



Europass Curriculum Vitae

Personal information

First name(s) / Surname(s) **Valentina Ndou**
E-mail(s) valentina.ndou@unisalento.it
Date of birth 25/10/1975
Gender Female

Work experience

Dates 2006 → up to now
Occupation or position held Assistant Professor and Researcher at Faculty of Engineering for innovation, University of Salento.
Main activities and responsibilities Experience as Lecturer at Ph.D courses, master courses, graduate , post graduate and professional Training courses:

- 2016-2017 & 2017/12018– Lecturer of ‘Advanced project management’, Master in European heritage, digital media and information society’, ‘EUROMACHS’, University of Salento.
- 2014-2015 – Lecturer of ‘Technological Entrepreneurship’, master in ‘Management Engineering’, Faculty of Engineering for Innovation, University of Salento.
- 2013-2014 - Lecturer of ‘Global Business Management’ for 2° Level Master degree, at the Faculty of Engineering for Innovation, University of Salento;
- 2013-2014 - Lecturer of the course ‘Strategy for ‘Technological Entrepreneurship’ in the frame of the professional training course project ‘Repair’, financed by Italian Ministry under the national operative plan (PON) Research and development 2007-2013, ID PON 01_02342.
- 2014 – Invited lecturer of the course ‘Managing Innovation and Change’ (20 hours) for the Master of Science in Business Administration, University of New York of Tirana, Albania.
- 2013-2014 – International Business management course for the in the frame of the professional training course project ‘DICET’, financed by Italian Ministry under the national operative plan (PON) Research and development 2007-2013.
- 2012-2013 – Lecturer of the course ‘Fundamentals of business

management: new business models, tools and approaches for innovation' and 'European Project and Programme Management' in the frame of the professional training course project 'Repair', financed by Italian Ministry under the national operative plan (PON) Research and development 2007-2013, ID PON 01_02342.

- 2012-2013 - Lecturer of the Course 'Turning ideas into projects: How to plan and write an European Project. University of Salento, in the frame of the Project "Social Network for Tourism Operators (So.Net.T.O.)", Programme Greece – Italy 2007-2013.
- 2012-2013 – Lecturer of the course 'Tourism business management' in the frame of the project 'PROMOTORE TURISTICO', priority area II – Action 1. Intervention for Entrepreneurship Training and accompanying financed by province of Lecce.
- 2012-2013- Lecturer of 'Global Business Management' for 2° Level Master degree, at the Faculty of Engineering for innovation, University of Salento;
- 2011-2012- Lecturer of 'Global Business management' for 2° Level Master degree at the Faculty of Engineering for innovation, University of Salento;
- 2010-2011- Lecturer of 'Global Business Management' for 2° Level Master degree at the Faculty of Engineering for innovation, University of Salento
- 20010-2011 Lecturer of the Module 'Business Plan Guidelines' in the training course Experiencing i-Design, organized by EuroMediterranean Incubator, University of Salento.
- 2006-2007 - Course 'eBusiness approaches and models' in the frame of the international Master on 'Innovation and Change Engineering' at University of Alakawayn, Morocco;
- Lecturer in different cycles of International Masters in 'eBusiness Management' (editions 2007/2008; 2006/2007; 2005/2006) on the subjects related 'Trends and scenarios for the competitiveness in the new economy'
- Lecturer for the Course on 'eBusiness models' in different cycles of International Master in 'eBusiness management' and 'Innovation and change engineering' organized by the Euromediterranean Incubator.
- Lecturer of the module 'An Interdisciplinary Approach of business management' for the students of the undergraduate programme in 'eBusiness', editions A.A. 2006-2007/ A.A. 2007-2008/ A.A. 2009-2010.
- Design and development of the eLearning module 'Innovation Management of eAgrifood firms' in the frame of the project

Name and address of employer

eLD@Med.Net – eLearning for Development aimed to provide young talents, managers and executives, entrepreneurs a set of on-line services and contents to experiment digital, strategic and organizational innovation, both at individual and organizational level.

RESPONSIBLE OF EUROPEAN and NATIONAL PROJECTS:

- 2006- 2008 Coordination and management of the research project ‘LEMURE’ financed by Italian ministry of research and education aimed to develop new approaches for the reengineering of business processes among SME networks.
- 2006- 2008 Responsible of the Education project – High qualified researchers in ICT and logistic systems for the SMEs of food supply chain’. The main activities consisted in designing, developing and delivering to a group of young researchers training contents related to the management of new organizational models for the Food supply chain, leveraging ICT tools and advanced logistic systems.
- 2007- 2010 Responsible of the European project ‘Traceback’ (Integrated Project) aimed to define and develop a framework for the implementation of innovative systems for the traceability of food products along the entire supply chain.

Collaborative researcher in national and international projects coordinated by Euro Mediterranean Incubator, University of Salento, Italy:

- Project iDesign Foundation- methodologies and technologies for supporting innovation and development of value network, financed by National funds for Industrial research (FAR- Ricerca industriale), 2008
- Project eXtended Net.Lab – ICT applicaions for New product development in aerospace, Tourism cultural heritage and agrifood, financed by National funds for Industrial research (Far- Ricerca Industriale), 2007.
- Project X@Work – eXperience at Work for supporting new product development, financed by National funds for Industrial research (Far- Ricerca industriale), 2007
- Project DISCORSO – distributed information systems for coordinated service oriented computing, financed by National funds for Industrial research (Far- Ricerca Industriale), 2005.
- Joint research lab Italy – Marocco on ‘eBusiness solutions’, financed by National funds for basic research (FIRB- Ricerca di Base), 2005.
- Project TEKNE – toward evolving Knowledge based inetrNetworked Enterprise , financed by National funds for basic research (FIRB- Ricerca di Base), 2005.
- April 2015 - June 2015 - Visiting researcher at Institute for Smart and Creative Development, Adriapol, University Marin Barleti, Tirana in the subjects of ‘Entrepreneurship and Innovation for EU integration of Balkan countries’.

Dates	2007 - 2008
Occupation or position held	Consultant expert of INTERREG IIIA project area IV, measure 4.2, Action 1: Integrated projects for the sectors of rural tourism, arts, culture and language.
Main activities and responsibilities	<ul style="list-style-type: none"> • Study and analysis of tourism demand and supply in the region of Shkodra. • Coordinator of the training course in Innovative Models for Tourism Promotion organized in collaboration with University of Shkodra.
Name and address of employer	University of Shkodra, Economic Faculty Shkoder (Albania)
Type of business or sector	Research and Education
Dates	05/2005 - 11/2005
Occupation or position held	Advanced Research Fellow CNR – NATO,
Main activities and responsibilities	Study and Research in field of Information Technologies. Output: Study on ‘ICT-Based Models for Enhancing Albanians’ Tourism Competitiveness’.
Name and address of employer	CNR - NATO Fellowship
Dates	11/2004 - 11/2006
Occupation or position held	Post Doc Researcher
Main activities and responsibilities	<p>Collaborative researcher for the project EBD@MED (eBusiness for Development) that aims at modelling, realizing and implementing e-Business infrastructures for Mediterranean SMEs, operating in Agri-food and Tourism and Cultural Heritage sectors;</p> <p>Analyzing and modeling solutions for tourism destination management.</p> <p>Design of training programs related to eTourism management for graduate and executives of tourism sector.</p> <p>Experimentation of ICT-Driven models and methodologies for supporting the creation and development of eBusiness among tourism destination organizations.</p> <p>Design and develop eLearning modules for Virtual eBMS, in collaboration with IBM.</p>
Name and address of employer	eBusiness Management School, ISUFI, University of Lecce Via per Monteroni, sn, 73100 Lecce (Italy)
Type of business or sector	Research and Education
Education and training	
Dates	2001 - 2004
Title of qualification awarded	Ph.D degree
Principal subjects / occupational skills covered	Ph.D degree in ‘E-Business Management’ Thesis title: 'Value creation through virtual networks: An evaluation of tourism virtual networks'

Name and type of organisation providing education and training	eBusiness Management School, ISUFI - Istituto Superiore per la Formazione Interdisciplinare University of Salento, Italy.										
Dates	1999 - 2000										
Title of qualification awarded	Master in “Marketing and Development of Territorial Systems”.										
Principal subjects / occupational skills covered	<ul style="list-style-type: none"> • Marketing management • Territorial marketing • Tourism management • eBusiness management <p>Elaboration of a thesis regarding: 'The definition of a model for the evaluation of customer satisfaction'.</p>										
Name and type of organisation providing education and training	University of Lecce, Italy. Lecce (Italy)										
Dates	1993 - 1997										
Title of qualification awarded	Bachelor Degree in Business Administration										
Principal subjects / occupational skills covered	Business management Marketing Micro-macro Economy Finance management Business Laws										
Name and type of organisation providing education and training	University “Luigj Gurakuqi”, Shkoder, Albania. Shkoder (Albania)										
Personal skills and competences											
Other language(s)	Mother tongue: Albanian										
Self-assessment	Understanding				Speaking				Writing		
<i>European level (*)</i>	Listening		Reading		Spoken interaction		Spoken production				
English	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	
Italian	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	
Spanish	B1	Independent user	B1	Independent user	A2	Basic User	A2	Basic User	A1	Basic User	
	<i>English language certified by the Institute for foreign languages, University of Tirana, Albania.</i>										
Social skills and competences	Ability to work with multinational and multicultural teams – during master and PhD studies I have had the possibility to work in teams of students coming from diverse Mediterranean countries. Ability to work independently on projects, to organize and coordinate people and resources. Willingness and determination to carry out all tasks assigned.										
Organisational skills and competences	Ability to lead and coordinate team groups to work toward the achievements of objectives and outputs prefixed by the project or the specific activity. These skills have been attained through the different experiences realized as responsible of European projects as well as tutor in different master and PhD studies.										
Computer skills and competences	Use of most known Computer Programs: Word, Excel, Access, Databases, Power Point, Front Page. Microsoft Project Management. Knowledge on the use of SPSS statistical programme.										

Driving licence(s)	B
Additional information	Publications
	<ol style="list-style-type: none"> 1. Ndou V. Secundo. G., (2017). Challenges for Instilling Entrepreneurial Mindset in Scientists and Engineers: What Works in European Universities? International journal of innovation and technology management 2. Ndou V. Secundo. G., (2017). A process-based model for inspiring technology-driven entrepreneurship: an education perspective, Book chapter, Palgrave publishing. 3. Del Vecchio, P, Mele, G, Ndou, V., Secundo, G.(2017). Creating value from Social Big Data: Implications for Smart Tourism Destinations. Information Processing & Management. 4. Ndou. V (2015).Measuring the Creative Economy: An assessment of the situation in Western Balkan countries, IBIMA Conference proceeding. 5. Romano, A. Passiante, G. Secundo, G.. Del Vecchio, P, Ndou V. (2014). Boosting the evolution toward the Entrepreneurial University in the Regional Ecosystem: The role of the Entrepreneurial Learning Centre. In: AiG Associazione Italiana di Ingegneria Gestionale. proceedings del convegno annuale dell'AiG. p. 1-25, Bologna:AiG - Associazione Italiana di Ingegneria Gestionale, Bologna, 16-17 Ottobre 2014. 6. Ndou. V (2014). Tourism Innovative Ecosystems for Competitiveness. In: Mazzotta M, Giannotta M. Smarttourism and knowledge era. vol. 1, p. 23-39, Trento:Tangram Edizioni Scientifiche, ISBN: 9788864580647. 7. Ndou, V., Beqiri. M. (2014). Special Issue on: Increasing Innovation Opportunities by Unlocking the Value of Big Data. Electronic Journal Of Applied Statistical Analysis: Decision Support Systems And Services Evaluation, vol. 5, p. 1-3, ISSN: 2037-3627. 8. Del Vecchio, P., Elia, G., Ndou, V., Secundo, G., Specchia, F. (2014). To What extent the practice on Living Labs match with the theoretical framework?. In: Engineering, Technology and Innovation (ICE). p. 1-10, Bergamo:IEEE, Bergamo, 23-25 June, doi: 10.1109/ICE.2014.6871607. 9. Ndou. V, Secundo. G., Del Vecchio.P.,(2013). Entrepreneurial Universities In Regional Innovation Ecosystems: A Discontinuity In The Process Of Human Capital Creation, Annual Conference of the Italian Engineering for Innovation Association, Milano, 17-18 October, Italy. 10. Ndou, V., et al (2013). Web-based services and future business models. In Papajorgji et al. Enterprise business modeling optimization techniques and Flexible information Systems. Igi Gloabal, US. ISBN 978-1-4666-3946-1. 11. Ndou, V., Del Vecchio, P., Passiante. G. (2012) linking knowledge management with traceability systems for optimizing food supply chain, presented at 5th world summit on the knowledge society, Rome, Italy and forthcoming as publication at Lytras Miltiadis et al, 2013, E-learning and Knowledge Management for Human Capital Development, Springer, CCIS, 277 Volume 12. Del Vecchio.P, Elia,G. Ndou, V, .Passiante. G (2012) A Collaborative and Distributed Decision Support System for the Governance of an Intelligent City”, with G.Elia, V.Ndou, G.Passiante, in Proceedings of the IFKAD-KCWS 2012, Matera 13-15 June 2012, pp. 2690-2704, ISBN: 978-88-96687-08-6. 13. Ndou.V., Del Vecchio.P. (2012) “Promoting Innovative Entrepreneurship by Developing Knowledge Assets: an Assessment of the Situation in Western Balkan Countries”, in Vrontis et.al ‘ Building New Business Models For Success Through Competitiveness and Responsibility. Conference proceeding of, 5th Annual Conference EMRBI Glion-Montreux, Switzerland, (4th – 5th October 2012), ISBN ISBN: 978-9963-711-07-9. 14. Ndou. V, Del Vecchio.P (2012) “Entrepreneurial human capital creation: a comparative analysis of Universities’ experiences”, in Proceeding of the XXIII AiG 2012 (11-12 Oct. 2012). 15. Del Vecchio.P., Ndou, V., Schina. L. (2012). Exploiting Technological Potentialities for Collaborative New Product Development. In: Maria Manuela Cruz-Cunha, Patricia Gonzalves, Nuno Lopes, Eva Maria Miranda, Goran D. Putnik , Handbook of Research on Business Social Networking:Organizational, Managerial, and Technological Dimensions. Igi Global , pp.862- 877

16. Del Vecchio, P., Laubacher, R., Ndou, V., Passiante, G., (2011). Managing Corporate Reputation in the Blogosphere: The Case of Dell Computer. *Corporate Reputation Review* (ISSN:1363-3589) pp. 133 - 144 Vol. 14.
17. Ndou, V., Del Vecchio, P., Passiante, G., Schina, L., (2012). Toward a sectoral system of innovation for local wine sector. *International journal of business and globalisation* (ISSN:1753-3627) pp. 81 - 94 Vol. 8.
18. Ndou, V., Del Vecchio, P., Schina, L. (2011) Designing Digital Marketplaces for Competitiveness of SMEs in Developing Countries. *e-Business and Telecommunications Communications in Computer and Information Science*, Volume 130, Part 2, 82-93, DOI: 10.1007/978-3-642-20077-9_6. Springer.
19. Ndou, V., Del Vecchio, P., Schina, L. (2011) Open innovation networks: the role of innovative marketplaces for SME value creation. *International Journal of Innovation and Technology Management* World Scientific Publishing Company.
20. Ndou, V., (2011) New approaches for managing tourism complexity. In Lytras. M., Pablos P. O.Ed.) "Digital Culture and E-Tourism: Technologies, applications and Management Approaches. Pp. 123-138 pp
21. De Maggio, M., Ndou, V., Schina, L. (2011) Supporting and Promoting Tourism Network Systems through ICT application. In Lytras. M., Pablos P. O.Ed.) "Digital Culture and E-Tourism: Technologies, applications and Management Approaches. Pp 105-122.
22. Ndou V., Sadguy, N. (2011). Digital Marketplaces as a viable model for SME networking. *E-Business Issues, Challenges and Opportunities for SMEs: Driving Competitiveness*, edited by M. Manuela Cruz-Cunha and João Eduardo Varajão, published by IGI Global . pp. 118-130
23. Del Vecchio. P, Ndou. V., (2010) Customers Knowledge and Relational Marketing in a Web 2.0 Perspective. *International Journal of Customer Relationship Marketing and Management (IJCRMM)*, Vol 1, Issue: 3
24. Ndou. V., Del Vecchio. P, Schina, L. (2010) Designing Digital Marketplaces for Competitiveness of SMEs in Developing Countries in "Communications in Computer and Information Science" (CCIS) Springer-Verlag.
25. Ndou. V., Del Vecchio. P, Passiante. G. Schina, L. De Maggio, M (2010) Toward An Open Network Business Approach, conference proceedings of the 4th IEEE International Conference on Digital Ecosystems and Technologies (IEEE DEST 2010), ISBN, 978-1-4244-5551-5. pp. 282 – 287.
26. Ndou. V. Passiante. G. (2009). Impacts of Absorptive Capacity on Value Creation: An Empirical Analysis among Tourism SMEs: *Anatolia An International Journal of Tourism and Hospitality Research*, vol 20, nr. 2, ISSN 1303-2917.
27. Ndou.V., Cisternino. V., Del Vecchio. P., Schina. L., Passiante. P. (2009) Methodology for the implementation of e-business solutions in SMEs. *Esperienze d'impresa journal* (ISSN: 1971-5293).
28. Del Vecchio, P., Ndou, V., Sadguy, N. (2008) "Brand-based Competition in the Agri-Food Sector: Evidences from Italian SMEs", in Proceedings of the "2nd International European Forum on System Dynamics and Innovation in Food Networks", 18 – 22 Feb., Innsbruck-Igls, Austria, 2008.
29. Dr. Ndou.V., As. Prof. Dr. Troshani, A. (2008) The role of universities toward the creation of digital readiness in Conference Proceedings of International Conference "Economic Faculty as contributor to Economic Development of Communities" 31 October 2008, University of Shkoder, Albania
30. Monografia: Ndou. V. (2008). *Le potenzialità e le sfide dello sviluppo turistico di scutari*. ISBN. 978-99956-02-83-3, Volaj sh.p.k.
31. Cisternino, V, Ndou V., V, Sadguy, N. (2007). Aligning eMarketplace business models with supply chain configurations. In: Conference Proceedings WWW/Internet 2007. WWW/Internet 2007. Vila Real, Portugal. 5 - 8 October 2007.
32. Ndou V., Passiante, G. (2006). Evaluating the networks Value Creation and its dependence on Absorptive Capacity and Social Capital Factors. *Journal on chain and network science*. vol. 2 ISSN: 1569-1829
33. Ndou. V., Passiante G. (2005) - Value creation in Tourism Network Systems. In Frew. A., (ed.) "Information and Communication Technologies in Tourism 2005", SpringerWienNewYork.
34. Ndou. V., Passiante. G., Carella. R., (2005) Toward e-Business Models for

	<p>Tourism Destination Management. Journal of Travel and Tourism Research. Vol 5(1/2).</p> <p>35. Petti. C. Ndou. V. (2004) Virtual networks in the Tourism Industry. In Frew. A., "Information and Communication Technologies in Tourism 2004", SpringerVerlag Wien New York.</p> <p>36. Ndou. V (2004) - E-Government for Developing Countries: Opportunities and Challenges. EJISDC - The Electronic Journal on Information Systems in Developing Countries. Vol.18 (1).</p>
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Lecce. 08/03/2018

Firma
Valentina Ndou

