Dr. M. Arami, PhD, MSc, BSc, FCMI

Email: mitra.arami@pardis.eu
Nationality: Austrian

EDUCATION

PhD in Management Information Systems with Distinction,
Joint Degree: Department of Management Information Systems, Vienna University of Economics and Business Administration and Department of Computer languages, Technical University of Vienna, December 2006
Major Field: Management Information Systems
Dissertation: Consumer Price Sensitivity in Mobile Commerce: an empirical investigation

MSc. in Computer Science
Department of Computer languages, Technical University of Vienna, June
1998 Major Field: Computer and Information Systems
Dissertation: Intelligent Networks

BSc: in Computer Science
Department of Computer languages, Technical University of Vienna, June
1991 Major Field:. Computer and Information Systems
Dissertation: Intelligent Networks

Certified Business Process Engineer
Marriott Business School, U.S.A, 2003

Project Management Professional Development Program
University College London, United Kingdom, 2011

PROFESSIONAL REGISTRATION

- Fellow of Chartered Management Institute, United Kingdom
- Association for Project Management (apm), United Kingdom
- Member of Project Management Institute
- Member of International Project Management Association (IPMA)
- Senior Fellow of Higher Education Academy (application submitted)
- International IPMA Award Assessor

RESEARCH INTERESTS

My research interests are in the study of adoption of information systems, Project Management, Business Excellence and Maturity models, E-Commerce, M-Commerce, and innovate teaching/ Blended Learning. The theories I specialize in include Diffusion of innovations, social exchange theory, and social identity theory. My research philosophy is Positivist, Critical theory and Action Research. The statistical methods I specialize in are accordingly regression models and structured equation modelling such as LISREL and PLS.

ACADEMIC POSITIONS

Head of Institute for Entrepreneurship and Innovation, University of Applied Sciences Wiener Neustadt, since September 2017

Courses: (blended Learning) Business Intelligence, Decision Making, Big Data and Internet of Things (IoT), Innovation Management, Entrepreneurship, Product Development, Start-up Development, Information System Management, Research Methodology

- Established a new institute and participated in the recruitment, employment and orientation of new faculty; including demonstrating a commitment to the affirmative action goals of the university
- Established a Start-up Center and Accelerator program
- Supervised all administrative financial and curricular program aspects
- Developed 15 new courses including effective curriculum alignment
- Developed Online Content with Camtasia
- Introduced Design Thinking and Customer experience Workshops for Student
- Acting as an intermediary between faculty and administration
- Cultivated strategic partnerships with administrators and faculty
- Prepared and submitted annual budget and related proposals and initiatives
- Maintaining personal professional competence in order to set a good example for faculty in teaching and research
- Initiating operational policies within the department for discussion, approval, and implementation
- Evaluated and streamlined IT systems to support innovating teaching
- Defined Start-up Center procedures and documentation
- Launched a Website for Start-up and accelerator program
- Acquired Mentors and Coaches for Accelerator program
- Coached applicants to finalize their Business Model and Business Plan including conducting Customer experience and design thinking workshops
- Provided "Pitching" Trainings for accelerator applicants and also students in Entrepreneurship and applied Management program
- Introduced Interdisciplinary teaching projects, promoting cross-faculty Teaching
- Developed job descriptions and established the core team for both the institute and Start-up Center
- Developed Open Lecture: Digitalization in Health Care
- Supervised 8 Mater Thesis (List of Topics available upon request)
- Supervised faculty orientation and training
- Ensured compliance with accreditation standards for Advisory Committee functions

Funding and Grants
- **INTERREG Project Smart3Connect**: promoting business investment in R&I, developing links and synergies between enterprises, research and development centres and the higher education sector, in particular promoting investment in product and service development
- **FTI Call – Digitalization:** FTI17-012 Digital competence monitoring in production companies Start February 2019, duration 24 months

Conference: 1st International Conference on Finance, Economics, Management and IT Business (http://femib.scitevents.org) May 2019, Conference Charis and Reviewer – The Conference is fully funded by INSTICC

Associate Professor and Area Director Business Informatics, MODUL University, Dubai Campus, September 2016 – March 2018

Courses: (blended Learning) MBA: Innovation and Entrepreneurship, International Business, International Entrepreneurship, Managing People and Organizations, Information System Management, Research Methodology and Academic Writing, Project Management – Undergraduate courses: New Media and e-Business Applications, Organizational Behaviour, Project Management

- Participated in the recruitment, employment and orientation of new faculty; including

demonstrating a commitment to the affirmative action goals of the university.
- Acted as an intermediary between faculty and administration
- Maintained personal professional competence in order to set a good example for faculty in teaching and research
- Initiated operational policies within the department for discussion, approval, and implementation
- Supervised 8 Mater Thesis (List of Topics available upon request)
- Developed master classes for open days

Associate Professor, September 2013 – March 2018, Arab Open University, Kuwait

Courses taught: (blended Learning) System Thinking, Introduction to Business, Innovation and Technology Management, Managing across Organization and Culture, Managing People and Organization, Project Management, Managing Complexity, Marketing

- Designed, planned and established the team for the international Conference in: Innovation and Entrepreneurship for Kuwait branch, planned dates of the conference 1.12.2016 – I acquired a grant 240.000 Euro from *Kuwait* Foundation for the Advancement of Science (*KFAS*)
- Advised strategic planning and designed trainings for a Technology and **business incubation/ Startup** Center in Kuwait
- Advised and developed the establishment of a project management Association (IPMA) In Kuwait
- Designed and delivered Project Management Training for AOU HQ and Kuwait Branch
- Developed International Project Management Association Young Crew at Kuwait University
- Consulted the introduction of SAP University Alliance at Kuwait University
- Advisor for Learning Management System Improvement
- Advisor for Assessment Improvement

Principal Lecturer (Associate Professor) and Programme Director, 2010 – 2013, University of Greenwich, United Kingdom

Courses taught: Project Start- Controlling and close down: System Thinking: Project Risk Management, IT Application in Project Management, Project and Programme Management, Research Methodology, Managing Complexity in Projects

- Designed and launched new MSc Programme: "Engineering Project and Programme Management" (ePPM)
- Designed and delivered Project Management Skills courses at the Royal School of Military Engineering (UK)
- Designed, negotiated and finalised contract with SAP; planned and implemented rollout for Computer Labs, Introduced SAP into the University curriculum.
- Designed and delivered a Project Management courses for China Aerospace Science and Technology Corporation (CASC). Received excellent student feedback
- Prepared and achieved Chartered Management Institute (CMI) approved Centre
- Prepared and achieved accreditation from Association of Project Management
- Member of Manufacturing Engineering and Innovative Product Development

Adjunct Principal Lecturer, 2010 – 2013, Regents University, United Kingdom

Courses taught: Project and Service Management, Operations Management
- Re-designed Operations Management and Project Management Courses, Member of reaccreditation team for Operations Management Course

Adjunct Principal Lecturer, 2003 – 2010, Danube University Krems, Austria

Courses taught: e-commerce, Data Mining, ERP Systems, and Database Design for women, Project Management, Risk Management, Project Portfolio Management, Management Information Systems, and Information Security

- Director of International Project Management MBA
- Supervision of Master Thesis

Principal Lecturer and Head of Project Management Programmes, 2007 – 2008, University of Applied Science FH bfi, Austria

Courses taught: International Project Management (for incoming ERASMUS students), Introduction *to Project Management (German and English)*
- Developed course material and certification for project management courses and coaching for Project Management certification
- Organized yearly Project Management Congress
- Contributed to application for EU grants

Assistant Professor, 2003 – 2007, Vienna University of Economics and Business Administration

Courses taught: Project Management, Information Systems, E-Commerce and Business Applications
- Designed: New Project Management Courses
- Member of Project Management and Information System departments

Teaching Assistant, 1991 – 1998, Technical University of Vienna

Courses taught: HTML Programming, Introduction to WWW, Introduction to Perl, Introduction to MS Office Professional, Advanced MS Office Professional; Network planning and security, Database Administration

OTHER TEACHING POSITIONS

- Politecnico di Milano School of Management, Milano, Italy;
- Webster University, London, United Kingdom
- University of Business and Technology (UBT), Pristine, Kosovo
- Technical University of Athens, Greece
- Johannes Kepler University; Danube University
- University of Applied Science BFI, Technikum, Austria
- University of Applied Science Kärnten, Technical University of Vienna, Austria
- Sharif University, Tehran, Iran

INDUSTRY POSITIONS

PARDIS Ltd., Austria, since 2003, Managing Director, Consultant

- Recommended business and IT solutions, managed projects, monitored productivity of Teams and departments, proposed business partnerships, advised change/modifications and developed broad working relationship with clients

Selected contributions:
- Consulting of introduction of the Project Management Association, Kuwait 2016
- Establishment National Office for Talent Management Platform- Academy Cube
- Strategy Consulting, Al Afaq United, Kuwait, 2014
- Project Audit: Gas Processing, Jambi, Indonesia, 2012
- Hospital Management System, LKH, Klagenfurt, Austria, 2011
- Design and delivering of PMO Consulting and Trainings for BOREBT Austria, 2011
- SQS Management Groups (Munich, Vienna), 2011
- Vienna Municipality Construction Engineering and Information Systems departments; 2007-2010 , Vienna, Austria
- Development of MBA: Enterprise Project and Programme Management, Danube University, 2009, Krems, Austria
- Hitachi Austria; Design and delivering of PMO Consulting, 2009

- Project Audit for Petroleum Engineering and Development, Sharif University, Oil and Gas Faculty; Mining Industry, IRIDO; Pars Oil and Gas", 2009, Tehran, Iran
- Petrochemical Industries Development Management; Municipality of Muscat, Oman,2008
- Strategic IT Consulting for Iranian Telecom (MCI); Ministry of Communications and Information Technology (MCIT), 2008, Cairo, Egypt
- Introduction of Workflow Management System, Nissan-Renault, Vienna, Austria2007
- Customer Behaviour Analysis, IG Immobilien, Market Analysis Smart Cycler II, Instrumentation Laboratory, 2007, Vienna, Austria
- Strategic IT Consulting for Vienna International Airport; 2006

Unisys Corporation, Austria, 2002-2003, Solution Architect, Senior Project Manager

- Worked on several projects, programmes and teams simultaneously; coordinated different departments to carry our operations successfully
- Worked closely with clients to analyse IT system requirements, client information technology needs and their resources
- Analysed and evaluated organisations operations and procedures to offer recommendations based on finding, assignment management
- Provided expert guidelines to management on the process of change and problem solving

Selected contributions:

- Successful delivery of Performance measurement, Telekom AG, Austria
- Acquisition and successful delivery of Customer Contact Centre, Mobilkom AG, Austria Acquisition of Business Intelligence Project BVA *Federal National Health, Austria
- Successful delivery of Content Management System BRZ, Austria
- Acquisition and successful delivery of Process Re/Engineering Post AG, Austria

Pricewaterhouse Coopers (PWC), Austria, 1991-2002, Principal Consultant

- Identified new business, Analysed and evaluated organisations operations and procedures to offer recommendations based on finding, assignment management
- Worked on several project, programs and teams simultaneously; coordinated different departments to carry our operations successfully

Selected contributions:
- Successful delivery of CRM Introduction for T-Mobile, Austria. Reducing response time of core customer contact by 25%- Project Role: Business Process Engineer
- Implementation of Hospital Management System, General Hospital Vienna (AKH)

United Telecom Austria / Swisscom, Austria, 1996-1999, Head of Business Information Services

- Monitored productivity of Teams and departments
- Analysed and evaluated organisations operations and procedures to offer recommendations based on finding, assignment management

Selected contributions:
- Successful delivery of SAP-Billing Interface and Data warehouse projects

Computer Sciences Corporation (CSC) / Mobilkom AG, Germany, 1993-1996, Head of IT Planning and Architecture, Project Manager

- Advised change/modifications and developed broad working relationship with clients
- Monitored productivity of Teams and departments

Selected contributions:
- Successful implementation: Data warehouse, Customer Contact Centre and Billing

UniCredit Bank, Austria, 1991-1993, Software Engineer

- Inventory Management of IT Hardware and Software infrastructure
- Quality Performance, Cost to benefit analysis of software and applications

Selected contributions:

- Successful implementation: NETDOC project

RESEARCH PROJECTS

Past Projects

- FLASH INNOVATION: Part-Funded Government Project to support SMEs
- TELMA@: Education of Female in IT and Telecommunication Entrepreneurial marketing in creative industry: an empirical investigation
- Innovation and Economic Diversification in National Development Plans in GCC

Running Projects

- **FTI Call – Digitalization:** FTI17-012 Digital competence monitoring in production companies Start February 2019, duration 24 months

PUBLICATIONS

- Arami, M. (2016): Evaluation of Blended-Learning in higher education: A Case Study, Journal of International Business Research and Marketing, Vol. 1 No. 3
- Arami. M. (2016): Project Leadership in Oil and Gas Industry, Journal of International Business Research and Marketing, Vol. 1 No. 3
- Arami. M. (2016): Comparison of leadership style of male and female managers in Kuwait: An empirical investigation, Journal of International Business Research and Marketing, Vol. 1 No. 3
- Arami, M. (2016): Strategic Project Management in Oil and Gas Industry: An empirical investigation in Kuwait, IPMA Expert Seminar February 2016, Zurich, Switzerland
- Arami, M.: A Blue Ocean Opportunity: Blended-Learning as a Career Path in Management Information Systems, CERI 2014, The 7th International Conference of Education and Research
- Arami. M.: Evaluation of E-Commerce Acceptance; An empirical investigation in Kuwait, World Academy of Science, Engineering and Technology, ICES, Dubai, U.A.E., 2014
- Arami, M., Tavakolikhou, M., Gao, J. : A framework for rapid prototype in new product development: A Case Study, The 11th International Conference on Manufacturing, 2013
- Arami, M.: Development of postgraduate engineering project management programmes at Greenwich University IPMA World Congress, Brisbane, 2011
- Kainz, G., Prantner, R., Arami, M.: Human Capital in Change Projects: An Austrian Case Study: introduction of project management guidelines in Vienna Municipality, department 42,
- Kainz, G., Prantner, R., Arami, M.: Human Capital in Change Projects: An Austrian Case Study, Projects & Profits, IUP, 2009
- Arami, M., Prantner, R., Achammer, C.: Introduction of Project Management Training, CIB 2009, Dubrovnik
- Arami, M.: Introduction of Project Management Courses at University: A Case Study, PM-04 - 4th SCPM & 1st IPMA/MedNet Conference, Greece 2008
- Kabiri, M., Arami,M., Birjandi, M. :Intorducing International Project Management Association (IPMA) 4 Level Certification In Iran, Proceeding of IPMA World Congress, Cracow, June 2007 Shams,A., Saidi,S., Farsi,A., Khojandi, A., Soltani, L, Arami,M.: Top-down Planning Approach in Establishing Young Crew: A case Study of Young Crew Iran, Proceeding of IPMA World Congress, Cracow, June 2007
- Arami, M., Farahani, M.: The comparison of ICB and PMBoK, Proceedings of 3rd International Project Management Conference, Tehran Iran, May 2007
- Dickinger, A., Arami, M., Meyer, D., : Reconsidering the Adoption Process: Enjoyment and Social Norms - Antecedents of Hedonic Mobile Technology Use, European Journal of Information Systems, 2006
- Shadrokh, S., Arami, M., Hemmati,M.: Minimizing the Resource Availability cost using ACO", ProMac, International Conference on Project Management, September 2006, Sydney, Australia
- Dickinger, A., Arami, M., Meyer, D.: Reconsidering the Adoption Process: Enjoyment and Social Norms - Antecedents of Hedonic Mobile Technology Use, 39th Hawaii International Conference on System Sciences (HICSS-39). Hawaii, USA. IEEE Computer Society Press,

2006

- Ossooli, H., Arami, M.,: How to improve project management quality in Iranian petrochemical INDUSTRY: presenting a comprehensive project auditing model, 1PstP ICEC & I PMA Global Congress on Project Management and 5th World Congress on Cost Engineering, Project Management & Quantity Surveying, Ljubljana, Slovenia, April 23 - 26, 2006
- Lauer, B., Arami, M.: Project Management Maturity: Project Orientation in Iranian Organizations – an empirical study, Proceeding of IPMA World Conference, Budapest, 2005
- Arami, M. Jawad, A., Abbas, A.: Project Management Maturity in the Sultanate of Oman– An empirical study, Proceeding of IPMA World Conference, New Delhi, 2005 Arami, M.: Pricing strategies for M-Commerce Services: The 8th annual Fordham Pricing Conference, New York, 2005
- Lauer, B., Arami, M.: Measuring the benefits of Project Management Training Programs – An empirical study, International Project Management Conference, 2005, Tehran, Iran
- Arami, M. A Study of User Adoption of Automotive M-Commerce Services, The International Research Conference on Innovation in Information Technology, Dubai, U.A.E. (poster), 2004
- Arami, M., Meyer, D., Sester, A.: Mobile Gaming- Understanding Mobile Java Games Customers, Proceeding of 7th International Conference Wirtschaftsinformatik February 2005
- Arami, M., Treiblmaier, H., Pinterits, A., Madlberger, M.: Information Privacy Concerns and E-Commerce: An Empirical Investigation, Proceeding of AMCIS 2004 Americas Conference on Information Systems, New York
- Arami, M.: Project Management in E-Learning projects – a case study, Proceeding of IPMA World Conference, Budapest, Hungary, 2004
- Arami, M., Koller, M., Krimmer, R.: User Acceptance of Multifunctional Smart Cards, Proceedings of the 12th European Conference on Information Systems, Turku, Finland, 2004
- Arami, M., Koller, M., Krimmer, R.: Akzeptanzmodelle für multifunktionale Smart Cards, Internationales Rechtsinformatik Symposion Universität Salzburg, 26.-28. February 2004
- Hansen, H.R., Madlberger, M., Treiblmaier, H., Knotzer, N., Arami, M.: Aktuelle Forschungsfragen in E-Commerce, 2004

BOOK CHAPTERS

- rami, M., Wild, F. Barriers and Drivers of University E-Learning Projects – Case Study Learn@WU: In Pasion, B. & Woodard, G. (Eds.), Plan to learn: case studies in e-learning project management. Toronto: McGraw-Hill Publishing, 2006

AEDITOR

- International Journal of Organizational and Collective Intelligence (IJOCI)
- Open Journal of Big Data OJCD

CONFERENCE CHAIR

- World Academy of Science, Engineering and Technology, ICES, Dubai, 2014 3rd International Project Management Conference, Tehran Iran, May 2007
- ICEC & IPMA Global Congress on Project Management and 5th World Congress on Cost Engineering, Ljubljana, Slovenia, 2006

CONFERENCES ATTENDED

- World Academy of Science, Engineering and Technology, ICES, Dubai, U.A.E., 2014
- The 11th International Conference on Manufacturing Research, Milton Keynes, United Kingdom, 2013
- International Project Management , World Congress, Crete, Greece, 2012
- International Project Management , World Congress, Brisbane, Australia, 2011
- International Project Management World Congress, Helsinki, Finland, 2009
- International Conference for Research and Innovation in Building and Construction, Dubrovnik, Croatia, 2009
- International Project Management / MedNet Conference, Chios, Greece 2008
- International Project Management , World Congress, Cracow, June 2007 3rd International Project Management Conference, Tehran Iran, May 2007
- ICEC & IPMA Global Congress on Project Management and 5th World Congress on Cost Engineering, Ljubljana, Slovenia, 2006

- International Project Management, World Conference, Budapest, Hungary, 2005
- International Project Management , World Conference, New Delhi, India, 2005
- The 8th annual Fordham Pricing Conference, New York, U.S.A, 2005
- International Project Management Conference, 2005, Tehran, Iran
- The International Research Conference on Innovation in Information Technology, Dubai, 2004
- Proceeding of 7th International Conference Wirtschaftsinformatik, Dresden, Germany, February 2005
- AMCIS 2004 Americas Conference on Information Systems, New York, 2004 12th European Conference on Information Systems, Turku, Finland, 2004

THESES SUPERVISION

- 5 Master Theses 18 Bachelor Theses 1 PhD (detailed information available by request)

PROFESSIONAL QUALIFICATIONS

- Certified Project Management Trainer and consultant and Systemic Coach, Certified Senior Project Manager from International Project Management (IPMA), Prince2 Foundation, and Qualifications is PMO Management, Managing Strategic Programmes (MSP), Management of Risk (M_O_R), Certified ITIL Consultant, and Workshop Facilitator Skills

TECHNICAL QUALIFICATIONS

SAP ERP, ARIS, NVivo, SPSS, AMOS, PLS-SEM, Clarify, ArcView (GIS), Hyperion, Cognos, LISREL, AMDOCA, SAS, Business Objects, Chrystal Reports, Moodle, Blackboard

OTHER ACTIVITIES

- PMI Vice President Education, Chapter Vienna 2007-2010
- Women in Technical Education, Mentor and advisor for young women in Technical degrees, Austria, 2003-2010
- Student Union Technical University of Vienna, 1988 – 1998

LANGUIAGES

Fluent: English, German, and Farsi
Beginner: Italian, Arabic

MAJOR ACHIEVMENTS

- Saved my client £200,000 a year by implementing a new project management office. Increased the acceptance level of IT-supported Project Management by 10%, achieved, Solved major change management problems during introduction of a CRM System.
- Design and Launch of new MSc Programme: Engineering Project and Programme Management

HOBBIES

Squash, Swimming, Zumba, Scuba Diving, Trekking, Travelling, Modern Art, Calligraphy, Painting

REFERENCES

- Prof. Dr. Maytham Safar, Chair of IT-Department, College of Petroleum and Engineering, Kuwait University, Kuwait
- Prof. Dr. James Gao, Chair of Manufacturing and Product Development, University of Greenwich, United Kingdom
- Richard Bandera, Austrian Commercial Counsellor to UAE, Bahrain, Kuwait & Pakistan, Abu Dhabi, U.A.E
- Prof. Dr. Tina Gruber-Mücke, Programme Director Business Administration, University of Applied Sciences Krems IMC, Austria