



# Dr. Luis MARTIN-DOMINGO

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**Nationality:** Spanish | **Gender:** Male | [Luis.Martin@ozyegin.edu.tr](mailto:Luis.Martin@ozyegin.edu.tr) |

<https://www.linkedin.com/in/luismartindomingo/> |

Ozyegin University - Cekmekoy Campus., Nisantepo District, Orman Street, 34794, Istanbul, Turkey

## ● EDUCATION AND TRAINING

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01/09/2010 – 28/02/2016 – Las Palmas de Gran Canaria, Spain

**PHD IN AIR TRANSPORT AND TOURISM MANAGEMENT** – Universidad de Las Palmas de Gran Canaria

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<https://www.ulpgc.es/>

01/09/2007 – 30/03/2008 – Beijing, China

**CHINESE LANGUAGE & BUSINESS IN CHINA** – University of International Business and Economics - UIBE

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<http://english.uibe.edu.cn/>

01/09/1997 – 30/09/1998 – Cranfield, United Kingdom

**MSC IN AIR TRANSPORT MANAGEMENT** – Cranfield University

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<https://www.cranfield.ac.uk/courses/taught/air-transport-management>

01/09/1995 – 30/06/1997 – Madrid, Spain

**BUSINESS ADMINISTRATION** – UC3M

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<https://www.uc3m.es>

01/09/1989 – 28/02/1994 – Madrid, Spain

**BSC AERONAUTICAL ENGINEERING** – UPM

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<https://www.upm.es/>

## ● WORK EXPERIENCE

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01/09/2016 – CURRENT – Istanbul, Turkey

**ASST. PROFESSOR, RESEARCHER & CONSULTANT** – OZYEGIN UNIVERSITY

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- TEACHING Airline Management and Airline Business Simulation using alternative methods: Flip the classroom, blended learning and project based learning.
- RESEARCH & CONSULTING on Aviation Management with focus on the passenger experience using technology.
- INTERNATIONAL Research Co-operation by creating & developing partnerships with other institutions as well as facilitating the increase of the number of students studying abroad.

01/06/2019 – 31/07/2021 – Porvoo, Finland

**VISITING SCHOLAR** – HAAGA-HELIA UNIVERSITY OF APPLIED SCIENCES

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- TEACHING Airline Management with simulation software and real aviation projects
- RESEARCH on Airports Customer Experience using Technology
- CONSULTING on new Aviation Programme Implementataion in Chonqing (China)

01/09/2013 – 28/02/2016 – Istanbul, Turkey

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**INSTRUCTOR & RESEARCHER – OZYEGIN UNIVERSITY**

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- CREATING a new Aviation Management programme, as a member of the start-up team. This has become among the top programs in the region.
- TEACHING newly created courses using and integrating them into innovative methodologies: Flip the classroom and blended learning.
- RESEARCHING to complete a PhD programme (Feb 2016) on Aviation and Tourism Management with a focus on passenger experience using technology.

01/04/2012 – 30/06/2013 – Beijing, China

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**LECTURER & BUSINESS PARTNER RELATIONS – ESEUNE BUSINESS SCHOOL**

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**INTERNSHIP PROGRAMME**

- Creating and managing the first internship programme of Esuene's campus in China.
- Coaching students on projects at partner companies

**OFF-CAMPUS CLASSES**

- Coaching classes conducted outside campus
- Developing existing and creating new classes

01/09/2010 – 30/03/2012 – Beijing , China

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**PART TIME LECTURER – ESEUNE BUSINESS SCHOOL**

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- Defining and creating OFF-CAMPUS CLASSES
- Class design and [delivery at venues including the Great Wall](#), Forbidden City and at partner company venues.

01/11/2008 – 31/01/2010 – Beiing , China

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**CHINA AIRPORTS PROJECT DIRECTOR – FRAPORT**

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- Developing business on non-aviation revenue at Xian Xianyang international airport
- Developing route plans for airport management tender proposals in China

01/04/2008 – 30/06/2008 – Beijing , China

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**AVIATION COMMERCIAL EXPERT – AIRBUS CHINA**

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- Successfully implementing a new logistic service

01/02/2005 – 31/01/2017 – Madrid, Spain

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**GENERAL MANAGER SPANAIR - INTERNATIONAL SALES – SCANDINAVIAN AIRLINES SYSTEMS (SAS)**

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- Managing Europe, Americas & Africa markets & sales teams
- Developing a 200 million Eur budget while decreasing distribution costs

01/07/2002 – 31/01/2005 – Madrid, Spain

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**PROJECT MANAGER SPANAIR - COMMERCIAL – SCANDINAVIAN AIRLINES SYSTEMS (SAS)**

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- Coordinating IT and commercial teams for the Implementation of the Worldwide E-Ticket
- Defining a solid training plan for a smooth start.

16/01/2000 – 30/06/2002 – Madrid, Spain

## COMMERCIAL ANALYSIS MANAGER – SCANDINAVIAN AIRLINES SYSTEMS (SAS)

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- Transforming raw data into useful commercial information
- Creating and implementing a training program for the sales team

01/11/1998 – 15/01/2000 – Stansted, United Kingdom

## CORPORATE DEVELOPMENT OFFICER – FLS AEROSPACE | SR TECHNICS GROUP

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- Corporate Development

### ● LANGUAGE SKILLS

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Mother tongue(s): **SPANISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C2	C2	C2	C2
<b>FRENCH</b>	C1	B2	B1	B2	A2
<b>CHINESE</b>	A2	A2	A2	A2	A2
<b>TURKISH</b>	A2	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

### ● PUBLICATIONS

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#### The Effect of COVID-Related EU State Aid on the Level Playing Field for Airlines

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Martín-Domingo, L., & Martín, J. C. (2022). The Effect of COVID-Related EU State Aid on the Level P  
<https://doi.org/10.3390/su14042368> – 2022

Martín-Domingo, L., & Martín, J. C. (2022). The Effect of COVID-Related EU State Aid on the Level Playing Field for Airlines. *Sustainability*, 14(4), 2368. <https://doi.org/10.3390/su14042368> - [Video Presentation](#)

<https://youtu.be/4o-HW9xykbg>

#### Applying deep learning models to twitter data to detect airport service quality

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Barakat, H., Yeniterzi, R., & Martín-Domingo, L.  
<https://doi.org/10.1016/j.jairtraman.2020.102003> – 2021

Barakat, H., Yeniterzi, R., & **Martín-Domingo, L.** (2021). Applying deep learning models to twitter data to detect airport service quality. *Journal of Air Transport Management*, 91, 102003. <https://doi.org/10.1016/j.jairtraman.2020.102003> - [Video Presentation Link](#) - [Local Paper Download](#)  
<https://www.youtube.com/watch?v=0pamQCboX0M>

## EU Air Passengers' Rights Past, Present, And Future: In an Uncertain World (Regulation (EC) 261/2004: Evaluation and Case Study)

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Fox, S., & Martín-Domingo, L.  
2020

Fox, S., & **Martín-Domingo, L.** (2020). EU Air Passengers' Rights Past, Present, And Future: In an Uncertain World (Regulation (EC) 261/2004: Evaluation and Case Study) | Journal of Air Law and Commerce. Journal of Air Law and Commerce, 85(2), 271–307. <https://smulawjournals.org/jalc/2020/10/30/eu-air-passengers-rights-past-present-future/>  
[Video presentation Link](#) - [Local Paper Download](#)  
<https://youtu.be/GjUE8ajjLM>

## The Role of Travel Patterns in Airport Duty-Free Shopping Satisfaction: A Case Study from an Australian Regional Airport

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Martín, JC, Martín-Domingo, L Lohmann, G and Spasojevic, B.  
<https://doi.org/10.1016/j.jairtraman.2019.101691> – 2019

Martín, JC, **Martín-Domingo, L** Lohmann, G and Spasojevic, B. (2019) 'The Role of Travel Patterns in Airport Duty-Free Shopping Satisfaction: A Case Study from an Australian Regional Airport'. Journal of Air Transport Management 80: 101691. <https://doi.org/10.1016/j.jairtraman.2019.101691> - [Local Paper Download](#)

## Social media as a resource for sentiment analysis of Airport Service Quality (ASQ)

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Martin-Domingo, L., Martín, J. C., & Mandsberg, G.  
<https://doi.org/10.1016/j.jairtraman.2019.01.004> – 2019

**Martin-Domingo, L.**, Martín, J. C., & Mandsberg, G. (2019). Social media as a resource for sentiment analysis of Airport Service Quality (ASQ). Journal of Air Transport Management, 78, 106–115. <https://doi.org/10.1016/j.jairtraman.2019.01.004> - [Video presentation Link](#) - [Local Paper Download](#)  
<https://youtu.be/ZfCMuNEq2uw>

## EU Enforcement Mechanisms: Passenger Rights EC Regulation 261/2004

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Fox, S., & Martín-Domingo, L.  
<https://repository.uel.ac.uk/item/86wv8> – 2019

Fox, S., & **Martín-Domingo, L.** (2019). EU Enforcement Mechanisms: Passenger Rights EC Regulation 261/2004. Annals of Air and Space Law. <https://repository.uel.ac.uk/item/86wv8> - [Local Paper Download](#)

## Airport Mobile Internet

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Martin-Domingo, L.  
<http://hdl.handle.net/10553/21736> – 2016

**Martin-Domingo, L.** (2016). "Airport Mobile Internet". PhD Thesis. Las Palmas de Gran Canaria University – [Video Presentation Link](#) | [Local Paper Download](#)  
[https://www.youtube.com/watch?v=o1ZAK1H1FTY&list=PLI0o8\\_POXVRiz5lqb23Mc5mWZK5324IAy](https://www.youtube.com/watch?v=o1ZAK1H1FTY&list=PLI0o8_POXVRiz5lqb23Mc5mWZK5324IAy)

## Airport mobile internet and innovation

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Martin-Domingo, L., & Martín, J. C.  
<http://doi.org/10.1016/j.jairtraman.2016.05.002> – 2016

**Martin-Domingo, L.**, & Martín, J. C. (2016). Airport mobile internet and innovation. Journal of Air Transport Management, 55, 102–112. <http://doi.org/10.1016/j.jairtraman.2016.05.002>

## Airport Surface Access and Mobile Apps

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Martin-Domingo, L., & Martin, J. C.  
<http://doi.org/10.3926/jairm.38> – 2015

**Martin-Domingo, L., & Martin, J. C. (2015).** *Airport Surface Access and Mobile Apps*. *Journal of Airline and Airport Management*, 5(1), 1–17. <http://doi.org/10.3926/jairm.38> | [Video Presentation Link](#) | [Local Paper Download](#)  
[https://youtu.be/X1n\\_BXOpaso](https://youtu.be/X1n_BXOpaso)

## Traveler's idle time and the value chain at airports

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Ucler, C., & Martin-Domingo, L. (2015)  
<http://doi.org/10.7603/s40690-015-0013-9> – 2015

Ucler, C., & **Martin-Domingo, L.** (2015). *Traveler's idle time and the value chain at airports*. *Journal of Aeronautics and Space Technologies (Havacilik ve Uzay Teknolojileri Dergisi)*, 8(2). <http://doi.org/10.7603/s40690-015-0013-9>

## ● CONFERENCES AND SEMINARS

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02/07/2019 – 05/07/2019 – Amsterdam (The Netherlands)

### **23rd Air Transport Research Society (ATRS) World Conference (Presenter)**

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3 July 2019. Amsterdam. The Netherlands. 23<sup>rd</sup> Air Transport Research Society (ATRS) Conference. "Applying Deep Learning Models to Twitter Data to detect Airport Service Quality (ASQ)". [Video presentation Link](#)  
<https://www.atrsworld.org/2019>

03/05/2019 – 03/05/2019 – Ozyegin University. Istanbul (Turkey)

### **5th Istanbul Hub Seminar 2019: "Latest Technology Trends in Aviation" (Chair)**

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3-May 2019. Istanbul. Turkey. 5<sup>th</sup> Istanbul Hub Seminar: "Latest Technology Trends in Aviation". *Chair of the Organization Committee* – [www.istanbulhub.org](http://www.istanbulhub.org)

05/07/2018 – 06/07/2018 – Universidad del Mar. Puerto Escondido (Mexico)

### **Multilogs Conference 2018 (Presenter)**

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Multilogs Conference 2018. EU Passengers Rights - 261/2004 - Evaluation through a Case Study. Puerto Escondido (Mexico). (2018, July) - [Video presentation link](#). Research latter published as [Fox, S., & Martín-Domingo, L. \(2020\)](#) - see list of publications

03/05/2018 – 03/05/2018 – Ozyegin University. Istanbul (Turkey)

### **4th Istanbul Hub Seminar 2018: The Air Passenger Experience at Istanbul Hub (Chair)**

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3-May 2018. Istanbul. Turkey. 4<sup>th</sup> Istanbul Hub Seminar. "The Air Passenger Experience at Istanbul Hub". *Chair of the Organization Committee* – [www.istanbulhub.org](http://www.istanbulhub.org)

05/07/2017 – 08/07/2017 – Antwerp (Belgium)

### **21st Air Transport Research Society (ATRS) Word Conference (Presenter)**

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7 July 2017. Antwerp. Belgium. 21st Air Transport Research Society (ATRS) Conference. "Airport Service Quality (ASQ) and Twitter at London Heathrow Airport". [Video presentation Link](#)  
<https://www.atrsworld.org/all-other-years>

26/04/2017 – 26/04/2017 – Ozyegin University. Istanbul (Turkey)

### **3rd Istanbul Hub Seminar: “Air Cargo & Logistic Strategies for Istanbul” (Chair)**

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26-April 2017. Istanbul. Turkey. 3<sup>rd</sup> Istanbul Hub Seminar. “Air Cargo & Logistic Strategies for Istanbul”.  
*Chair of the Organization Committee* – [www.istanbulhub.org](http://www.istanbulhub.org)

14/04/2016 – 14/04/2016 – Ozyegin University. Istanbul (Turkey)

### **2nd Istanbul Hub Seminar: “Airlines Strategies for a New Airport in Istanbul” (Chair)**

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14 April 2016. Istanbul. Turkey. 2nd Istanbul Hub Seminar. “Airlines Strategies for a New Airport in Istanbul”.  
*Chair of the Organization Committee* – [www.istanbulhub.org](http://www.istanbulhub.org)

26/03/2015 – 26/03/2015 – Ozyegin University. Istanbul (Turkey)

### **1st Istanbul Hub Seminar: “How Istanbul plans to become a major aviation center?” (Chair)**

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26 March 2015. Istanbul. Turkey. 1st Istanbul Hub Seminar. “How Istanbul plans to become a major aviation center?”.  
*Chair of the Organization Committee* – [www.istanbulhub.org](http://www.istanbulhub.org)

17/07/2014 – 20/07/2014 – Bordeaux (France)

### **18th Air Transport Research Society (ATRS) World Conference**

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18 July 2014. Bordeaux. France. 18th Air Transport Research Society (ATRS) Conference. “Airport Surface Access and Mobile Apps”. [Video Presentation Link](#) - Paper latter published as **Martin-Domingo, L.**, & Martin, J. C. (2015 - see list of publications  
<https://www.atrsworld.org/all-other-years>

27/06/2012 – 30/06/2012 – Tainan (Taiwan)

### **16th Air Transport Research Society (ATRS) World Conference (Presenter)**

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28 June 2012, Tainan. Taiwan. 16th Air Transport Research Society (ATRS) Conference. “Airport Mobile Internet as an Indicator of Innovation”. Paper latter become part of a PhD Thesis – Martin-Domingo, L. (2016) - see list of publications

<https://www.atrsworld.org/all-other-years>