



**UNIVERZITET CRNE GORE
FAKULTET ZA TURIZAM I HOTELIJERSTVO**

Stari grad 320 - 85330 Kotor - Crna Gora
Tel : + 382 32 322 686 Fax: +382 32 325 049
<https://www.ucg.ac.me/fth> - e-mail: fth@ucg.ac.me



Broj: 01-1428
Kotor, 08.11.2023.g.

**UNIVERZITET CRNE GORE
REKTORAT
CENTRU ZA DOKTORSKE STUDIJE**
N/r Rukovodioca
Prof. dr Borisa Vukičevića

Poštovani,

U prilogu Vam dostavljamo odluku Vijeća Fakulteta za turizam i hotelijerstvo, za izbor mentora i komentora kandidatkinje mr Mileve Manojlović, br. 01-1423 od 08.11.2023. godine, sa odgovarajućom dokumentacijom, na uvid i dalje postupanje.

Srdačan pozdrav,



DEKAN

Prof. dr Đurđica Perović

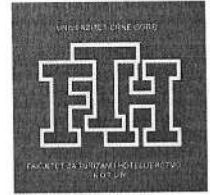
Prilog:

- Odluka Vijeća br. 01-1423
od 08.11.2023.g. sa dokumentacijom



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Broj: 01-1423
Kotor, 08.11.2023.g.

Na osnovu člana 64 Statuta Univerziteta Crne Gore, člana 29. Pravila doktorskih studija, a na osnovu predloga Komisije za doktorske studije Fakulteta za turizam i hotelijerstvo br. 01-606 od 21.04.2023. godine, u postupku određivanja mentora studentkinji doktorskih studija mr Milevi Manojlović, Vijeće FTH je na sjednici održanoj 03.11.2023. godine, (sa 8 glasova „ZA“ članova Vijeća u akademskom zvanju), donijelo je

ODLUKU

I

Predlaže se Centru za doktorske studije UCG da studentu doktorskih studija FTH, mr Milevi Manojlović (br. Indeksa 2/21-T), za mentora doktorske disertacije imenuje prof. dr Sanju Peković, redovnog profesora Fakulteta za turizam i hotelijerstvo u Kotoru, Univerzitet Crne Gore, oblast istraživanja: Menadžment u turizmu i hotelijerstvu i komentora prof. dr Sylvie Eleonore Rolland, redovnog profesora Univerziteta Dauphine u Parizu (eng. University of Dauphine PSL University – PSL), oblast istraživanja: Menadžment.

II

Dr Sanja Peković i dr Sylvie Eleonore Rolland ispunjavaju opšte i dopunske uslove propisane čl. 29. stav 3 i 4 Pravila doktorskih studija UCG.

III

Predlog dostaviti Centru za doktorske studije na dalji postupak.

OBRAZLOŽENJE

Kandidat mr Mileva Manojlović, obratila se Komisiji za doktorske studije FTH sa zahtjevom i potrebnom dokumentacijom da joj se imenuje mentor (br. 1726 od 05.12.2022.godine).

Komisija za doktorske studije FTH je, nakon razmatranja dokumentacije i zahtjeva kandidata, predložila Vijeću Fakulteta za turizam i hotelijerstvo da donese odluku kojom se predlaže Centru za doktorske studije Univerziteta Crne Gore da imenuje mentora i komentora, kako je navedeno u stavu I ove odluke, i dostavi Senatu UCG na dalji postupak.

Na osnovu izloženog odlučeno je kao u dispozitivu.

Dostavljeno:

- Centru za doktorske studije, sa dokumentacijom
- Kandidatu
- a/a





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<https://www.ucg.ac.me/fth> - e-mail: fth@ucg.ac.me



Broj: *01-606*
Kotor, *21. 04.* 2023.g.

PREDLOG

Na osnovu člana 64 Statuta Univerziteta Crne Gore, člana 29. Pravila doktorskih studija, Komisija za doktorske studije Fakulteta za turizam i hotelijerstvo u Kotoru, dostavlja Vijeću FTH zahtjev za određivanje mentora (broj 1726 od 05.12.2022.g.) studentkinje doktorskih studija mr Mileve Manojlović (broj indeksa 2-T/21). Pomenuta komisija predlaže Vijeću FTH da nakon razmatranja priložene dokumentacije i zahtjeva, donese

ODLUKU

1. Predlaže se Senatu Univerziteta Crne Gore da studentu doktorskih studija na Fakultetu za turizam i hotelijerstvo, mr Milevi Manojlović, za mentora doktorske disertacije odredi prof. dr Sanju Peković, redovnog profesora Fakulteta za turizam i hotelijerstvo u Kotoru, Univerzitet Crne Gore, oblast istraživanja: Menadžment u turizmu i hotelijerstvu i komentora prof. dr Sylvie Eleonore Rolland, redovnog profesora Univerziteta Dauphine u Parizu (eng. University of Dauphine PSL University – PSL), oblast istraživanja: Menadžment.
2. Predlog dostaviti odboru za doktorske studije i Senatu Univerziteta Crne Gore koji su nadležni za donošenje konačne Odluke.

OBRAZLOŽENJE

Kandidat mr Mileva Manojlović, obratila se Komisiji za doktorske studije sa zahtjevom i potrebnom dokumentacijom da joj se odredi mentor.

Komisija za doktorske studije je, nakon razmatranja dokumentacije i zahtjeva kandidata, predložila Vijeću Fakulteta za turizam i hotelijerstvo da donese Odluku kojom se predlaže Senatu Univerziteta Crne Gore da donese Odluku kao u dispozitivu.

Na osnovu izloženog odlučeno je kao u dispozitivu.

KOMISIJA ZA DOKTORSKE STUDIJE

Prof. dr Sanja Peković, predsjednik

Prof. dr Đurđica Perović, član

Prof. dr Andriela Vitić-Četković, član

Dostavljeno:

- Senatu UCG
- Centru za doktorske studije
- Kandidatu
- a/a

Prilog: Zahtjev za određivanje mentora na doktorskim studijama br. 1726 od 05.12.2022.g.



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Tel : + 382 32 322 686 Fax: +382 32 325 049
<https://www.ucg.ac.me/fth> - e-mail: fth@ucg.ac.me



Broj: 01-1726/1
Kotor, 05.12.2022.g.

Komisja za doktorske studije

Poštovani,

U prilogu dostavljam zahtjev za imenovanje mentora za Milevu Manojlović (indeksa broj 2/T-2021), na dalji postupak.

S poštovanjem,

Rukovodilac studentske službe

Dončić Nikoleta

Prilog: Zahtjev broj 1726

05.12.2022.

1726

UNIVERZITET CRNE GORE
FAKULTET ZA TURIZAM I HOTELIJERSTVO

ZAHTJEV ZA ODREĐIVANJE MENTORA NA DOKTORSKIM STUDIJAMA

Obraćam Vam se sa zahtjevom da mi u skladu sa čl.29 Pravila doktorskim studija Univerzitet Crne Gore, za mentora odredite prof.dr.Sanju Peković.

Kotor, 01.12.2022.

Podnosilac zahtjeva

Mileva Manojlović

Mr Mileva Manojlović



Saglasnost mentora

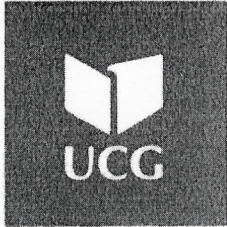
Sanja Peković

Prof.dr Sanja Peković

MENTORSTVO

Kandidat: Ime i prezime		Mileva Manojlović	
PREDLOŽENI MENTORI			
	Titula, ime i prezime	Ustanova i država	Naučna oblast
Prvi mentor	Prof.dr Sanja Peković	Univerzitet Crne Gore, Fakultet za turizam i hotelijerstvo, Kotor Crna Gora	Ekonomске науке
Drugi mentor	Prof.dr Sylvie Eleonore Rolland	University of Dauphine PSL University – PSL, Francuska	Menadžment
Sjednica Vijeća organizacione jedinice na kojoj je izvršeno predlaganje mentora		XIX sjednica Vijeća 03. 11. 2023 g.	
KOMPETENCIJE MENTORA (pet objavljenih radova u relevantnim časopisima)			
Prvi mentor	1	Pekovic, S., Wagner, M., & Vogt, S. (2022). Differential effects of corporate social responsibility on downsizing: Evidence from the United States. <i>Corporate Social Responsibility and Environmental Management</i> , 29(4), 1021-1033.	
	2	Grolleau, G., Mzoughi, N., & Pekovic, S. (2022). An empirical analysis of the relationship between innovation activities and job satisfaction among French firms. <i>Journal of Vocational Behavior</i> , 133, 103689.	
	3	Djokovic, R., Janinovic, J., Pekovic, S., Vuckovic, D., & Blečić, M. (2022). Relying on technology for countering academic dishonesty: the impact of online tutorial on students' perception of academic misconduct. <i>Sustainability</i> , 14(3), 1756.	
	4	Pekovic, S. (2021). Green pull motives and overall tourist satisfaction: a macro- and micro-levels analysis. <i>International Journal of Contemporary Hospitality Management</i> .	
	5	Pekovic, S., & Bouziri, A. (2021). Overcoming obstacles to innovation: can environmental management practices help?. <i>Knowledge Management Research & Practice</i> , 1-16.	
Drugi mentor	1	Pekovic, S., & Rolland, S. (2020). Recipes for achieving customer loyalty: A qualitative comparative analysis of the dimensions of customer experience. <i>Journal of Retailing and Consumer Services</i> , 56, 102171.	
	2	Pekovic, S., Rolland, S., & Gatignon, H. (2016). Customer orientation and organizational innovation: the case of environmental management practices. <i>Journal of Business & Industrial Marketing</i> .	
	3	Pekovic, S., & Rolland, S. (2016). Quality standards and export activities: Do firm size and market destination matter?. <i>The Journal of High Technology Management Research</i> , 27(2), 110-118.	
	4	Pekovic, S., & Rolland, S. (2016). Customer orientation and firm's business performance: A moderated mediation model of environmental customer innovation and contextual factors. <i>European Journal of Marketing</i> , 50(12), 2162-2191.	
	5	Rolland, S. E., & Parmentier, G. (2013). The benefit of social media: Bulletin board focus groups as a tool for co-creation. <i>International Journal of Market Research</i> , 55(6), 809-827.	

PODACI O MAGISTRANDIMA I DOKTORANDIMA				
	Broj magistranada		Broj doktoranada	
	trenutno	Ukupno	Trenutno	ukupno
Prvi mentor	3	12	2	2
Drugi mentor	4	70	2	7
Datum i ovjera (pečat i potpis odgovorne osobe)				
U Kotoru, 23.11.2023.				
 MP			DEKAN 	



Univerzitet Crne Gore
ul. Matije Gupca, Cetinje, Br. 2
81000 Podgorica, Crna Gora
tel: +382 20 421 100
fax: +382 20 421 101
e-mail: info@ucg.ac.me
web: www.ucg.ac.me
University of Montenegro

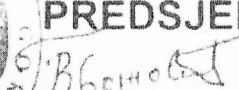
Broj / Ref: 03-1242
Datum / Date: 24.02.2023

UNIVERZITET CRNE GORE	
FAKULTET ZA TURIZAM I HOTELIJERTVO	
28.02.2023.	
01-272/A	

Na osnovu člana 72 stav 2 Zakona o visokom obrazovanju („Službeni list Crne Gore“, br. 44/14, 47/15, 40/16, 42/17, 71/17, 55/18, 3/19, 17/19, 47/19, 72/19 i 74/20 i 104/21 i 86/22) i člana 32 stav 1 tačka 9 Statuta Univerziteta Crne Gore, Senat Univerziteta Crne Gore, na sjednici održanoj 24.2.2023. godine, donio je

ODLUKU O IZBORU U ZVANJE

Dr SANJA PEKOVIĆ bira se u akademsko zvanje **redovni profesor Univerziteta Crne Gore** iz oblasti **Menadžment u turizmu na Fakultetu za turizam i hotelijertvo Univerziteta Crne Gore**, na neodređeno vrijeme.

SENAT UNIVERZITETA CRNE GORE
PREDSJEDNIK

Prof. dr Vladimir Božović, rektor

Curriculum Vitae

Lični podaci

Ime i prezime **SANJA PEKOVIC**



Adresa Prcanj bb, Kotor

Telefon +382 32 324 686

Mobile: +382 (0)69 640 699

Fax +382 32 325 049

E-mail psanja@ucg.ac.me pekovic.sanja@yahoo.fr

Državljanstvo Crnogorsko

Datum rođenja 13.08.1981.

Pol Žensko

Radno iskustvo

10/2017 – sada
Direktor Centra za osiguranje kvaliteta
Univerzitet Crne Gore

09/2019-sada
Potpredsjednik Upravnog odbora
Naučno – tehnološki park

05/2018-sada
Vršilac Dužnosti Institut –Centar za Inovacije i istraživanja

05/2018-sada
Vanredni profesor

05/2017-06/2018
Prodekan za naučno-istraživački rad

09/2012 – 05/2018
Docent

Uvod u ekonomiju, Menadžment kvalitetom u turizmu, Inovacije u turizmu, Hotelski menadžment, Animacije u turizmu, Kulturni menadžment, Metodologija naučno istraživačkog rada, Kvantitativne tehnike.

Univerzitet Crne Gore, Fakultet za turizam I hotelijerstvo, Stari grad 320, 85330 Kotor

09/2010-09/2011

Saradnik u nastavi i istraživač

Uvod u ekonomiju, Uvod u menadžment, Liderstvo u turizmu, Menadžment turističkih destinacija

Univerzitet Crne Gore, Fakultet za turizam I hotelijerstvo, Stari grad 320, 85330 Kotor

2007-2012

Istrazivač

Centre d'Etudes De l'Emploi, Paris, France

Obrazovanje

2006-2010

Doktorske studije

Ekonomske nauke (PhD Theses: Motives for and Effects of Quality and Environmental Standards: Micro-econometric Analyses of French Firms and Employees)

University of Paris-EST, Mame-la Vallée, Paris

European level (*)	Razumijevanje		Govor		Pisanje
	Slušanje	Čitanje	Interaktivni govor	Produktivni govor	
Engleski	C1	C1	C1	C1	C1
Francuski	C1	C1	C1	C1	C1
Italijanski	B1	B1	B1	B1	B1

(*) *Common European Framework of Reference for Languages*

Ostale kompetencije

Hard working, Team player, Communicational Skills.

Kompjuterske vještine I kompetencije

Word, Excel, PP, Stata, SPSS, SAS.

PUBLIKACIJE:

IZABRANE PUBLIKACIJE

The Fit between Corporate Social Responsibility and Corporate Governance: The Impact on a Firm's Financial Performance, Pekovic, S, Vogt, S, Review of Managerial Science, forthcoming.

The Effect of Phases of the Adoption of the Circular Economy on Firm Performance: Evidence from 28 EU Countries, Moric, I, Jovanovic J, Djokovic, R, Pekovic, S, Perovic, Dj, Sustainability, 2020, 12(6), 2557, doi.org/10.3390/su12062557, Temporary workers and firm performance:

Empirical and systematic approaches from Eastern and Central European countries, Moric, I, Pekovic, S., Perovic, Dj, Roblek, V, Pejic Bach, M. Kybernetes, doi: 10.1108/K-11-2019-0765

Coopetition in innovation activities and firms' economic performance: An empirical analysis, Pekovic, S., Grolleau, G., Mzoughi, N., Creativity and Innovation Management, 2019, doi.org/10.1111/caim.12335.

The Influence of Animation Programmes on Tourists' Satisfaction: The Role of Animators Pekovic, S., Djekic, A., Markovic, V., Bojbasa, M. Perovic, Dj., Sport Mont, 2019, Vol. 17, pp. 113-115

Assessing Tourist Revisit Intention through the Sports and Recreational Services Offered, Markus, Z. Perovic, Dj., Pekovic, S, Popovic, S. Business systems research journal, Business systems research journal, 2019, Vol. 10, pp. 141-150

Research quality evaluation in social sciences: The case of criteria on the condition and requirements for academic promotion in Serbia, Slovenia and Montenegro, Popovic, S, Pekovic, S., Matic, R, Monten. J. Sports Sci. Med. 2019, Vol. 8, pp. 55-62.

Why Are Firms Environmentally Responsible? A Review and Assessment of the Main Mechanisms K. A. Brekke and S. Pekovic, 2018, Review of Environmental and Resource Economics, Vol. 12, pp. 1–44

The antecedents of tourist repeat visit intention: systemic approach, Perovic, Dj. Moric, I., Pekovic, S., Stanovic, T., Roblek, V., Pejic Bach, M. 2018, Kybernetes, <https://doi.org/10.1108/K-12-2017-0480>

Environmental investments: Too much of a good thing? Pekovic, S., Grolleau, G., Mzoughi, N., International Journal of Production Economics, 2018, Vol. 197, 297-302.

Going Entrepreneurial: Agro-tourism and Rural Development in Northern Montenegro, Stanovic Tatjana, Pekovic Sanja, Jovana Vukčević, Djurdjica Perović, 2018, Business Systems Research | Vol. 9 No. 1, 107-117.

Organizational Configurations for Sustainability and Performance: A Qualitative Comparative Analysis approach, Delmas Magali, Pekovic Sanja, Business & Society, 2018 Vol. 57, 216–251.

Quality Standards and Export Activities: Do Firm Size and Market Destination Matter? Pekovic Sanja, Rolland Sylvie, Journal of High Technology Management Research, Vol. 27, pp. 110-118.

Customer orientation and organizational innovation: the case of environmental management practices, Pekovic Sanja, Rolland Sylvie, Gatignon Hubert, Journal of Business & Industrial Marketing, 2016, Vol. 31, pp. 835 – 848

Peković, S., Rolland, S. (2016), Customer orientation and firm's business performance: A moderated mediation model of environmental customer innovation and contextual factors, European Journal of Marketing, Vol. 50, pp. 2162-2191, ISSN: 0309-0566

Impact of investment in quality and environmental protection on regional sustainability, Savovic Ivan, Bacovic Maja, Pekovic Sanja, Stanovic Tatjana, International Journal for Quality Research, 2016, Vol. 10, pp. 625–640

The effect of knowledge management on environmental innovation: The empirical evidence from France, Stanovic Tatjana, Pekovic Sanja, Bouziri Amira, Baltic Journal of Management, 2015, Vol. 10, pp. 413 – 431.

The Influence Of Different Information Sources On Innovation Performance: Evidence From France, The Netherlands And Croatia, Bach-Pejic, Mirjana, Lojpur Andjelko, Pekovic Sanja, Stanovic Tatjana, South East European Journal of Economics and Business, 2015, Vol. 10, pp. 89-101.

What factors influence quality service improvement in Montenegro: empirical analysis, Djurdjica Perovic, Tatjana Stanovic, Ilija Moric, Sanja Pekovic, International Journal for Quality Research, 2013, Vol. 7, pp. 63-70.

Environmental standards and labour productivity: understanding the mechanisms that sustain sustainability, Delmas Magali, Pekovic Sanja, Journal of Organizational Behaviour, 2012, Vol.34, pp. 230-252.

What socio-demographic characteristics influence the level of tourist's satisfaction in Montenegro: empirical analysis, Đurđica Perovic, Tatjana Stanovic, Ilija Moric, Sanja Pekovic, Journal of Tourism - Studies and Research in Tourism, 2012, Vol. 14, pp. 5-10.

Can quality standards indirectly improve employee's wage: empirical evidence from Montenegro, Tatjana Stanovic, Đurđica Perovic, Ilija Moric, Sanja Pekovic, International Journal for Quality Research, 2010, Vol. 4, pp. 303-309.

What motivates firms to seek ISO 9000 certification: comparative approach of French Manufacturing and Services Industries, Pekovic Sanja, Journal of Economic Issues, 2010, Vol. 44, No 4, pp. 895-914.

From quality to innovation: evidence from French employer survey, Pekovic Sanja, Fabrice Galia, Technovation, 2009, Vol. 29, No 12, pp. 829-842.

Knjige i poglavlja u knjigama

[1] Kvalitet u turizmu (Quality in tourism sector). Authors: Krivokapic Zdravko, Jovanovic Jelena, Vujovic Aleksandar, Pekovic Sanja, 2016. Editor: Rados Bajic, University of Montenegro: Podgorica.

[2] Sustainable development: Economical, social and environmental aspects (Odrzivi razvoj: Ekonomski, društveni i aspekti žvite sredine), Authors: Bertoneelj Andrej, Bervar Mita, Jovanovic Jelena, Krivokapic Zdravko, Mesko Maja, Naralocnik Andrej, Nastav Bojan, Pekovic Sanja, Roblek Vasja, Stanovic Tatjana, Trnacevic Tatjana, Vujovic Aleksandar, 2015, Editors: Bertoneelj Andrej and Krivokapic Zdravko, SaTCIP: Vrnjacka Banja.

[3] Inovacije i inovativnost (Innovation and Innovativeness). Authors: Jovanovic Jelena, Vujovic Aleksandar, Krivokapic Zdravko, Pekovic Sanja, Kramar Davor, Sokovic Mirko, 2015. SaTCIP: Vrnjacka Banja.

[4] What drives firm's Corporate Social Responsibility: The role of ownership concentration. in Global Perspectives of Corporate Social Action and Social and Financial Performance. Authors: Crifo Patricia, Diaye Marc-Arthur, Oueghlissi Rim, Pekovic Sanja, 2015. Editors: Manos and Drori, Palgrave Mc Millan: New York.

[5] Providing information for decision making in environmental management: Environmental management practices as a source of innovation performance, Pekovic Sanja, Amira Bouziri, 2014. ISBN 978-80-86709-21-5

[6] L'innovation dans les entreprises moteurs, moyens et enjeux : De la qualité à l'innovation: éléments tirés de deux enquêtes auprès des entreprises françaises, DGCIS (Ed), ouvrage collectif sur l'innovation autour de l'enquête CIS, Galia Fabrice, Pekovic Sanja, 2011.

IZVJEŠTAJI

[1] Quality in Higher Education and Vocational Training, Pekovic Sanja, 2008, a report realised for Association Française de Normalisation (AFNOR).

[2] The state of ISO 9001 certification in Montenegro, Diaye Marc-Arthur, Pekovic Sanja, Jovanovic Jelena, Krivokapic Zdravko, Vujovic Aleksandar, ECO- NET report 2008.

Ostale publikacije

[1] Les Employes des Entreprises Vertes sont Significativement Plus Productif, Delmas Magali, Pekovic Sanja, Environnement et Technique, 2013, Vol. 324 (April), pp. 58-59.

Učešće na međunarodnim konferencijama:

Cultural Heritage in Rural Areas: Added Value for Agro-Tourism Development, ICCHT 2017: 19th International Conference on Cultural Heritage and Tourism, Perović, Đ., Peković, S., Stanovčić, T., Vukčević, J., Paris, France, January, 2017, Abstract Book in International Journal of Humanities and Social Sciences Vol. 4, No. 1, pp. 1, scholar.waset.org/1999.39/61100

The Obstacles of Entrepreneurs in Agro-Tourism: A Case of North Montenegro. 10th Annual International Conference on Global Studies: Business, Economic, Social and Cultural Aspects, Pekovic, Athens, Greece, December, 2016, Abstract Book, pp. 51, ISBN: 978-960-598-101-3.

Engaged human capital and labor productivity», Delmas Magali, Pekovic Sanja, Annual Meeting of the Academy of Management, August 2013, Orlando, US.

Environmental Standards and Labor Productivity: Understanding the mechanisms that sustain sustainability, Delmas Magali, Pekovic Sanja, Annual Meeting of the Academy of Management, 3-7 August 2012, Boston, US.

Sustainability and Market Conditions: The Resource Efficiency paradox », Delmas Magali, Pekovic Sanja, 19th European Association of Environmental and Resource Economists, Charles University, 27-30 Jun, 2012, Prague.

[4] « Green Innovation in French Manufacturing Firms: Incentives, Motivations, Environmental Benefits And Determinants », Galia Fabrice, Marc Ingham, Pekovic Sanja, EURAM, Rotterdam School of Management, ERASMUS University, 6-8 June, 2012, Rotterdam.

[5] «Corporate Social Responsibility and Firm Performance: An Empirical Analysis of the Quantity-Quality Trade-off on French Data », Diaye Marc-Arthur, Patricia Crifo, Sanja Pekovic, 11th Comparative Analysis of Enterprise Data & COST Conference, 26-28 April, 2012, Nuremberg, Germany.

[6] «The Problem of Competitiveness in the transition Countries-Needs for Adoption of "New" Economic Development Paradigm», A. Lojpur, S. Pekovic, Contemporary Issues in Economics, Business and Management, 14-15 December 2010, Kragujevac.

[7] «The quality mechanism that could improve working conditions: The Empirical Analysis of Montenegro», Andjelko Lojpur, Pekovic Sanja, 6th International ICQME Conference (Quality, Management, Environment, Education, Engineering), September, 2011, Tivat, Montenegro.

[8] « Environmental Standards and Labor Productivity: Understanding the mechanisms that sustain sustainability », Delmas Magali, Pekovic Sanja, 18th European Association of Environmental and Resource Economists, University Tor Vergata, 29 Jun-2 July 2011, Rome.

[9] « Do Quality and Environmental-Related Standards Improve French Firms' Performance?», Grolleau Gilles, Mzoughi Naoufel, Pekovic Sanja, Intangible Investments at Macro and Micro Levels and Their Role in Innovation, Competitiveness and Growth (COINVEST project), Instituto Superior Técnico, 18-19 March 2010, Lisbon, Portugal.

- [10] «The effect of quality and environmental practices on working conditions: Empirical evidence from France », Pekovic Sanja, 4th International ICQME Conference (Quality, Management, Environment, Education, Engineering), 27-28 August 2009, Paris, France.
- [11] « How Green is my Firm? Worker Well being and Job Involvement in environmentally related certified Firms », Lanfranchi, Josph, Pekovic Sanja, 4th International ICQME Conference (Quality, Management, Environment, Education, Engineering), 27-28 August 2009, Paris, France.
- [12] « ISO 9000 Norm as a Club Good: Network effect evidence from French employer survey», Diaye Marc-Arthur, Greenan Nathalie, Pekovic Sanja, Intangible investment and firm performance (Sponsored by the COST and COINVEST projects), IMPERIAL COLLEGE BUSINESS SCHOOL, 20 February 2009, London, UK.
- [13] « From Quality to Innovation: Evidence from French Employer Survey», Pekovic Sanja, Fabrice Galia, Conference of the Applied Econometrics Association, Brevet and Innovation, 19-20 December, 2008, Tokyo, Japan.
- [14] « From Quality to Innovation: Evidence from French Employer Survey», Pekovic Sanja, Fabrice Galia, Organizing for Internal and External Knowledge Creation and Innovation: Looking Within or Searching Beyond? Copenhagen Business School (CBS), 30-31 October 2008, Copenhagen, Denmark.
- [15] « What Motivates Firms to Seek ISO 9000 Certification: Comparative approach of French Manufacturing and Services Industries », Pekovic Sanja, 3th International ICQME Conference (Quality, Management, Environment, Education, Engineering), 9-12 September 2008, Montenegro.
- [16] « From Quality to Innovation: Evidence from French Employer Survey», Pekovic Sanja, Fabrice Galia, 10th ZEW Summer Workshop for Young Economists The Economics and Econometrics of Innovation, 9-12 Jun, Mannheim, Germany.
- [16] « From Quality to Innovation: Evidence from French Employer Survey», Pekovic Sanja, Fabrice Galia, 1st DIME Scientific Conference, 7-9 April 2008, Strasbourg, France.
- [17] « ISO 9000 Norm as a Club Good: Network effect evidence from French employer survey », Diaye Marc-Arthur, Greenan Nathalie, Pekovic Sanja, Patent and Innovation Econometrics Studies (Conference of the Applied Econometrics Association), 28-29 Jun 2007, Strasbourg, France.

INVITED SEMINARS:

- [1] « Sharing the "fame" of the ISO Standard Adoption : Quality Supply Chain Effect Evidence from the French Employer Survey», M-A. Diaye, N., Greenan, S. Pekovic, Séminaire d'économie appliqué, Faculté des Sciences économiques de Rennes, 24 February 2011, Rennes, France. Link: <http://crem.univ-rennes1.fr/spip.php?article84>
- [2] « How Green is my Firm? Worker Well being and Job Involvement in environmentally related certified Firms », Lanfranchi, Josph, Pekovic Sanja, UCLA Institute of the Environment and Sustainability, May, 2010.
- [3] « How Green is my Firm? Worker Well being and Job Involvement in environmentally related certified Firms », Lanfranchi, Josph, Pekovic Sanja, Séminaire du CEE, October 2009, Noisy-le-Grand.
- [4] « From Quality to Innovation: Evidence from French Employer Survey», Pekovic Sanja, Fabrice Galia, SESSI Ministère de l'Économie, April 2008, Paris.
- [5] « ISO 9000 Norm as a Club Good: Network effect evidence from French employer survey», Diaye Marc-Arthur, Greenan Nathalie, Pekovic Sanja, Séminaire du CEE, January 2007, Noisy-le-Grand.

INVITED WORKSHOPS AND SEMINARS:

- [1] « Sharing the "fame" of the ISO Standard Adoption : Quality Supply Chain Effect Evidence from the French Employer Survey», M-A. Diaye, N., Greenan, S. Pekovic, Séminaire d'économie appliqué, Faculté des Sciences économiques de Rennes, 24 February 2011, Rennes, France. Link: <http://crem.univ-rennes1.fr/spip.php?article84>
- [2] « How Green is my Firm? Worker Well being and Job Involvement in environmentally related certified Firms », Lanfranchi, Josph, Pekovic Sanja, UCLA Institute of the Environment and Sustainability, May, 2010.
- [3] « How Green is my Firm? Worker Well being and Job Involvement in environmentally related certified Firms », Lanfranchi, Josph, Pekovic Sanja, Séminaire du CEE, October 2009, Noisy-le-Grand.
- [4] « Do Environmental Standards Contribute to Better Recruitment Process », Grolleau Gilles, Mzoughi Naoufel, Pekovic Sanja, Séminaire COI, November 2009, Noisy-le-Grand.
- [5] « From Quality to Innovation: Evidence from French Employer Survey», Pekovic Sanja, Fabrice Galia, SESSI Ministère de l'Économie, April 2008, Paris.

[6] « ISO 9000 Norm as a Club Good: Network effect evidence from French employer survey», Diaye Marc-Arthur, Greenan Nathalie, Pekovic Sanja, *Séminaire du CEE*, January 2007, Noisy-le-Grand.

LIDERSKE AKTIVNOSTI

Member of Steering Board of the Action "Quality Education for All (QUALITY ED – MONTENEGRO)" under the European Union/Council of Europe Horizontal Facility for the Western Balkans and Turkey Phase II.

President of working group for certification for academic integrity at UoM;

Member and contact person for UoM external-evaluation (IEP);

Member of PhD jury, Rim Daly, University Paris-Saclay;

▯ Vice Chair: Enterprise Research Innovation Conference-Entrenova, September 2018, Split, Croatia.

▯ Vice Chair: Enterprise Research Innovation Conference-Entrenova, September 2017, Dubrovnik, Croatia.

▯ Member of Organizational Committee: SQM conference, September 2016, Petrovac, Montenegro.

▯ Member of Conference Committee: SQM conference, September 2016, Petrovac, Montenegro.

▯ Member of Organizational Committee: 10th ICQME conference, September 2016, Petrovac, Montenegro.

▯ Member of Conference Committee: 10th ICQME conference, September 2016, Petrovac, Montenegro.

▯ Vice Chair: Enterprise Research Innovation Conference-Entrenova, September 2016, Rovinj, Croatia.

▯ Vice Chair: Enterprise Research Innovation Conference-Entrenova, September 2015, Kotor, Montenegro.

▯ Member of Organisational Committee: The new insight in Quality and Environmental Practices, June 2012, Paris, France.

▯ Member of Organizational Committee: 5th ICQME conference, September 2010, Tivat, Montenegro.

▯ President of Organisational Committee: 4th ICQME conference, August, 2009, Paris, France.

▯ Member of Organisational Committee: Informal Economy, Underground Employment, 2007, Paris, France.

OSTALE ISTRAŽIVAČKE AKTIVNOSTI

Study visit _Univeristy Cote Azzure, Nice, July, 2019.

Study visit _Univeristy Geneva, Geneva, February, 2018.

▯ Winter school-Institute Ivo Pilar, Zagreb, Croatia, February, 2018.

▯ Research visit-University Paris-EST, Paris, France, September, 2017.

▯ Teaching Visit –University of Varna, Varna, Bulgaria, April, 2017.

▯ Research visit - UCLA Institute of the Environment and Sustainability, LA, California, April-June 2010.

▯ Research visit - Laboratory CNRS, Franco-Russe Poncelet, Moscow, Russia, June 2007.

▯ Research visit - INRA-SupArgo, Montpellier, France, February-March 2007

PROJEKTI

• National grant-Ministry of Science-Montenegro 2020-2022 (Title of the Project: Montenegrin platform for sport innovation; project member)

• National grant- Ministry of Science 2019- 2021; Title of the Project: Strengthening Academic Integrity - Interdisciplinary Research-based Approach to Ethical Behaviour in Higher Education

• Member of Cost action - Multi-disciplinary innovation for social change 2019-2023.

• Agence universitaire de la Francophonie, Title of the Project: Developpement des actions RSE pour une société meilleure: Expertise multipays, project leader

• Erasmus +K2 (Title of the Project: Enhancing and Validating service related competences in Versatile learning environments in Western Balkan Universities (E-Viva)).

• Montenegrin-Slovenian Science & Technology Cooperation 2018-2020 (Title of the Project: The importance of Corporate Social Responsibility for service sector: Comparative analysis of Montenegro and Slovenia; project leader)

• National grant-Ministry of Science-Montenegro 2018-2020 (Title of the Project: Research Quality in in the Social Sciences and the Humanities; project leader)

• Erasmus +K2 (Title of the Project: Enhancement of HE Research Potential Contributing to Further Growth of the WBC Region (Re@WBC)).

- Member of Cost action - European Network for Research Evaluation in the Social Sciences and the Humanities (ENRESSH)
- HERIC project financed by the Government of Montenegro in the cooperation with World Bank (Title of the Project: Valorising Montenegrin Katuns through sustainable development of agriculture and tourism - KATUN-2015; WP leader)
- TRAIN – Training and Research for Academic Newcomers –financed by King Baudouin Foundation (coordinator, 2015-2016).
- Montenegrin-Slovenian Science & Technology Cooperation 2014-2016 (Title of the Project: Analysis of the impact of innovation to improve the performance of business processes).
- Montenegrin-Croatian Science & Technology Cooperation 2013-2015 (Title of the Project: Intelligent Systems & Innovations in Tourism – ISIT; project leader).
- Montenegrin-Chinese Science & Technology Cooperation 2012-2014 (Title of the Project: Study on Tourism Environmental Carrying Capacity & Competitiveness and Sustainable Development Strategies of Montenegro).
- National grant-Ministry of Science-Montenegro 2012-2014 (Title of the Project: Analysing the impact of innovation on the sustainable success: The case of certified firms).
- The project DINNOCA financed by the FP7 project 'Data without boundaries' (2012)
- ECO-NET financed by Ministry of Foreign Affairs in France (2007-2009)

AKADEMSKA ČLANSTVA

- Centre of Young Scientists at Montenegrin Academy of Sciences and Arts;
- Member of AENOR (Spanish Association for Standardization and Certification);
- Member of Academy of Management (AOM);
- Member of ASQ (American Society for Quality);
- Member of European Association of Environmental and Resource Economists;
- Member of South East Europe Corporate Governance Academic Network (SEE CGAN).

OSTALE AKTIVNOSTI

- Member of University of Montenegro Senate (2018-)
- Academic Integrity Advisor certified by International Institute for Research and Action on Academic Fraud and Plagiarism –University of Geneva
- Member of working group for defining Law on Academic Integrity;
- Member of the selection committee: Best Student Award (2015; 2016);
- Team member for changing and improving study programs at the Faculty of Tourism and Hotel Management (2016);
- Trainer under TRAIN project for the module 'Preparing Funding Applications & Project Management' (2015);
- Member of the Montenegrin Council for Tourism, Trade and Hospitality
- Editorial Board University of Montenegro Publishing (2014-2015);
- Editorial Board Business Systems Research Journal;
- Editorial Board: International Journal of E-Services and Mobile Applications (IJESMA);
- Ad hoc referee: The International Review of Environmental and Resource Economics; Production and Operations Management; Journal of Product Innovation Management; Baltic Journal of Management; International Journal for Quality Research; Journal of Business Ethics; International Journal of Production Economics.



Spisak kvalifikovanih za 2018. za zvanja profesora univerziteta

SMJER 6 – Menadžment

PREZIME	PREZIME U UPOTREBI	IME
LACOSTE-BADIE	LACOSTE-BADIE	SOPHIE
MOUREY	MOUREY	DAMIEN
NEUKIRICH	MUSCA	GENEVIEVE
ROCHETTE	ROCHETTE	CORINNE
ROLLAND	ROLLAND	SYLVIE
ROQUES	ROQUES	OLIVIER
STENGER	STENGER	THOMAS
VITARI	VITARI	CLAUDIO LUIGI
WARNIER	WARNIER	VANESSA

Spisak kvalifikovanih za 2018. za zvanja profesora univerziteta

SMJER 7 – Nauke o jeziku: opšta lingvistika i fonetika...

PREZIME	PREZIME U UPOTREBI	IME
AMBLARD	AMBLARD-VIROLLAUD	MAXIME
ASTESANO	ASTESANO	CORINNE
BLASCO	BLASCO	MYLENE
BOUVERET	MORTCHEV	MYRIAM
BRUGNATELLI	BRUGNATELLI	VERMONDO
CANDEA	CANDEA	MARIA
CARLES	CARLES	HELENE
CHAPLIER	CHAPLIER	CLAIRE
CISLARU	CISLARU	GEORGETA
CRABBE	CRABBE	BENOIT
CUSIMANO	CUSIMANO	CHRISTOPHE

Spisak objavljen 15. marta 2018.

TUMAČ
Vesna LUČIĆ

FRANCUZSKI JEZIK
Tumač za francuski jezik
Interprete judiciaire de langue française

Podpis Vesna Lučić

TRADUCTRICE - INTERPRÈTE JUDICIAIRE
Vesna LUČIĆ

Langue française, nommée au Monténégro par la Décision du ministre de Justice No 101/03 du 20.11.2003 pour le recrutement et la certification des traducteurs et interprètes judiciaires.



Liste des qualifiés 2018 aux fonctions de
Professeur des universités

SECTION 6 - Sciences de gestion


NOM	NOM D'USAGE	PRENOM
LACOSTE-BADIE	LACOSTE-BADIE	SOPHIE
MOUREY	MOUREY	DAMIEN
NEUKIRCH	MUSCA	GENEVIEVE
ROCHETTE	ROCHETTE	CORINNE
ROLLAND	ROLLAND	SYLVIE
ROQUES	ROQUES	OLIVIER
STENGER	STENGER	THOMAS
VITARI	VITARI	CLAUDIO LUIGI
WARNIER	WARNIER	VANESSA

Liste des qualifiés 2018 aux fonctions de
Professeur des universités

SECTION 7 - Sciences du langage : linguistique et phonétique générales ...

NOM	NOM D'USAGE	PRENOM
AMBLARD	AMBLARD-VIROLLAUD	MAXIME
ASTESANO	ASTESANO	CORINNE
BLASCO	BLASCO	MYLENE
BOUVERET	MORTCHEV	MYRIAM
BRUGNATELLI	BRUGNATELLI	VERMONDO
CANDEA	CANDEA	MARIA
CARLES	CARLES	HELENE
CHAPLIER	CHAPLIER	CLAIRE
CISLARU	CISLARU	GEORGETA
CRABBE	CRABBE	BENOIT
CUSIMANO	CUSIMANO	CHRISTOPHE

Sylvie Eleonore ROLLAND

Mob + 33 (0)6 88 47 57 29
Email sylvie.rolland@dauphine.psl.eu
 <https://www.linkedin.com/in/sylvie-rolland/>

EDUCATION

2018 - Qualified as a Professor by the French Conseil National des Universities (CNU), the national authority in charge of recruiting academics and following up their careers

2016 - French post-doctoral degree allowing its holder to supervise PhD students), 2016. Habilitation à Diriger les Recherches - HDR.

2003 - Ph.D., Marketing University of Paris Dauphine University.

ACADEMIC POSITION

Since 2009 - Full Professor, University of Dauphine PSL University - PSL is #38 in the Shanghai ranking, #21 in the CWUR and #1 in THE (Times Higher Education) Best Young Universities.

2004-2009 - Associate Professor, La Rochelle Graduate School of Management, La Rochelle University.

SELECTED PUBLICATIONS

Rolland S. (2021), La recherche en sciences des organisations à l'ère des données massives ou Big Data dans L'état du Management, La Découverte : Paris.

Pekovic S. et Rolland S. (2020), Recipes for achieving customer loyalty: A qualitative comparative analysis of the dimensions of customer experience, Journal of Retailing and Consumer Services, vol. 56 (C).

Pekovic S. et Rolland S. (2017), Quality Standards and Export Activities : Do Firm Size and Market Destination Matter ? , Journal of High Technology Management Research, Vol.27, n°2.

2017 Awards for Excellence - Outstanding Papers- 2017 pour l'article « Customer Centricity and Organizational Innovation: The Case of Environmental Management Practices », Journal of Business and Industrial Marketing, Vol. 31 issue 7 en collaboration avec S.Pekovic et H.Gatignon

Rolland S. and Pekovic S. (2016), Customer Orientation and Firm Business Performance: The Mediating Role of Environmental Customer Innovation, European journal of Marketing, Nov 2016.

Rolland S. (2015) « Expérience client : enjeux et perspectives », dans L'état des entreprises, Ed. La Découverte, coll. "Repères".

Dean A. and Rolland S. (2014), "Customer experience management: enhancing experience and value through service management", Editor Jay Kandampully, Publisher: Kendall Hunt Publishing.

Rolland S. et Parmentier G. (2013), The benefit of social media: bulletin board focus groups as a tool for co-creation, international journal of Market Research, Vol. 55, N°6.

Rolland S. et Pekovik S. (2012), An Empirical Investigation of the Effect of Customer Orientation on the Business Performance of French Firms: A firm-level analysis of direct and moderation effects, Recherche et Applications en Marketing, Vol. 27, n°4, pp. 11-38.

Rolland S. (2011), Identité et consommation : la construction de l'identité dans les mondes virtuels, dans Sue Ryan (Dir.) Représentations et crises identitaires : communautés en mutation, éditions Les Indes Savantes (196 pages).

Dean A.M. and Rolland S.E (2011), Using an age-based lens to test the antecedents of value in retail, der markt, International Journal of Marketing, Vol. 50, N°1.

Rolland S. and Freeman I. (2010), E-Qual: A French scale measuring e-tailing service quality, International Journal of Retail and Distribution Management, Vol. 38, N°7.

Rolland S. (2010), La fidélité en marketing, dans J.F. Trinqucoste (Dir.), Les stratégies de rétention de l'entreprise, fidélité et fidélisation des parties prenantes : clients, salariés et actionnaires, éditions Daréios.

Parmentier G. et Rolland S. (2009), Les consommateurs des mondes virtuels : construction identitaire et expérience de consommation dans Second Life, Recherche et Applications en Marketing, Vol. 24, N°3.

Rolland S. (2009), Un bilan de 10 ans de certification des systèmes de management de la qualité : les apports perçus de la certification ISO 9000 par les managers, Management & Avenir, N°29.

Caby F., Louise V. et Rolland S. (2000), La Qualité au 21ème siècle : vers le management de la confiance, éd. Economica.

GRANTS

2020 - A Faculty grant of €4,000 to finalise a research project on customer experience

2021 - A Faculty grant of €5,000 to finalise a teaching project on AI

De 2012 à 2018 - Director of the "Organizational Performance" chair.

Budget : 800 00€ *2 periods

20 affiliated researchers

Scientific outputs:

- 30 articles published in A and B-ranked journals, including three awarded by scientific associations

- 5 published books
- 3 defended theses
- 7 national or international conferences and/or workshops
- Bi-monthly publication of 4-page summaries and infographics for research dissemination purposes

VISITING

- 2012 Research visiting - 6 months - Cass London Business School (United Kingdom).
 2007 Teaching and research visiting (MBA) - 6 months - University of Newcastle (Australia).

RESEARCH SUPERVISION

- Supervision of PhD and dissertations at Master level (M1 and M2) in research programs and at Executive MBA level
- Member of thesis monitoring committees
- Jury member (Reviewer) for the DBA (Doctor of Business Administration) program at the University of Newcastle (Australia) in the Asia-Pacific region (2008-2009)

REVIEWING AND EDITORIAL EXPERIENCE

Reviewer for :

- "International Journal of Service Industry Management" (IJSIM) journal.
- "Recherche et Applications en Marketing" (RAM) journal.
- The French Marketing Association (AFM) congress.
- The Australian and New Zealand Marketing Association (ANZMAC) congress.
- The Annual Conference of the International Association of Strategic Management (AIMS).

HONORS AND AWARDS

2017 - Awards for Excellence - Outstanding Papers « Customer Centricity and Organizational Innovation: The Case of Environmental Management Practices », Journal of Business and Industrial Marketing, Vol. 31 issue 7 with collaboration avec S.Pekovic et H.Gatignon

2011 and 2012 - Awarded the SMBG Pedagogy Trophies in the "Best Masters" category.

2009 and 2010 - Awarded as a university referent for the PULPE prize for student-enterprise collaboration on innovative projects.

2003 - Finalist for the best thesis competition by the French Foundation for Management Education (FNEGE)

TEACHING EXPERIENCE

Initial	Services Marketing (M1 - English)
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Training	CRM (M2) E-marketing (M2) Marketing Trends (M2) New research and study methods in the era of big data (M2) Customer experience management (M2 - English) Marketing Foundations (Humanities and Management program - in partnership with École Normale Supérieure - Ulm)
Apprenticeship Training	New business models and big data revolution (M2 - english) Customer management experience (M1)
Continuing Education	Build a Marketing Plan (Executive Master Marketing, MBA - English) Customer experience (Executive master in strategic management of information and technologies) Marketing and Strategy (SME certificate) Special/tailored training for companies (La Poste, French Army, Cartier, Danone, Vuitton...)
Hackathon	Hackathon Klesia – M2 – Customer experience management Hackathon - MGallery- Groupe ACCOR – M1 – Services marketing

ADMINISTRATIVE EXPERIENCE

Since 2020	Member of the management committee of the graduate program in management.
Since 2021	Director of the Marketing and Strategy Department The Department is composed of all the specialized professors and researchers in this field i.e about twenty professors and researchers, a dozen doctoral students, as well as CNRS research directors and emeritus professors, who are regularly joined by visiting professors from foreign universities. The department oversees curricula in initial, continuing, and apprenticeship training, from the third year of the Bachelor's degree up to the PhD. These curricula include several Masters programs: Business Development, Product Management and Marketing Research, Communication and Marketing, Consulting and Research, Distribution and Customer Relationship Management, and Luxury Management."
Since 2020	Coordinator of the semester abroad program in Shanghai for third-year undergraduate students in management, in partnership with East China Normal University (ECNU)
Since 2020	Program Director of the Executive Master's in Marketing - Indian Ocean Region - In collaboration with AIM"
2012-2016	Director of the London Campus : Creation, development, and management of the Dauphine London campus: <ul style="list-style-type: none"> • Project management <ul style="list-style-type: none"> • Creation of Dauphine London in coordination with the President of Paris-Dauphine University. • Strategy <ul style="list-style-type: none"> • Implementation of the strategy and actions decided by the Board of Directors • Representative of UPD to various stakeholders in the United Kingdom • Development of activities <ul style="list-style-type: none"> • Identification of opportunities for UPD's development in the UK • Search for premises • Local relay for UPD's developments in initial or continuing education • Development and implementation of the communication plan • Supervision of event organization • Administrative management of the campus

	<ul style="list-style-type: none"> • Follow-up on actions to be implemented • Establishment of reports • Management of personnel • Direction of the program, bachelor's degree 1 and 2 in Economics and Management, with an enrollment of 90 students and over 25 teachers, the majority of whom are British <ul style="list-style-type: none"> • Pedagogy • Recruitment and coordination of teachers • Supervision of the general academic organization of the program (pedagogical meetings, exam supervision, participation, and presidency of juries) • Partnership <ul style="list-style-type: none"> • Management with UCL (University City of London) for language teaching, conferences, and extracurricular activities • Animation • Management in liaison with a Dean of Students of the student community's life on-site (associative life, research, and validation of internships, information on further studies) • Administration <ul style="list-style-type: none"> • Supervision of general tasks (budget preparation, administrative management of students and interveners, etc...) • Follow-up on the administrative and logistical interface with UPD • Creation and management of satisfaction surveys
2009 - 2012	Head of the Marketing Master program 204 M2 (University Paris-Dauphine-UPD) - (Ranking A+ by accreditation authorities)
2006 - 2009	Head of the Services Marketing Master program in IAE-University of La Rochelle - (ranking A by accreditation authorities)

MEMBERSHIPS

- 2009/2012: Project Manager for Marketing Profession Certification at the French Marketing Association (A.F.M.).
- 2009/2012: Member of the Research Committee at the A.F.M.
- 2011/2012: Member of the steering committee of the incubator at the University Paris-Dauphine

PROFESSIONAL EXPERIENCE IN BUSINESS

15 years of experience in various sectors and companies as a consultant, organization auditor, and then as a business development and marketing manager in France and internationally.