجری طرح: حسین رضوی

ناظر طرح: احمد شربت اوغلی (تاریخ تکمیل – 1389)

Publications (Books – کتاب ها):

Mohammad Abdoul Mohammadi and Ahmad Sharbatoghlie, 2005, *Continuous Auditing: An Operational Model for Internal Auditors*, Institute of Internal Auditors Research Foundation, Washington D.C.

Ahmad Sharbatoghlie, 1992, *Urbanization and Regional Disparities in Post-Revolutionary Iran*, Colorado, West View Press.

مهدی سیفی، احمد شربت اوغلی، ممیزی و مدیریت امنیت اطلاعات: راه کارها و استانداردهای امنیتی، انستیتو ایزایران، 1386.

Publications (Articles - مقالات):

Zabihollah Rezaee, Ahmad Sharbatoghlie, Rick Elam, and Peter L. McMickle, 2002, "Continuous Auditing: Building Automated Auditing Capability," in *Auditing: A Journal of Practice & Theory*, Vol. 21. No. 1, March.

Zabihollah Rezaee, Rick Elam, Ahmad Sharbatoghlie, 2001, "Continuous Auditing: the audit of the future," in *Managerial Auditing Journal*, Volume 16, Number 3, pp. 150-158.

Manoochehr Najmi, Rahim Ehsani, Ahmad Sharbatoghlie, Mohammad Saidi-Mehrabad, "Developing an Integrated Dynamic Model for Evaluating the Performance of Research Projects Based on Multiple Attribute Utility Theory," *Journal of Modeling in Management*, will be published in the second edition of 2009.

Iman Naderi, Ahmad Sharbatoghlie, Ahmadreza Vafaeimehr, Housing Valuation Model: An Investigation of Residential Properties in Tehran, Accepted for publication in *International Journal of Housing Markets and Analysis*, 2011.

Ahmad Sharbatoghlie, Mohsen Mosleh, Hayedh Rezaii, Taha Shokatian, "Exploring Trends in the Codes of Ethics of the Fortune 100 and Global 100 Corporations," Accepted for publication in *the Journal of Management Development*, October 13, 2011.

احمد شربت اوغلی، داوود افشاری، منوچهر نجمی، "مسئولیت اجتماعی نزد شرکت های پذیرفته شده در بورس اوراق بها دار تهران"، فصلنامه علوم مدیریت ایران، سال پنجم، شماره 19، پاییز 1389، ص 63–81.

احمد شربت اوغلی، امیراخلاصی، "طراحی مدلی برای سنجش رضایت مندی مشتریان درصنعت بانکداری توسعه ای و اندازه گیری رضایت مندی مشتریان بانک صنعت و معدن براساس آن،" ***فصلنامه دانش مدیریت***، دوره 21، شماره 81، تابستان 1387، صفحه 74-57.

احمد شربت اوغلی، امیراخلاصی، "طراحی فرآیند توسعه محصول جدید در صنعت خودروهای تجاری،" ***فصلنامه مدیریت و توسعه***، شماره 38، پاییز 1387.

مرتضی نادری، احمد شربت اوغلی، "بررسی نظری و تجربی تاثیر آزادی اقتصادی بررشد اقتصادی کشور، **فصلنامه پژوهش های اقتصادی ایران**، شماره 32، پاییز 1386، صفحه 29-1.

احمد شربت اوغلی، امیر عرفانیان دستفروش،"مطالعه تطبیقی و اجرای مدلهای اندازه گیری ریسک عملیاتی مصوب کمیته بال در بانک صنعت و معدن،'' **فصل نامه علمی پژوهشی شریف**، جلد 34، شماره 34، تیر ماه، 1385.

احمد شربت اوغلی، مهران خوشدل،"استفاده از آموزشهای الکترونیکی در سازمانهای ایرانی: مطالعه موردی بانک صنعت و معدن،'' **مجموعه مقالات پروژه های کارورزی بانک صنعت و معدن**، تهران، انتشارات سبزان، 1386.

احمد شربت اوغلی، حامد سحابی،'' بررسی روش های مقابله با پولشویی در بانک صنعت و معدن،'' **مجموعه مقالات پروژه های کارورزی بانک صنعت و معدن**، تهران، انتشارات سبزان، 1386.

احمد شربت اوغلی، محمد مدرس یزدی، بابک لطفعلی ای، بهمن انگشتری،'' استفاده از معیار Value at Risk (VAR) برای محاسبه سبد سهامی بانک صنعت و معدن، شرکتهای زیر مجموعه و سازمان بورس اوراق بهادار،'' **مجموعه مقالات پروژه های کارورزی بانک صنعت و معدن**، تهران، انتشارات سبزان، 1386.

Conference Papers and Workshops
(مقالات و کارگاه های آموزشی پذیرفته شده درکنفرانس ها):

Ahmad Sharbatoghlie and Jay Stott, 2000, "Data warehousing: Opportunities and Exposures," presented at the *Annual Meeting of the Institute of Internal Auditors*, New York, U.S.A.

Ahmad Sharbatoghlie, 2003, "Continuous Auditing," workshop presented at the *2nd International Management Conference*, Tehran, Iran.

Ahmad Sharbatoghlie, 2004, "A Validated Model of Internal Auditing," paper presented at the *International Management Conference*, Tehran, Iran.

احمد شربت اوغلی، مهران خوشدل، "روش های مبتنی بر فن‌آوری اطلاعات برای ایجاد کنترل های مالی برای مبارزه با پول شویی،" **پانزدهمین کنفرانس سالانه سیاستهای پولی و ارزی**، موسسه عالی بانکداری ایران، تهران – ایران، خرداد 1384.

Ahmad Sharbatoghlie, Mehran Khoshdel, 2004, "Anti-Money Laundering Training Workshop," presented in August and September 2004 at the *Monetary and Finance Research Institute*, Tehran, Iran.

Ahmad Sharbatoghlie, Mehran Khoshdel, 2004, "Anti-Money Laundering Training Workshop," presented at the *Bank of Industry and Mine Money Laundering Seminar*, Tehran, Iran.

Ahmad Sharbatoghlie, 2004, "Management Control Systems," a training workshop presented at the *Metra Consulting Company's Management Training Program*, Sharif University of Technology, Tehran, Iran.

Ahmad Sharbatoghlie, Manoochehr Najmi, Amir Ekhlasi, 2007, "Modeling Customer Satisfaction in Development Banking Services," paper accepted for presentation at the *5th International Conference on Business: Marketing*, Athens, Greece, July 2-3.

Ahmad Sharbatoghlie, Alireza Ahmad Simab, 2007, "An Integrated Resource-Based Strategic Planning Model for Dual-purpose Organizations Operating in Higher Educational Systems," paper accepted for presentation at the *Tenth Convention of Strategic Management Forum*, IIT Bombay, India, 10-12 May.

Ahmad Sharbatoghlie, Manoochehr Najmi, Alireza Marahami, 2007, "An Integrated Knowledge Management-Continuous Auditing Model (IKMCA)," paper accepted for presentation at *the Society for Advanced Management (SAM) International Business Conference*, Las Vegas, Nevada, on March 25-28.

Ahmad Sharbatoghlie and Haydeh Rezaei, "A Comparative Study of the Codes of Ethics in the Fortune 100 and Global 100 Corporate Websites," Paper accepted for presentation at the *6th International Management Conference*, December 20 – 23, 2008.

احمد شربت اوغلی، ایمان نادری، "طراحی مدل جامع ارزشگذاری مسکن به منظور ارتقاء مدیریت، بازاریابی و فروش منازل مسکونی در ایران"، ارائه شفاهی در **هفتمین کنفرانس بین المللی مدیریت**، 26 لغایت 30 آذرماه 1388، تهران، ایران.

احمد شربت اوغلی، داود افشاری، "تهیه ابزارسنجش بررسی مفهوم مسئولیت اجتماعی در نزد مدیران شرکتها و موسسات ایرانی"، ارائه شفاهی در **هفتمین کنفرانس بین المللی مدیریت**، 26 لغایت 30 آذرماه 1388، تهران، ایران.

احمد شربت اوغلی، منوچهر نجمی، امین ناصری، امین شمس مورکانی، "خلق ارزش و سنجش عملکرد مسئولیت اجتماعی بنگاه بر اساس مدل کارت امتیاز متوازن"، ارائه شفاهی **درهشتمین کنفرانس بین المللی مدیریت**، 18 آذرماه 1389، تهران، ایران.

Ahmad Sharbatoghlie, Mohsen Mosleh, Seyed Hossein Emami, "Evaluating the Effect of Prior Work Experience on the M.B.A. Students' Learning," Poster Presented in the *8th International Management Conference*, December 20 – 23, 2010, Tehran, Iran.

M.B.A. Thesis Supervised
(سرپرستی پایان نامه های کارشناسی ارشد مدیریت اجرائی)

عنوان پایان نامه: ارائه چارچوبی برای ممیزی نظام کنترل مدیریتی
(A Framework for Auditing of the Management Control Systems)

دانشجو: محمد مشتری
نوع همکاری: استاد راهنمای دوم
محل دفاع: دانشگاه صنعتی شریف، دانشکده مدیریت و اقتصاد
تاریخ دفاع:1383/3/30

عنوان پایان نامه: ارائه سیستم آموزشی متناسب با اهداف بانک صنعت ومعدن
(Development of An Educational System Suitable with the Goals of the Bank of Industry and Mine)

دانشجو: مهران خوشدل نیکخو
نوع همکاری: استاد راهنما
محل دفاع: دانشگاه صنعتی شریف، دانشکده مدیریت و اقتصاد
تاریخ دفاع: 1384/6/5

عنوان پایان نامه: ارائه چارچوبی برای ارزیابی سطح و ارتقا مدیریت دانش
(A Framework for Evaluating the Level of Development of Knowledge Management)
دانشجو: علی امین مقدم
نوع همکاری: استاد راهنمای دوم
محل دفاع: دانشگاه صنعتی شریف، دانشکده مدیریت و اقتصاد

تاریخ دفاع:1384/8/10

عنوان پایان نامه: مطالعه تطبیقی و اجرای مدل های اندازه گیری ریسک عملیاتی مصوب کمبته بال

(A Comparative Study and Implementation of the Operational Risk Measurement Methods Approved by the Basil Committee)

دانشجو: امیر عرفانیان

نوع همکاری: استاد راهنما

محل دفاع: دانشگاه صنعتی شریف، دانشگده مدیریت و اقتصاد

تاریخ دفاع:1385/3/31

عنوان پایان نامه: استفاده از معیار ارزش در معرض خطر برای محاسبه ریسک سبد سهامی بانک صنعت و معدن

(Utilizing the Value at Risk Criterion for Computing the Stock Portfolio Risk of the Bank of Industry and Mine)

دانشجو: بابک لطفعلی ای

نوع همکاری: استاد راهنمای

محل دفاع: دانشگاه صنعتی شریف، دانشگده مدیریت و اقتصاد

تاریخ دفاع: 1385/2/9

عنوان پایان نامه: ارزیابی سیستم کنترل بانک صنعت و معدن از منظر پیشگیری از پولشویی

(Evaluation of the Control Systems at the Bank of Industry and Mine from Anti-Money Laundering Perspective)

دانشجو: حامد سحابی

نوع همکاری: استاد راهنما

محل دفاع: دانشگاه صنعتی شریف، دانشگده مدیریت و اقتصاد

تاریخ دفاع: 1385/1/15

عنوان پایان نامه: مدل اندازه گیری رضایت مشتری در بانک صنعت و معدن

(Customer Satisfaction Measurement Modeling in the Bank of Industry and Mine)

دانشجو: امیر اخلاصی

نوع همکاری: استاد راهنمای

محل دفاع: دانشگاه صنعتی شریف، دانشگده مدیریت و اقتصاد

تاریخ دفاع: 1386/3/15

عنوان پایان نامه: بررسی بانکداری الکترونیک در بانک صنعت و معدن

(An Analysis of the Electronic Banking in the Bank of Industry and Mine)

دانشجو: کیومرث کیانی پور

نوع همکاری: استاد راهنمای

محل دفاع: دانشگاه صنعتی شریف، دانشکده مدیریت و اقتصاد

تاریخ دفاع: 1386/6/21

عنوان پایان نامه: ارائه چارچوبی برای ارزیابی سطح و ارتقاء مدیریت دانش در بنگاه، مورد کاوی شرکت مهندسین مشاور مترا

(An Framework for the Evaluation of the Level of Knowledge Management in Firm: A Case Study of the Metra Consulting Engineers)

دانشجو: علی امین مقدم

نوع همکاری: استاد مشاور

محل دفاع: دانشگاه صنعتی شریف، دانشکده مدیریت و اقتصاد

تاریخ دفاع: 1384/8/10

عنوان پایان نامه: بررسی نحوه اثر گذاری نوآوری سازمانی بررشد سازمان: مورد کاوی شرکت سپاهان باتری

(An Analysis of the Effect of Innovation on Organizational Growth: A Case Study of Sepahan Battery Corporation)

دانشجو: احسان فخار ایزدی

نوع همکاری: استاد مشاور

محل دفاع: دانشگاه صنعتی شریف، دانشکده مدیریت و اقتصاد

تاریخ دفاع: 1387/6/2

عنوان پایان نامه: بررسی ممیزی مدیریت منابع انسانی دربانک صنعت و معدن

(An Analysis of Human Resource Management Auditing in the Bank of Industry and Mine)

دانشجو: ویدا خانی

نوع همکاری: استاد راهنما

محل دفاع: دانشگاه صنعتی شریف، دانشکده مدیریت و اقتصاد

تاریخ دفاع: 1388/11/1

Awards (جوائزپژوهشی) and Certifications (گواهی نامه ها):

❖ Tuv Rheinland Academy Quality Management Systems Auditing Certificate, December 2007.

❖ International Institute of Auditors (IIA) – Book Contract Award titled "*An Operational Model of Continuous Internal Auditing: Development and Validation Using the Data Warehousing and Data Mining Methodology*, June 2003.

❖ SAS Institute Inc., *Diploma Award for the Completion of Predictive Modeling Using Logistic Regression*, August 22, 2002.

❖ MIS Training Institute *Certificate of Completion of Data Driven Auditing: A Business Approach*, June 13, 2001.

❖ President of International Institute of Auditors, Granite State Chapter, *Certificate of Continuing Professional Development in Digital Analysis Using Benford's Law*, March 27, 2001.

❖ Fidelity Investments, Certificate Award for Continuing and Professional Education, September 20, 2000.

❖ SAS Institute Inc., *Diploma Award for the Completion of Statistical Analysis using Enterprise Guide Software*, March 1, 2000.

❖ MIS Training Institute *Certificate of Completion of Fundamentals of Internal Auditing*, June 4, 1999.

❖ Fidelity Investments, Operations Audit and Analysis, *Certificate of Training in Audit Reporting – Process Reengineering*, May 5, 1999.

❖ Fidelity Investments, *Technical Shares Award for Valued Employee*, December 4, 2000.

❖ Fidelity Investments Certificate of Participation in *E-Commerce Forum: Opportunities and Risk*, November 9, 1999.

❖ Boston Collage, *Distinguished M.A. Thesis Award*. Thesis was titled "Towards an Alternative Approach to the Third World Development," 1982.

EDUCATION:

- Ph.D. in sociology with concentration on social economy and quantitative methods and statistics, *Boston College*, September 1990.
- M.C.P., with concentration on Capital Planning and Infrastructure Finance *Massachusetts Institute of Technology*, January 1986.
- MS in sociology with concentration on social economy, *Boston College*, June 1982. Master thesis was passed with distinction.
- Bachelor of Science (BS) in sociology, *Illinois State University*, June 1980.

TECHNICAL/ANALYTICAL SKILLS:

Over 25 years of experience designing and managing all phases of projects including research design, project planning/budgeting, project implementation, and project monitoring, outcome evaluation, and post-implementation results reporting. Specific skills include:

- *Quantitative/Analytical Skills:* capital risk assessment tools and techniques, association and sequence analysis, cluster-analysis and outlier detection, link analysis, decision-trees, market-basket-analysis, data-base marketing, TQM tools such as check sheets, scatter diagrams, cause-and effect diagram, Pareto charts, flow charts, histograms, and Statistical Process Control (SPC), and advanced statistical applications such as discriminant analysis, multiple correlation analysis, time-series regression, logistic regression.

- *Analytical Applications*: SAS applications including SAS/BASE, SAS/STAT, SAS/SQL, SAS/MACRO, SAS/INSIGHT, SAS Web Publishing Tools, Internet SAS, SAS Warehouse Administrator, SAS Enterprise Miner; Windows-based applications including Microsoft Access, Excel, Word, PowerPoint, Outlook, Exchange, Visual Basic, Audit Command Language (ACL), SPSS, Oracle Discoverer, etc.; data-based applications such as Oracle, SAS, and operating systems (MS Windows and familiarity with UNIX, VAX and MVS environments).

REFERENCES:

Will be furnished upon request.