

# Eftichia Vraimaki

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**Date of Birth:** 7/2/1979

**Enrolled in College Teachers' Record of the Greek Ministry of Education:** No 233/2011

## Education

- ▶ 2010, **PhD in Knowledge Management and Organisational Behaviour** Democritus University of Thrace, Production and Management Engineering Department, [Thesis written and defended in English - *Grade:* With Honours]
- ▶ 2005, **MSc in Finance and Financial Information Systems**, University of Greenwich, London: UK, School of Business and Economics [Hellenic Academic Recognition Information Centre: 04/07/2007 - *GPA:* 7.51, with Credit]
- ▶ 2002, **BA in Library Studies and Information Science**, Technological Educational Institute (TEI) of Athens, Faculty of Management and Economics, Librarianship Department [*GPA:* 7.5]

## Teaching Experience

- ▶ October 2013 - Today, **Adjunct Lecturer** - TEI of Athens, Department of Library Science & Information Systems - Courses: Information Retrieval; Information Organization - Indexing & Metadata (Lab), Information Sources (Theory & Lab), Collection Development & Management, Subject-Based Access Systems (Lab)
- ▶ November 2012 - February 2013, **Adjunct Lecturer** - TEI of Piraeus, Department of Business Administration - Course: Organisational Behaviour
- ▶ March - April 2011, **Adjunct Lecturer** - Harokopio University of Athens, MSc in Education and Culture - Course: School Libraries Management
- ▶ October 2008 - June 2011, **Adjunct Lecturer** - TEI of Kavala, Department of Accountancy - Course: Research Methodology
- ▶ November 2005 - June 2011, **Teaching Assistant** - Democritus University of Thrace, Production and Management Engineering Department - Seminar teaching in the line of the undergraduate level courses of "Introduction to Management", "Management Information Systems", "Research Methodology"

## Research Experience

- ▶ January 2015 - June 2015, Thalys Project 379472: "Development of an Integrated Information Environment for Assessment and Documentation of Conservation Interventions to Cultural Works/Objects with non-Destructive Techniques (NDTs) - DOC-CULTURE". National Technical University of Athens - **Postdoctoral Researcher**

- January 2011 - June 2011, Project 80656: “Health Information Systems: Investigating Electronic Medical Records usage intention”. Democritus University of Thrace - **Postdoctoral Researcher**
- February 2008 - December 2008, Project 1642: “Information Systems acceptance and use and their effects on management and firm performance”. Democritus University of Thrace - **Research Assistant**
- May 2007 - October 2007, Project 1352: INTERREG III A/PHARE CBC Greece - Bulgaria, Component 2.3: “Increasing competitiveness through business networks and the use of information technology”. Democritus University of Thrace & the European Regional Development Fund - **Research Assistant**
- April 2006 - December 2006, Project 1351: INTERREG IIIC/ZONE SUB - Pagus - Urban Mobility and Accessibility, Component 4 - Project A: Communications and New Technology. Democritus University of Thrace & the European Regional Development Fund - **Research Assistant**

### Professional Employment Experience

- December 2004 - June 2005, Step by Step Ltd. Private Bicultural Educational Centre, Athens - **Administrative Assistant**
- November 1996 - April 1997 και January 1998 - September 2003, Efstathiadis Bookstore (Imports and Publications), Athens - **Shop Assistant**
- October 2001 - March 2002, Academic Library of the Faculty of Physical Education and Sport Science, National and Kapodistrian University of Athens - **Librarian**
- December 2001, Krestena School Library, ‘Pilots’ Program - Auspices: National Youth Foundation - **Library Assistant**

### Skills and Qualifications

- **Software:** Proficient in MS Office, SPSS and Amos. Experience with MS Visio, Peachtree Complete Accounting, Integrated Library Systems (Horizon 5.3, ABEKT 4)
- **Languages:** Proficient in English (Certificate of Proficiency in English, University of Cambridge & Certificate of Proficiency in English, University of Michigan, 1998). Basic knowledge of German (Zertifikat Deutsch als Fremdsprache (ZDaF). Goethe Institut, 1994)

### Publications

#### Peer-reviewed Academic Journals

1. Chatzoglou, P.D., Chatzoudes, D. and Vraimaki, E. (2015). “The central role of knowledge management in business operations: developing a new conceptual framework”, *Business Process Management Journal*, 21(5) [Forthcoming]. [ABS 2015 Ranking: 2]
2. Chatzoglou, P.D., Kamperidou, S.E., Vraimaki, E., Polychrou, E., Aggelidis, V.P. and Diamantidis, A.D. (2014). “Factors affecting the adoption of internet banking in Greece”, *International Journal of Applied Systemic Studies*, 5(4), 290-310. DOI: 10.1504/IJASS.2014.065694
3. Chatzoglou, P.D., Chatzoudes, D., Vraimaki E. and Leivaditou, E. (2014). “Measuring citizen satisfaction using the SERVQUAL approach: the case of the ‘Hellenic post’”, *Procedia Economics and Finance*, 29, 349-360. [Times Cited: 1]

4. Chatzoglou, P.D., Chatzoudes, D., Vraimaki E. and Diamantidis, A.D. (2013). "Service quality in the public sector: the case of the Citizen's Service Centers (CSCs) of Greece", *International Journal of Productivity and Performance Management*, 26(6), 583-605. [ABS 2015 Ranking: 2] [Times Cited: 4]
5. Chatzoglou, P.D., Diamantidis, A.D., Vranakis, S.K., Kourtidis, D.A. and Vraimaki E. (2011). "Aligning IT, strategic orientation and organizational structure", *Business Process Management Journal*, 17(4), 663-687. DOI 10.1108/14637151111149474 [ABS 2015 Ranking: 2] [Times Cited: 11]
6. Chatzoglou, P.D. and Vraimaki, E. (2010). "Investigating internet usage as innovation adoption: A quantitative study", *Journal of Information, Communication and Ethics is Society*, 8(4), 338-363. DOI: 10.1108/14779961011093345. [Times Cited: 6]
7. Chatzoglou, P.D., Diamantidis, A.D., Vraimaki, E., Polychrou, E. and Chatzitheodorou, K. (2010). "Banking productivity: an overview of the Greek banking system", *Managerial Finance*, 36(12), 1007-1027. DOI: 10.1108/03074351011088423 [ABS 2010 Ranking: 1]. [Times Cited: 4]
8. Chatzoglou, P.D. and Vraimaki, E. (2010). "Building knowledge sharing cultures: strategies, behaviour and incentive systems", *International Journal of Applied Systemic Studies*, 3(3), 292-310. DOI: 10.1504/IJASS.2010.034623 [Times Cited: 2]
9. Chatzoglou, P.D., Vraimaki, E., Diamantidis, A. and Sarigiannidis, L. (2010). "Computer acceptance in Greek SMEs", *Journal of Small Business and Enterprise Development*, 17(1), 78-101. DOI:10.1108/14626001011019143 [ABS 2010 Ranking: 2]. [Times Cited: 8]
10. Chatzoglou, P.D., Sarigiannidis, L. Vraimaki, E., and Diamantidis, A. (2009), "Investigating Greek employees' intention to use web-based training", *Computers & Education*, 53(3), 877-889. DOI: 10.1016/j.compedu.2009.05.007 [Impact factor: 2.630]. [Times Cited: 56]
11. Chatzoglou, P.D. and Vraimaki, E. (2009) "Knowledge sharing behaviour of bank employees in Greece", *Business Process Management Journal*, 15(2), 245-266. DOI:10.1108/14637150910949470 [ABS 2010 Ranking: 2]. [Times Cited: 74]

#### Peer-reviewed Conference Proceedings

12. Vraimaki, E., Stranis, D. & Ioannidou, M. (2013), "The effects of the financial crisis on the public sector labor relations: a conceptual research model" [In Greek], *Proceedings of the 5th Conference on Management Science* [In press], 28-30 November 2013, Komotini, Greece.
13. Chatzoglou, P.D., Vraimaki, E., Komsiou, E., Polychrou, E. and Diamantidis, A.D. (2011), "Factors affecting accountants' job satisfaction and turnover intentions: A structural equation model". *Proceedings of the 8th International Conference on Enterprise Systems, Accounting and Logistics (8th ICESAL 2011)* 11-12 July 2011, Thassos Island, Greece, pp. 130-147. [Times Cited: 14]
14. Vraimaki E. and Chatzoglou P.D. (2009), "The decision to share: a conceptual model of the knowledge sharing behaviour of health care professionals in public hospital wards". *Proceedings of the 5th National & International HSSS Conference, Xanthi*, 24-27 June 2009, pp. 248-268.
15. Soukoulia, A., Chatzoglou, P.D. and Vraimaki, E. (2008), "Investigating management decision processes in competitive environments" [In Greek]. *Proceedings of the 20th*

*National Conference of the Greek Operational Research Society*, Spetses, Greece, 19 - 21 June 2008, pp. 959-953.

16. Chatzoglou, P.D. and Vraimaki, E. (2005) "Knowledge sharing behaviour and knowledge management strategies: a theoretical approach", *Proceedings of the 1<sup>st</sup> National HSSS Conference*, Tripoli, Greece, 12-14 May 2005, pp. 503-524.

#### Peer-reviewed Conference Presentations

17. Chatzoglou, P.D., Chatzoudes, D., Vraimaki E. and Leivaditou, E. (2013), "Measuring citizen satisfaction using the SERVQUAL approach: The case of the Hellenic Post". *Paper presented at the 5th International Conference "The Economies of Balkan and Eastern Europe Countries in the Changed world"*, Istanbul, Turkey, May 9-12, 2013.
18. Chatzoglou P., Kamperidou S., Vraimaki E., Polychrou E., Aggelidis V. and Diamantidis A., (2011), "Factors affecting the adoption of Internet banking in Greece". *Paper presented at the 7<sup>th</sup> National & International HSSS Conference, Athens, 7-10 May 2011.*
19. Voulgaris, P., Chatzoglou, P.D. and Vraimaki, E. (2008), "R&D, innovation and competitive strategy in Greek firms" [*In Greek*]. *Paper presented at the 4<sup>th</sup> National HSSS Conference, Ioannina, Greece, 29-31 May 2008.*
20. Chatzoglou, P.D. and Vraimaki, E. (2007), "Everyday-life information seeking and the use of new technology". *Paper presented at the 3<sup>rd</sup> National HSSS Conference, Peraeus, 26-28 May 2007.*

#### Conference Presentations

21. Vraimaki, E. (2006), "Knowledge sharing behaviour and knowledge management strategies - a theoretical approach" [*In Greek*], *Gala of the Centre of Research and Technology Hellas (CERTH) - Theme: Knowledge Management Approaches and Solutions: DI.ORGANO.SI System*, 28 June 2006, Thessaloniki, Greece.
22. A.F.E.C.A. (Association des Formations Européennes a la Comptabilité et a l'Audit) - Subject: International Accounting Standards/ International Auditing, Göttingen, Germany, September 24 -October 3, 2004.

#### Theses

- 2010, "Internal and external influences on individuals' knowledge sharing behaviour: Examining personal, organisational and receiver effects", *PhD Thesis*, Production and Management Engineering Department, Democritus University of Thrace.
- 2005, "Knowledge sharing behaviour of bank employees in Greece: Application of an aggregate model based on the Theory of Planned Behaviour", *MSc Thesis*, School of Business and Economics, University of Greenwich.

#### Additional Information

- Member of the Editorial Review Board of the *International Journal of Business Information and Technology* (ISSN 1929-0985).
- Member (Assistant) of the organizing committee of 5th National & International HSSS Conference, 2009.
- Participation in the Global Management Challenge 08 (1st round of the Greek contest), 2008.