

**Fields of Interest**

- Aviation Management
- Digital Marketing
- Sustainability

**Education**

- Yıldız Technical University : Marketing (PhD) (2019-...)
- Istanbul Technical University : Management (MBA) (2017-2019)
- Ozyegin University : Aviation Management (2011-2016)

**Languages**

- Turkish - mother tongue
- English - very good

**Academic Experience**

- Ozyegin University, Faculty of Aviation and Aeronautical Sciences, *Instructor* (2022-...)
- Ozyegin University, Faculty of Aviation and Aeronautical Sciences, *Research Assistant* (2017-2022)

**Administrative Positions**

- Ozyegin University, Faculty of Aviation and Aeronautical Sciences, Aviation Management Program Curriculum Committee Member (2020-...)
- Ozyegin University, Faculty of Aviation and Aeronautical Sciences, Professional Pilot Training Program Safety & Compliance Monitoring System Auditor (2019-...)
- Ozyegin University, Faculty of Aviation and Aeronautical Sciences, AABI Assessment Committee Members(2017-...)
- Ozyegin University, Istanbul Hub Seminar Organization Team Member (2017-...)

## **Publications**

### **A. International Journals**

- Çadircı, T. O., Güngör, A. S., & Kılıç, S. (2022). The Voice of the Consumer on sVoD Systems During Covid-19: A Service Opportunity Mining Approach. *International Journal of Marketing, Communication and New Media*, (11).
- Kılıç, S., & Çadircı, T. O. (2021). An evaluation of airport service experience: An identification of service improvement opportunities based on topic modeling and sentiment analysis. *Research in Transportation Business & Management*, 100744.
- Kılıç, S., Uçler, C., & Martin-Domingo, L. (2021). Innovation at airports: a systematic literature review (2000-2019). *Aviation*, 25(3), 220-231.
- Yanikoglu, Ö., Kılıç, S. & Kucukonal, H. (2020). "Gender in the cockpit: Challenges faced by female airline pilots", *Journal of Air Transport Management*, 86. 1-8.

### **B. National Journals**

- Kılıç, S., Yanikoglu, Ö., & Üçler, Ç. (2021). Passengers' Shopping Preferences: A Study of Istanbul Airports. *Journal of Aviation*, 5(2), 265-281.
- Kılıç, S., & Karaoşmanoğlu, E. (2019). Self-Servis Teknolojilerinin Marka Deneyimine ve Müşteri Memnuniyetine Etkileri. *Galatasaray Üniversitesi İletişim Dergisi*, (31), 277-296.

### **C. International Proceedings**

- Ersoz, C., Kılıç, S. & Aldemir, H. O. (2022). Exploring Turkey's Airport Network Structure: A Complex Network Approach. *Proceeding of 6th International New York Conference On Evolving Trends in Interdisciplinary Research & Practices*. 182-187.

### **D. Other**

- Kılıç, S. (2019). The effects of self-service technology-related characteristics on brand experience and customer satisfaction at airports (Master's thesis, Institute of Social Sciences).

## **Certificates**

### **A. Aviation Management Training**

- EASA Part-FCL (2019)
- EASA Part-OPS (2019)

### **B. Quality Management | Compliance Monitoring Management System**

- ISO 9001:2015 Quality Management System & Internal Quality Auditor (2018)