

**Dr. Elif DEĞİRMENCİ**  
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## ACADEMIC APPOINTMENTS

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05/2023-05/2023	Visiting Lecturer, Bilbao University, Spain
03/2023-03/2023	Visiting Lecturer, Univrsity of Zlina, Slovakia
2017 - present	Lecturer, Ibn Haldun University
2018 - 2022	Lecturer, Nisantasi University
2018 - 2018	Lecturer, Istanbul Sabahattin Zaim University
2018 - 2018	Lecturer, Istanbul Aydın University
2017 - 2018	Lecturer, Istanbul Aydın University

## EDUCATION

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2012 - 2017	PhD, Yıldız Technical University, Industrial Engineering
2012 -2013	Harvard Business School master's degree was completed /THY Manager candidate
2009 - 2011	M.Sc, Yıldız Technical University, Industrial Engineering
2005 - 2009	B.Sc, Gazi Universtiy, , Industrial Engineering

## PUBLICATIONS

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### Books

- Uygulamalı Müşteri Memnuniyeti Ölçümü (2017)., DEĞİRMENCİ ELİF, LAP LAMBERT Academic Publishing, Basım sayısı:1, Sayfa Sayısı 128, ISBN:9783330081598, Turkish, (Publication No: 7123188)

### Articles & Book Chapters

- Değirmenci Elif, Başlıgil Hüseyin (2016). A Study On Passengers' Flight Time Preference. Sigma Journal of Engineering And Natural Sciences, 7(2), 243-251. (Yayın No: 7743869)
- Değirmenci Elif, Başlıgil Hüseyin, Bolat Ahmet, Özdemir Yavuz (2011). Customer Satisfaction Measurement Inairline Services Using Servqual. Open Access Scientific Reports, 1(5), 294, Doi: 10.4172/Scientificreports.294 (Yayın No: 3994678)
- E. Y. Rodoplu & E. Degirmenci, Pandemi Döneminde Sehir Hastanelerinin Stratejik Bir Bakisla Degerlendirilmesi, S. Altiparmak [Editörler], Bireyden Topluma Covid-19 Pandemisi ve Multidisipliner Yaklasimler(111 - 140), Isbn: 978-625-8007-35-0, Türkiye:Iksad Publishing House, 26 Ekim 2021, Book Section.

## PROCEEDINGS

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- Değirmenci Elif (2011). The Most Basic Element of Improving Customer Satisfaction and Loyalty through Understanding the Customer. AGIFORS (Proceeding/Inviting Speaker) (Publication No:7123213).
- Değirmenci Elif (2012). Service Quality Measurement In Airline Services Using An Enhanced Servqual Approach. YAEM (32), 1-22. (Proceeding/Oral Presentation) (Publication No:7123222)

- E. Degirmenci & B. Erdem, The Impact Of Customer Satisfaction On The Growth of the E- Commerce Industry, Sözlü Sunum, 3. International Baku Scientific Research Congress, 15 Ekim-16 Ekim 2021.
- E. Degirmenci & Y. Yildirim, Analysis of Higher Education In Turkey From the Strategic Management Perspective and Application of Ibn Haldun University, Full Text Proceeding, 5th Int. New York Conference On Evolving Trends In Interdisciplinary Research & Practices. 03-05 Ekim 2021. 417 - 427.

## **PROJECTS**

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2009	Ministry of Health, Norm Staff Analysis Project
2009	Measuring the service quality of MİGROS Tandoğan Branch using the "SERVQUAL" method and comparing the performance of 3 different Migros branches in Ankara (Maltepe Branch, Tandoğan Branch, Bahçelievler Branch) by using the "data envelopment analysis" technique.
2011	Researcher, Mediation in civil disputes jointly organized by UNDP and the Ministry of Justice.
2008	Project Coordinator, Mediation in civil disputes jointly organized by the World Bank and the Ministry of Justice, World Bank.

## **NON-UNIVERSITY EXPERIENCE**

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2009 – present	Engineer, Responsible of European Region Flights, TURKISH AIRLINES Inc.
2008 – 2009	The Union of Chambers and Commodity Exchanges of Turkiye (TOBB)

## **GRANTS / AWARDS**

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2010 – 2015	Tübitak 2210 & Tübitak 2211
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## **LANGUAGES**

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**Turkish:** Native  
**English:** Fluent  
**French:** Basic