

Nino Pataraia: E-mail: nino.pataraia@iliauni.edu.ge EDUCATION:

Institution& Location	Dates	Major Field of Study	Degree or Diploma	Date Diploma Received
Caledonian Academy, Glasgow Caledonian University, Glasgow, UK	2010- 2014	Networked Innovations/ Social Networks/ Personal Learning Networks/SNA	PhD	June, 2014
University of Oslo, University of Tampere, University of Aveiro Erasmus Mundus Joint Master Programme sponsored by European Commission	2008- 2010	Higher Education Policy/ Administration/ Management/ Governance and Quality Assurance	MSc in Higher Education	June, 2010
University of Tampere, Finland	2009-2010	Management/ Administrative Sciences	Master of Management Science	June, 2010
Caucasus School of Business Tbilisi, Georgia	2002- 2003	Human Resource Management		June, 2003
Tbilisi Ilia Chavchavadze State University of Language and Culture Tbilisi, Georgia	1997- 2002	Specialization: Education	Bachelor's degree graduated with honor.	2002, June
Iowa State University Ames, IA, U.S.A	2000- 2001	Major: Education, Sociology	Education Freedom Support Act Undergraduate Program. Certificate for the successful completion of the FSA Undergraduate Program. Washington, DC, 2001	2001
Blountstown High School Blountstown, FL, U.S.	1997- 1998	General education	Certificate of achievement in recognition of successful completion of the program of Academic Exchange 1997-98 School Year USA Program	1998

PROFFESIONAL EXPERIENCE:

Name of Organization Location	Job Title & Dates of Employment	Responsibilities
Ilia State University, Tbilisi, Georgia	Director of Business Research Centre 2017, December- Currently	Leading research institute, managing interdisciplinary research projects, fund acquisition/ management Main achievements: 6 large scale grant proposals submitted and ac- quired funding from Volkswagen foundation, Shota Rustaveli National Science Foundation of Georgia, CTC, EU and other major donors
National Centre for Educational Quality Enhancement, Tbilisi, Georgia	Authorization and Accreditation National Expert 2017, March – Currently	External QA evaluation of study programs and universities
Ilia State University, Tbilisi, Georgia	Speaker/Head of International Doctoral School 2019, January-Currently	Strategic development of international doctoral school Setting up joint and dual international doctoral Programmes Grant acquisition and management for further development of doc- toral school Capacity building of researchers Initiate international research cooperations/partnerships and mobilities of researchers Establish networking opportunities for researchers Main achievements: 2 large scale international grants acquired from Volkswagen Foundation and Shota Rustaveli National Science Foundation of Georgia
Ilia State University, Tbilisi, Georgia	Member of University Academic Council 2019, July-Currently	Evaluation and strategic development of academic programmes
Ilia State University, Tbilisi, Georgia	Full Professor of Innovative Management 2019, September- Currently	Teaching bachelor/master level courses; Supervising Master/PhD students; Involved in the strategic development of the faculty/university as the member of faculty council; Director of English dual MBA and PhD Study Programmes. 6 years of extensive experience in course/training/international study programme development in entrepreneurship and business re- lated subjects, management of local and international research re- lated and capacity building projects, grant proposal writing & grant management, setting up mobility schemes for academic staff, re- searchers & students
Ilia State University, Tbilisi, Georgia	Associate Professor of Innovative Management 2014, September- 2019, September	Teaching bachelor/master courses; Supervising Master/PhD students; Involved in the strategic development of the faculty/ university; Director of English dual MBA and PhD Programmes
Ilia State University, Tbilisi, Georgia	Lead Researcher & project Director funded by EU council 2018, February -2019, September	Initiation, implementation and finalization of applied research projects (Studies of Regional Competitiveness: 1. Compet- itive advantages of Tbilisi and its surrounding areas; 2. Kakheti Region)

Ilia State University, Tbilisi, Georgia	Project Director Funded by EU Tempus project 2015, September- 2017, December	Managing EU Tempus project on Entrepreneurship Set up and efficiently run entrepreneur alumni network
Ilia State University, Tbilisi, Georgia	Dean 2015, November-2017, December	Managing academic and administrative staff/issues and strategic development of the business school
Ilia State University, Tbilisi, Georgia	Acting Dean 2015, September-November	Managing academic and administrative staff/issues of the business school
Ilia State University, Tbilisi, Georgia	Adviser to the rector in research development; A member of the University Academic Council; Co-editor of the peer-re- viewed journal "Identity Studies" 2014, September- 2015, September	Involved in the strategic development of the university QA/QC and Research Development
The International Journal of Academic Develop- ment (IJAD), the journal of the International Consortium for Educational Development	Reviewer 2014-currently	Reviewing research articles
The Caucasus University, Tbilisi, Georgia	Lecturer 2014, January-2015, September	Teaching BA/MBA courses on Entrepreneurship & Innovation; Supervising master students in entrepreneurship related research topics.
Administration of the Government of Georgia Department of Political Analysis, Strategic Planning & Coordination Government Planning & Innovations Unit, Tbilisi, Georgia	Education & Innovation Adviser (Category I) 2014	Ensure effective communication and regular consultations with ministries; Analyze established (internal) policy of designated ministries; Evaluate recommendations proposed by ministers; Organize and analyze topics to be discussed during governmental/council of ministers' meetings; Prepare and review the information card for the head of chancellery; Participate in the development of governmental programmes; Ensure the compliance of proposed projects with legislative docu- ments (national, European and Euro-Atlantic); Evaluate and modify government priorities and tasks; Participate in drafting an analytical documentation; Monitor the fulfilment of governmental plans and prepare reliable reports on a regular basis; Hold close collaboration with the Ministry of Finance and PM (state) cabinet.

Caledonian Academy, Glasgow Caledonian University, Glasgow, UK	Doctoral Candidate 2010-2013	Project design and implementation; Conducting mixed-methods research: applying Qualitative, Quantitative and Social Network Analyses research methods.
British Petroleum The Baku-Tbilisi-Ceyhan Pipeline Company	Team Leader 2005-2008	Conducting audits and carrying out training sessions. Managing team members.
BP-British Petroleum; AGT Pipelines Project (BTC & SCP) PSG 1, Georgia	DC Officer 2003- 2005	Administer the Electronic Data Management Systems. Hold regular training sessions with system users to ensure that user requirements are satisfied. Develop action plans to address any areas of concern. Develop and maintain a library of engineering standards, specifica- tions and information to support the Georgia team. Reviewing Final Handover Documentation (Purchase Orders/Ven- dor Dossiers) for BTC - SCP Facilities and Pipeline Contracts.
Caucasus School of Business Tbilisi, Georgia	Assistant to the Director (Head) of Career Develop- ment Center Human Resources Man- ager's Assistant 2002- 2003	Organize employment for CSB's BBA and MBA students Provide assistance in organizing internships for CSB's BBA and MBA students Create data base of the organizations suitable for BBA and MBA students' employment Draw up and record documents for the school's human resources service Participate in the selection procedures of filling any vacancies at school (formalization of the documentation).
The English Language Department (Tbilisi Ilia Chavchavadze State Uni- versity of Language and Culture, Georgia)	Teaching Assistant 2002- 2003	Assisting in teaching, oral and written translations; Holding and marking quizzes; Substituting lecturers on annual or sick leave; Organizing conferences.
Student Counseling Ser- vices, Career Exploration Library Ames, Iowa State University, IA, U.S.A.	Peer Educator and Cultural Corps Assistant 2000- 2001	Presenting workshops on cross-cultural and diversity issues; Researching information for the project (Crisis Manual Research); Educational programming on diversity issues; Staff career exploration library.

ACHIEVEMENTS:

Lead organizer of International Conference/Brokerage Event Horizon 2020 “Building Toxic Free Europe: Interdisciplinary Study of Phthalates’ implication”, June 26-28, 2019, Ilia State University, Tbilisi, Georgia. The brokerage event (Project #H2020-II-18-093) was supported by Shota Rustaveli National Science Foundation of Georgia (SRNSFG): https://horizon2020.iliauni.edu.ge/
San Diego University, Lavin Entrepreneurship Center, SDSU, USA: “Shaping the Entrepreneurial Ecosystem. Developing the competencies needed teaching entrepreneurship, running centers, incubators, accelerators, campus and community competitions, maker spaces, training programs”, August 2018, Course Completion Certificate
Stanford University and ISU: LAD, Leadership Academy for Development, Promoting the Private Sector through Public Policy, Stanford, Center on Democracy, Development, and the Rule of Law, 2017, Program Completion Certificate

Lead organizer of an International Conference “Next Step in Building a Sustainable Entrepreneurial Ecosystem”, May 15-16, 2017, Tech Park, Tbilisi, Georgia, project funded by Tempus
Certificate of Participation in International Business Conference 2016: Searching for Innovative and Creative Business Solutions, Vilnius University of Applied Sciences, April 27-May 2, 2016, Vilnius, Lithuania
Harvard Business School, Institute for Strategy & Competitiveness, USA: Conference on Microeconomics of Competitiveness, 2016, December, Certificate
Certificate of appreciation for staffing the Career Exploration Library and presenting educational workshops as a Student Counseling Services’ Peer Educator, 2001
Certificate of appreciation for presenting “Bridging the Gap” at regional Peer Education Conference at Iowa State University, 2001
University of Pennsylvania English Language Programs-USIA Freedom Support Act July-August, 2000
Certificate for the successful completion of the Freedom Support Act Undergraduate Program, the United States Department of State, Educational and Cultural Affairs, May, 2001
Certificate of Achievement in recognition of successful completion of the PAX (Program of Academic Exchange) School Year USA program 1997-1998

RESEACH:

Identification of Functional Regions and their Competitive Advantages in Kakheti, Georgia, applied research project funded by EU council, Georgia, 2019, Lead Researcher, Director of the Project
Analyzing Competitiveness of the Hospital Sector and its Value Chain in the City of Tbilisi – Using Smart Specialization Methodology Components, applied research project funded by EU council, Tbilisi, Georgia, 2018, Lead Researcher, Director of the Project
Exploring discrepancies in customer service within Georgian Public Service Organizations, 2017-Ongoing, Tbilisi, Georgia, the fundamental research project funded by Shota Rustaveli National Science Foundation of Georgia, Lead Researcher
The Horizon2020 preparatory grant “An interdisciplinary approach to Doctoral Education. Building toxic Free Europe: Examining implications of Phthalates”, project funded by Shota Rustaveli National Science Foundation of Georgia, 2018-Ongoing, Tbilisi, Georgia, Lead Researcher, Director of the Project
Analyzing the presence of Georgian political parties on formal and informal social networks, 2019- Ongoing, Tbilisi, Georgia, Lead Researcher, Director of the Project Master theses supervised:
<p>Master theses:</p> <ol style="list-style-type: none"> 1. 2015 February- 2015 July- Measuring Employee Engagement in Service Providing Business Entities: Employees' Perspective, Master Thesis Supervisor 2. 2015 February- 2015 July- The Role of Organizational Learning Strategy in Georgian Business Enterprises, Master Thesis Supervisor 3. 2015 February- 2015 July- Social media in Recruitment, Master Thesis Supervisor 4. 2016 February- 2016 July- Examining Relationship between Leadership Styles and Employee Engagement in Service Providing Industry, Master Thesis Supervisor 5. 2016 February- 2016 July- Analyzing the relationship between employees’ loyalty and customers’ loyalty in audit companies of Georgia, Master Thesis Supervisor 6. 2016 February- 2016 July- Assessment of performance management system from the managerial perspective: A case of Georgian advertising companies, Master Thesis Supervisor 7. 2017 February- 2017 July- Analyzing HRM practices and their effect on companies’ performance in SMEs operating in Georgia, Master Thesis Supervisor 8. 2017 February- 2017 July- Perceptions on the Role of AI based Chatbot Technology and Innovations in Customer Service for Creating a Competitive Service Economy and E-Tourism, Master Thesis Supervisor

<p>9. 2017 February- 2017 July- Utilization of social media in Georgian banking sector for the customer engagement purposes, Master Thesis Supervisor</p> <p>10. 2018 February-2018 July- Analyzing the impact of operating software systems implemented in business organizations, Master Thesis Supervisor</p> <p>11. 2018 February-2018 July- AI based data analysis use and impact on organizations user experience and digital transformation process improvements, Master Thesis Supervisor</p> <p>12. 2018 October-2019 February- Role of social media in recruitment, Master Thesis Supervisor</p> <p>13. 2019 March-2019 July- The Role of Change Management in the Process of ERP Implementation, Master Thesis Supervisor</p> <p>14. 2019 March-2019 July- Examining Employee Engagement in Georgia Banking Sector: The Case of TBC Bank and Bank of Georgia, Master Thesis Supervisor</p> <p>15. 2020 March-2020 July- Impact of loyalty cards on customer purchase behaviour in supermarket chains in Georgia, Master Thesis Supervisor</p> <p>16. 2020 March-2020 July- Examining employee engagement from perspectives of managers and subordinates in Georgian retail supermarket chain, Master Thesis Supervisor</p> <p>17. 2021 March-2021 July- Examining the Impact of Business Sustainability on Decision-Making Process in the Banking Industry in Georgia, Master Thesis Supervisor</p> <p>18. 2021 March-2021 July- Challenges for Innovative startups after getting funding: Why startups fail in Georgia, Master Thesis Supervisor</p> <p>19. 2021 March-2021 July- Examining the impact of working remote on employees' work performance: case of the online gambling industry, Master Thesis Supervisor</p> <p>20. 2021 March-2021 July- Examining effectiveness of non-financial incentives used by Georgian financial institutions to improve employee performance, Master Thesis Supervisor</p> <p>21. 2021 March-2021 July- The importance of agile product management on Georgian e-commerce market, Master Thesis Supervisor</p> <p>22. 2021 March-2021 July- Examining factors affecting the development of social enterprises in Georgia, Master Thesis Supervisor</p> <p>23. 2021 March-2021 July- Barriers and benefits of Agile methodologies in Georgian companies, Master Thesis Supervisor</p> <p>24. 2022 March-2022 July- Agile transformation challenges for Georgian financial institutions on the example of Halyk Bank Georgia, Master Thesis Supervisor</p> <p>25. 2022 March-2022 July- The impact of hybrid working model on employees' work performance in the Georgian publishing sector during the COVID-19 pandemic period, Master Thesis Supervisor</p> <p>26. 2022 March-2022 July- Financial success factors for Food Processing SME Company in Georgia (2018-2020 Year), Master Thesis Supervisor</p> <p>27. September 2022-February 2023 - Impact of Flexible Work Arrangements on Employee Engagement in Service Sector of Georgia, Master Thesis Supervisor</p> <p>28. March 2023- July 2023- Role of Banking Sector in E-commerce Development and Customers Satisfaction and Readiness towards Online Purchasing: Evidence from Georgia, Master Thesis Supervisor</p> <p>29. March 2023- July 2023- Impact of social media on Georgian consumers' buying behaviour in the beauty industry, Master Thesis Supervisor</p> <p>30. March 2023- July 2023- Impact of employee motivation and job satisfaction on employee retention in the Georgian retail industry, Master Thesis Supervisor</p> <p>31. March 2023- July 2023- Examining implications and potential of AI for the business sector in Georgia, Master Thesis Supervisor</p> <p>PhD project: 2020 October-Ongoing, Transferability of best management practices between private and public sectors : Cases of Georgia, Estonia and Israel, PhD Supervisor</p>
Supporting informal interactions: A strategic approach to academic development. Stockholm, Sweden, ICED 2014, 16-18 June, Stockholm, Sweden
Visiting scholar, Lunds University, September, 2013, Sweden
An organizer and presenter, The symposium on "Learning through Networks", Responsible Teaching and Sustainable Learning, 15th Biennial EARLI Conference for Research on Learning and Instruction, 27-31 August, 2013, Munich, Germany
Technology Enhanced Professional Learning (TEPL) webinar on 'Learning Through Networks', 20th March, 2013
Research presentation: Academics' Networking Practices, Open University, The Netherlands, October, 2011

Research presentation: Networked Innovations: The Role of Collaborations in Creation and Diffusion of Innovative Teaching and Learning Practices within Universities, Caledonian Academy Research Seminar, Glasgow, UK, June, 2011
Tweetstorming PLNs: Using Twitter to Brainstorm about Personal Learning Networks, The PLE Conference 2011, University of Southampton, 11th-13th July, 2011, Southampton, UK
‘The ESG and Students’ Involvement in European Quality Assurance of Higher Education’ - Master Thesis, European Master in Higher Education, Institute for Educational Research, Faculty of Education, University of Oslo, Norway, May, 2010
Education System in the United States, Cultural Days, Tbilisi, May 2002

MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS

JURE (Junior Researchers), a network of EARLI dedicated to the interests of all junior researchers in the field of learning and instruction, 2012-2013
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PUBLICATIONS:

Patariaia, N. , Jinchveladze, T., & Magalashvili, T. (2021). Examining Citizens’ Expectations and Perceptions in regards to Service Quality in Public Sector: Adapting a Hybrid Public Service Quality Model to the local context, under review
Khishtovani, G., Patariaia, N. , Drobne, S., Komakhidze, M., Konjar, T., Sultanishvili, T., & Dushuashvili, T. (2019). Identification of Functional Regions and their Competitive Advantages in Kakheti, Georgia, the study was conducted as part of the EU project - “Advancing Regions for Sustainable Development (ARSD)” available at: https://pmcresearch.org/policypapers_file/335b5dc2b5d4dc263.pdf
Patariaia, N. , Khishtovani, G., Kavtaradze, L., & Dushuashvili, T. (2018). Analyzing Competitiveness of the Hospital Sector and its Value Chain in the City of Tbilisi – Using Smart Specialization Methodology Components, the study was conducted as part of the EU project - “Advancing Regions for Sustainable Development (ARSD)”
Patariaia, N. , Margaryan, A., Falconer, I., Littlejohn, A., & Fincher, S. (2014). ‘Who do you talk to about your teaching?’: Networking activities among university teachers. <i>Frontline Learning Research</i> , Special issue on Learning through Networks.
Thomson, K., Roxå, T., Mårtensson, K., Laughlin, A., & Patariaia, N. (2014). Supporting informal interactions: A strategic approach to academic development. In <i>Proceedings of the International Consortium for Educational Development (ICED) 2014, Educational Development in a Changing World</i> . 16-18 June, 2014. Stockholm, Sweden.
Patariaia, N. , Margaryan, A., Falconer, I., Littlejohn, A., & Falconer, J. (2013). Discovering academics’ key learning connections: An ego-centric network approach to analysing learning about teaching. <i>Journal of Workplace Learning</i> , 26(1), 56–72.
Patariaia, N. , Margaryan, A., Falconer, I., & Littlejohn, A. (2013). Exploring academics’ learning spaces: An ego-centric network approach to learning about teaching. In <i>Proceedings of the 2013 Biannual Conference of the European Association for Research in Learning and Instruction (EARLI)</i> , Munich, Germany.
Patariaia, N. , Margaryan, A., Falconer, I., & Littlejohn, A. (2013). How and what do academics learn through their personal networks. <i>Journal of Further and Higher Education</i> 01/2013.
Sie, R., Patariaia, N. , Boursinou, E., Rajagopal, K., Margaryan, A., Falconer, I., Bitter, M., Littlejohn, A., & Sloep, P. Goals, motivation for, and outcomes of personal learning through networks. <i>Educational Technology & Society</i> 01/2013; 16(3), 59-75.

Sie, R., Boursinou, E., Rajagopal, K., & **Patariaia, N.** (2011). Tweetstorming PLNs: Using Twitter to Brainstorm about Personal Learning Networks. Journal of Universal Computer Science. 01/2011; 17(12):1659-1672

Sie, R., Boursinou, E., Rajagopal, K., & **Patariaia, N.** (2011). Tweetstorming PLNs: Using Twitter to brainstorm about Personal Learning Networks. In Proceedings of the PLE Conference 2011. July, 10-12, 2011, Southampton, UK.

TRAININGS:

“Shaping the Entrepreneurial Ecosystem. Developing the competencies needed teaching entrepreneurship, running centers, incubators, accelerators, campus and community competitions, maker spaces, training programs”, San Diego State University, 2018, August

LAD, Leadership Academy for Development, Promoting the Private Sector through Public Policy, Stanford, Center on Democracy, Development, and the Rule of Law, Ilia State University, 2017

Pre-conference workshops (Introduction to Social Network Analysis and an introduction to actor oriented models in RSiena) at the 7th UK Social Networks Conference 2011, University of Greenwich, Tuesday 5th and Wednesday 6th July, 2011

The PLE Conference 2011, Southampton, UK, 11-13th July 2011

Introduction to Literature Searching Workshop 1: Learning the Process, GCU, Glasgow, 2010

Introduction to Literature Searching Workshop 2: Using electronic resources, GCU, Glasgow, 2010

Workshop – Your PhD – What Next? – Career Planning, GCU, Glasgow, 2010

REFWORKS, GCU, Glasgow, 2010

Blogging for beginners, CPD Centre, GCU, Glasgow, 2010

Approaching Grounded Theory: Which path to follow? GCU, Glasgow, 2011

Training in Running and Participating in Meetings, Baku, 2007

Training Course in Microsoft Outlook, IT-Knowledge, Tbilisi, 2005

Training Course in Microsoft PowerPoint (level III), IT-Knowledge, Tbilisi, 2005

Document Control Training (BP Georgia), JUNE, 2003

Safety Training (AGT Pipelines Project), MAY, 2003-HSE Craft/Field Package, S.T.O.P, Basic First Aid, Road to Better Driving

COMPETENCIES IN CONDUCTING TRAININGS:

- Open/networked innovations;
- The role of social networks in generation/dissemination of innovations;
- Social Network Analysis;
- Professional/organizational development;
- Professional/informal learning;
- HRM;
- Research Methods

LANGUAGES:

Georgian (Native); English (Fluent); Russian (Good); German (Basic)

COMPUTER SKILLS

NodeXL	Excellent
E-net	Excellent
SPSS	Excellent
NVivo	Excellent
Microsoft Word	Excellent
Microsoft Excel	Excellent
Microsoft PowerPoint	Excellent
Adobe Acrobat	Excellent
Page Maker	Excellent
PaperPort	Excellent
Internet	Excellent
Typing	Fast