

# Nedaa Mohamed Ezzat El-Sayed Agami

Faculty of Computers and Information  
Operations Research Department - Cairo University  
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## Education

- Jan. 2013**                      **Ph.D.** – Operations Research and Decision Support Department, Faculty of Computers and Information, Cairo University, Egypt  
**Thesis Title:** A Hybrid Dynamic Framework for Supply Chain Performance Improvement
- July 2008**                      **M.Sc.** – Operations Research and Decision Support Department, Faculty of Computers and Information, Cairo University, Egypt  
**Thesis Title:** Exploiting Machine Learning in Generating Future Scenarios for the Tourism Industry in Egypt
- July 2005**                      **B.Sc.**, Operations Research and Decision Support Department, Faculty of Computers and Information, Cairo University, Egypt  
**Grade:** Excellent with honors, ranked 2<sup>nd</sup>  
**Graduation Project:** Enhanced Courier Assignment System – A Real Life Application at ARAMEX (Arab American Express)
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## Research Interests

Data Mining, Advanced and Predictive Analytics, Business Intelligence, Performance Measurement, Systems Thinking, Simulation and Modeling, Strategic Management, Supply Chain Management, Forecasting, Optimization, Project Management, Production and Operations Management, Futures Studies and Research, Business Process Management and Management Sciences in general.

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## Employment and Professional Experience

- Feb. 2013 – Present**            **Lecturer:** Operations Research and Decision Support Department, Faculty of Computers and Information, Cairo University
- Feb. 2015 – April 2015**      **Senior Lecturer:** Information Technology Institute - ITI  
**Responsibilities:** Give intensive courses on Business Statistics and Data Mining: Theory and Industry Applications

**July 2008 – Jan. 2013**

**Assistant Lecturer:** Operations Research and Decision Support Department, Faculty of Computers and Information, Cairo University

**Responsibilities:** Teaching, Grading, Lab and Recitation Teaching and Preparing Assignments and Exams and Questionnaires for Evaluating Courses

**Other Responsibilities:** Assisting in defining the departmental mission and conducting a departmental SWOT analysis for the Department of Decision Support at the Faculty of Computers and Information – Cairo University

**Oct. 2006 – Dec. 2009**

**Graduate Research Assistant:** Center of Excellence of Data Mining and Computer Modeling (CoE), Egyptian Ministry of Communication and Information Technology

Working as a research assistant in the project: Data Mining for improving Tourism Industry Revenue in Egypt

**Responsibilities:**

- Developing and enhancing long-range, i.e. futures studies, planning tools for studying and analyzing the possible impacts of some wildcards on future trends in the tourism industry as well as other industries
- Generating a monthly report for the Ministry of Tourism (MoT) on the impact of the financial crisis on tourist arrivals and nights
- Preparing a number of state of the art surveys and technical reports

**May – August 2006**

**Assistant:** Assisted in preparing Simulation 1 & 2 and Decision Support Systems e-Learning Courses – Avicenna e-Learning Development Center, Cairo University

**Responsibilities:**

- Develop and enhance long-range, i.e. futures studies, planning tools for studying and analyzing the possible impacts of some wildcards on future trends in the tourism industry as well as other industries
- Generate a monthly report for the Ministry of Tourism (MoT) on the impact of the current financial crisis on tourist arrivals and nights
- Prepare a number of state of the art surveys and technical reports

**Sept. 2005 – June 2008 Teaching Assistant:** Operations Research and Decision Support Department, Faculty of Computers and Information, Cairo University

**Responsibilities:** Teaching, Grading, Lab and Recitation Teaching and Preparing Assignments and Exams and Questionnaires for Evaluating Courses

**Teaching Courses:** Introduction to Systems Thinking and Decision Support, Linear, Non Linear, Multi-Objective and Integer Programming, Futures Studies and Research, Forecasting, Software Packages in Operations Research, Production and Operations Management, DSS Applications, Crisis and Risk Management, Mathematics 1, 2 & 3 and Statistics 1 & 2

**Other Responsibilities:** Assisting in graduation projects and Participating in developing the Decision Support Program Specification as well as the curriculum and specification documents of six courses; Optimization Techniques, Risk Management, Introduction to Systems and Decision Support, Quantitative Models for Services, Geographical Information Systems for Decision Support, Inventory Control and Production Management

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## Refereed Publications

- M. Saleh, **N. Agami**, A. Omran (2007). A Futures Studies Tool to Anticipate the Impacts of Wildcards on the Future of the Tourism Industry in Egypt. Faculty of Computers and Information, Cairo University. Proceedings of the 5<sup>th</sup> International Conference on Informatics and Systems – INFOS 2007.
- **N. Agami**, M. Saleh, A. Omran, H. El-Shishiny. An Enhanced Approach for Trend Impact Analysis. Journal of Technological Forecasting and Social Change, Volume 75, No. 9, pp. 1439-1450. Science Direct, **Elsevier** – November 2008.
- **N. Agami**, M. Saleh, A. Omran, H. El-Shishiny. A Futures Studies Tool to Anticipate the Impacts of Wildcards on the Future of the Tourism Industry in Egypt. International Journal on Artificial Intelligence and Machine Learning. The International Congress for Global Science and Technology. ICGST-AIML Journal, Volume 8, Special Issue on Computational Methods for the Tourism Industry, pp. 9-14, 2008.
- M. Saleh, **N. Agami**, A. Omran, H. El-Shishiny. A Survey on Futures Studies Methods. Faculty of Computers and Information, Cairo University. Proceedings of the 6<sup>th</sup> International Conference on Informatics and Systems – INFOS 2008.

- A. Omran, M. Saleh, **N. Agami**, H. El-Shishiny, H. A. Hassan, and I. El-Khodary. The Integration of Strategic Planning and Futures Studies: Theoretical Justification. Faculty of Computers and Information, Cairo University. Proceedings of the 6<sup>th</sup> International Conference on Informatics and Systems – INFOS 2008.
- **N. Agami**, A. Atiya, M. Saleh, H. El-Shishiny. A Neural Network based Dynamic Forecasting Model for Trend Impact Analysis. Volume 76, No. 7, pp. 952-962. Science Direct, **Elsevier** – September 2009.
- A. Omran, M. Saleh, **N. Agami**, H. El-Shishiny. An Intelligent DSS to Anticipate the Impacts of Wildcards on the Tourism Industry in Egypt. In Proceedings of ISDA, pp. 935-940 – 2010.
- **N. Agami**, M. Saleh, H. El-Shishiny. A Fuzzy Logic based Trend Impact Analysis Method. Journal of Technological Forecasting and Social Change, Volume 77, No. 7, pp. 1051-1060. Science Direct, **Elsevier** – September 2010.
- **N. Agami**, M. Saleh, M. Rasmy. A Hybrid Dynamic Framework for Supply Chain Performance Improvement. **IEEE Systems Journal**, Volume 6, No. 3, pp. 469 – 478, December 2011.
- **N. Agami**, M. Saleh, M. Rasmy. Hybrid Dynamic Approach for Supply Chain Performance Improvement: A Success Story in Telecommunications Industry. Proceedings of Manufacturing and Service Operations Management (MSOM) Conference 2012.
- **N. Agami**, M. Saleh, M. Rasmy. An Innovative Fuzzy Logic based Approach for Supply Chain Performance Management. **IEEE Systems Journal**, [Available Online] – November 2012.
- **N. Agami**, M. Saleh, M. Rasmy. Taxonomy of Literature on Supply Chain Performance Improvement: Review and Classification. Journal of Organizational Management Studies, [Available Online] – September 2012.
- **N. Agami**. Performance Measurement and Improvement: Hybrid Optimization-based Approach for Supply Chains. LAP LAMBERT Academic Publishing, **BOOK**, October 2013.

## Relevant Skills

**Computer Skills**      **Operating Systems:** Windows 98, XP, 2000, 7, 8 and Vista

**Software Packages:**

- Microsoft Office (MS): Word, Excel, Power point and Visio
- Project Management Packages: Primavera and MS Project

- Statistical Packages: SPSS, SPSS Modeler, SAS Enterprise Miner and Minitab
- Simulation Packages: Powersim, Crystal ball 2000 Pro., ARENA and Simul8
- Programming Languages: R-Language, MATLAB and Java

**Language Skills**     **Arabic:** Native Language  
**English:** Fluent spoken and written  
**TOEFL iBT exam score:** 106/120 – **Dated:** 11 October, 2008  
**French:** Fair

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## Honors and Awards

- Best PhD Thesis Award – Faculty of Computers and Information, Cairo University – 2014
  - Certificate of Appreciation for being a distinguished guest speaker – MBA Class, School of Business, Department of Management, AUC – 2013
  - Nominated and selected for inclusion in: Who’s Who in Science and Engineering - 13<sup>th</sup> Edition, 2013 – 2014
  - **“Super Trooper”** award for excellence in delivering a Multi-SIM users identification model, Vodafone Egypt – 2012
  - **“Super Trooper”** award for linking NPS to Business Performance, Vodafone Egypt – 2012
  - **“Ana Innovative”** award for developing X-net Regional model, Vodafone Egypt – 2011
  - Nominated and selected for inclusion in: Who’s Who in Science and Engineering - 11<sup>th</sup> Edition, 2011 – 2012
  - Best Master Thesis Award – Faculty of Computers and Information, Cairo University – 2009
  - Cairo University Researchers Publication Encouragement Prize – 2012
  - Cairo University Researchers Publication Encouragement Prize – 2011
  - Cairo University Researchers Publication Encouragement Prize – 2010
  - Cairo University Researchers Publication Encouragement Prize – 2009
  - Cairo University Researchers Publication Encouragement Prize – 2008
  - Certificate for the merit of excellent teaching performance from the Department of Operations Research and Decision Support, Faculty of Computers and Information, Cairo University – 2007
  - Honours Degree, B.Sc. – Ranked 2<sup>nd</sup>, Faculty of Computers and Information, Cairo University – 2005
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## Training and Workshops

<b>Feb. 2014</b>	The Vodafone Way of Marketing – Oxford Strategic Marketing
<b>Sept. 2012</b>	Actionable Insights – Brand Learning Institution
<b>Mar. 2012</b>	From Information to Insights – AC Nielsen, Egypt
<b>Feb. 2012</b>	Advanced Predictive Modeling using Logistic Regression (PMLR): SAS Enterprise Miner – Intelliknowledge
<b>Oct. 2011</b>	Mastering Innovation – Future Think Institute (FTI)
<b>Mar. 2011</b>	Marketing Research Orientation Program – AC Nielsen, Egypt
<b>May 2010</b>	SAS Programming Essentials – Vodafone Egypt, Marketing Dept.
<b>Jan. 2010</b>	Business Simulation – Vodafone Egypt, Marketing Dept.
<b>Dec. 2009</b>	Strategic Marketing and Portfolio Management – Vodafone Egypt, Marketing Dept.
<b>Summer 2007</b>	Train of Trainers (ToT) – Workshop on Decision Support Systems (DSS), University of Cologne, Germany – Tempus Project, EU.
<b>Summer 2002</b>	Vodafone Egypt – IT Dept.

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## Conferences

1. The 5<sup>th</sup> International Conference on Informatics and Systems: **INFOS 2007** – Faculty of Computers and Information, Cairo University.
  2. The 6<sup>th</sup> International Conference on Informatics and Systems: **INFOS 2008** – Faculty of Computers and Information, Cairo University.
  3. **3<sup>rd</sup> Annual Regional** Conference: Daman National Health Insurance Company 2009 – Abu Dhabi, UAE.
  4. **Teradata PARTNERS** Conference 2010 – San Diego, California.
  5. **Teradata Users Group** Conference 2010 – Cairo, Egypt
  6. **EPS Hebei International** Forum on Economy and Trade 2011 – Shijiazhuang, China
  7. **INFORMS MSOM** Conference 2012 – Columbia University, New York
  8. **Customer Segmentation and Insights in Telecoms** Conference 2013 – UK, London
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