

Lect. EREN SEZGEN

Personal Information

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Education Information

Doctorate, Cranfield University, School of Aerospace, Transport and Manufacturing, Transport Systems, England 2017 - 2020

Post Graduate, Cranfield University, School of Aerospace, Transport and Manufacturing, Air Transport Management, England 2015 - 2016

Under Graduate, Anadolu University, Academy Of Civil Aviation, Department Of Civil Air Transport Management, Turkey 2009 - 2013

Foreign Languages

English, C2 Proficiency

Research Areas

Social Sciences and Humanities, Management, Strategic Marketing and Brand Management

Academic Titles / Tasks

Lecturer PhD, Istanbul Medeniyet University, Faculty Of Tourism, Tourism Management Department, 2020 - Continues

Courses

Mesleki İngilizce, Under Graduate, 2020 - 2021

Sosyal Bilimlerde Araştırma Yöntemleri, Under Graduate, 2020 - 2021

Araştırma Yöntemleri, Under Graduate, 2020 - 2021

Articles Published in Journals That Entered SCI, SSCI and AHCI Indexes

- I. **Voice of airline passenger: A text mining approach to understand customer satisfaction**
Sezgen E., Mason K. J., Mayer R.
JOURNAL OF AIR TRANSPORT MANAGEMENT, vol.77, pp.65-74, 2019 (Journal Indexed in SSCI)

Articles Published in Other Journals

- I. **Study on the Measuring of Consumers' Perception towards the Mobile Marketing Campaigns in Air**

Transportation

Sezgen E.

International Journal of Academic Research in Business and Social Sciences , no.5, pp.117-135, 2015 (Refereed Journals of Other Institutions)

Refereed Congress / Symposium Publications in Proceedings

I. Measuring Airline Passenger Satisfaction and Dissatisfaction through Text Mining

Sezgen E.

Air Transport Research Society (ATRS), Amsterdam, Netherlands, 2 - 05 July 2019

II. A Reliable Customer-based Brand Equity Measure for Airlines

Sezgen E.

Air Transport Research Society (ATRS), Seoul, South Korea, 2 - 05 July 2018

Scientific Refereeing

INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT, Journal Indexed in SSCI, June 2019

Citations

Total Citations (WOS):19

h-index (WOS):1