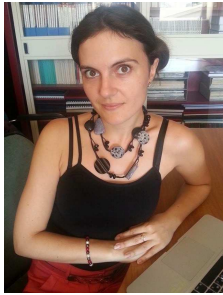


Iana Dulskaia



Education

November 2013 - <i>ongoing</i>	Ph.D. in Management, Banking and Commodity Sciences, <i>Faculty of Economics, Sapienza University of Rome, Italy</i>
September 2007 - June 2012	Specialization in Social - Cultural service and Tourism , <i>Faculty of Social sciences, Cathedra of Management, Social sciences and Tourism, Irkutsk State University of Foreign Languages, Irkutsk, Russia, cum laude.</i>
September 2007 - June 2009	Interpreter in business communication (English) , <i>Irkutsk State University of Foreign Languages, Irkutsk, Russia</i>

Additional Education and Training Information

12 June 2014	Seminar “ Navigating Investment Risk in an Emerging Sector ” held by Ari Ginsberg at <i>Sapienza university of Rome.</i>
9 June 2014	Conference “ Turismo Cultura e Digitale: l'Italia di domain ” held by Google at <i>Sapienza university of Rome.</i>
5 June 2014	Seminar “Insurance in South-Eastern Europe”, held by Safet Kozarevic at <i>Sapienza university of Rome.</i>
5 June 2014	Seminar “ An Ecosystem Perspective for Service Research at the Base of the Pyramid ” held by Javier Reynoso at <i>Sapienza University of Rome.</i>
May 2014	Social Network analysis - Acquisition and processing of sociometric data, software UCINET , held by Prof. Anzera, <i>Sapienza University of Rome.</i>
4 December 2013	Conference “ Il Turismo per lo sviluppo dei territori e l'internazionalizzazione delle imprese ” Villa Malta, Rome
December 2013	Seminar “ Social Network ”, held by Prof. P. Velardi, <i>Department of Computer Science, Sapienza University of Rome.</i>
October 2013	“ The Best Ways to Learn from Data ” Course, held by Prof. Andrew Gelman, <i>Department of Statistics, Sapienza University of Rome.</i>
March 2014 – June 2014	Attendance of PhD courses:

- Methodology of Research
- Advanced Statistics
- Mathematics
- Multidimensional and Textual Analysis

Work Experience

March 2013 - September 2013

Manager in linguistic centre, LTD “Irkutsk centre of English”

- organization of working process in a centre
- personnel administration
- customer relationship
- solving incipient problems

January 2012 – March 2012

Manager assistant (*university internship*), LTD Irkutsk international centre “IC”

- customer relationship and consultation

Academic Activity

2013-2014

Academic assistance to the following courses:

- *Business Organization*
- *Human Resources Management*
- *Leadership and organizational change*

2015

Tutoring for the selection of students’ applications for the Business Management course

Conference Participation

- **Menshikova, M., Rastorgueva N., Dulaskaia I. (2015)** “Perspectives of IoT in contemporary agriculture” XII Conference of the Italian Chapter of AIS (ITAIS 2015) “*Reshaping Organizations through Digital and Social Innovation*” 9th - 10th of October 2015, Roma, Italy
- **Aiello, L., Dulaskaia, I., Ferri, M.A. (2015)**. “The cultural product in the sustainable approach. Theoretical framework”. Sinergie 2015 "Heritage, management e impresa: quali sinergie?", Termoli, Italy, 9-10 July 2015. (accepted for the presentation).
- **Aiello, L., Dulaskaia, I., Ferri, M.A., Menshikova., M. (2015)**. “Use of E-tools Opportunities by Italian Hospitality SMEs”. WHICEB 2015 “The Fourteenth Wuhan International Conference on E-Business”. AIS Affiliated Conference, Wuhan, P. R. China, June 19-June 21, 2015 (accepted for the presentation).
- **Aiello, L., Dulaskaia, I., Menshikova, M. (2015)**. “Supply chain management and the role of ICT: DART-SCM perspective”. ICTO 2015 “The Past, Present, and Future of Information and Communication Technologies in Organizations”, Paris, France, March 2015
- **Dulaskaia, I., Menshikova, M. (2014)**. “New service development: Best practice of the Italian Postal Sector”, 8th Mediterranean Conference on Information Systems (MCIS 2014), AIS-affiliated conference, 3rd - 5th September 2014, Verona, Italy

Lectures and Workshop

- **Forum sul turismo e beni culturali** nell'ambito dello sviluppo del progetto TECA (Turismo-Enogastronomia-Cultura-Ambiente), 28 May 2014, Palazzo Chigi, Ariccia
- Workshop **“Sustainability, Innovation and Inter-Organizational collaboration”**, held by Dr. Gerrit Tamm, Ian Towers e Bert Eichorn, SRH University of Berlin, June 2014
- International Workshop **“Diversity: Women on Boards / Top Management Teams”**, University of Witten/Herdecke in December 2013

Publications

1. Dulckaia, I., Menshikova, M. (2014). “New service development: Best practice of the Italian Postal Sector”, 8th Mediterranean Conference on Information Systems (MCIS 2014), AIS-affiliated conference, 3rd - 5th September 2014, University of Verona, Verona, Italy, ISBN 978-88-6787-2732

Languages

Mother tongue - Russian

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	C1	C1	C1	C1	C1
English	C1	C1	C1	C1	C1
French	B2	B2	B2	B2	B2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Technical Skills

Proficient with Microsoft Office Package (mainly Word, Excel, PowerPoint), Internet
Proficient with SPSS, R, UCINET, Photoshop

Organization skills and competences

Good organizational skills matched with rapid and efficient performance of duties