

SERKAN TURKELI

EDUCATION

- 2007 – 2011(Expected) **PhD**
Istanbul Technical University, Institute of Science and Technology, Management Engineering (Organization Theory)
- Thesis “Micro-Macro Agents and Structure Interaction in Formation and Change of an Institutional Field: Turkish Private Hospital Field”. Supervisors: Mehmet Ercek, Fatma Kusku Akdogan and Sukru Ozen.
- 2004 - 2006 **MSc**
Istanbul Technical University, Institute of Science and Technology, Management Engineering (Management)
- Thesis “Teachable Leadership Model and an Application to Turkish Private Sector”. Supervisors: Mehmet Ercek, Idil V. Evcimen.
- 2000 – 2004 **University of Bahcesehir, Faculty of Engineering, Computer Engineering**
- “Linux Device Driver Development: Mouse Driver”. Supervisors: Gorkem Cetin

ACADEMIC WORK EXPERIENCE

- January 2010- **Lecturer in Computer Engineering, Istanbul Technical University**
May 2011- **Visiting Scholar, Eindhoven University of Technology (Information Systems)**
May 2009- June 2011 **Lecturer in Healthcare Management, Acibadem University**

RESEARCH INTEREST

My research primarily focuses on the intersections of three topics:
(1) Strategic management of the firm and configuration of the bundle of resources, business processes and capabilities (resource based view), (2) Organization theory, and (3) Management of technology.

PUBLICATIONS

- Refereed Journals **[3]*Turkeli, S., Ercek M. (2010) “Designing a Capability-Focused Strategic Management Model for a Turkish Public Hospital: Learning from Failure”** Systemic Practice and Action Research, Vol.23(5),p.353-370(DOI: 10.1007/s11213-009-9163-7)
- Under Review **[2]Turkeli, S. “An IT approach proposal to improve the communication quality between doctor and foreign patient”** Travel Medicine (submitted)
- [1] Turkeli, S. “Institutional Field Fashion: JCI Accreditation as a Management Fashion”** (To be submitted to International Journal for Quality in Health Care)
- Paper presented at international congress, conference or symposium, and published as full text in **[3]Kan Z., Şahin H. *Türkeli, S., “A Model Proposal For Measuring The Performance Of Nurses In The Specialized Nursing System”,** the paper presented at the annual meeting of 2nd **International Congress on Quality and**

proceedings

Performance in Healthcare, Antalya, 2010, p.3-11

[2]*Turkeli, S., Sahin H. “How can we improve the communication quality between doctor and foreign patient?” the paper presented at the annual meeting of 22nd EFMI(European Federation for Medical Informatics)Antalya, 2010 p.170-181

[1]Turkeli, S. “Distance Learning System, Using Scarce Resources More Efficiently” the paper presented at the annual meeting of **Biltek(Science and Technology) Congress**,Eskisehir, 2005

Paper presented at national congress, conference or symposium, and published as full text in proceedings.

[9] Türkeli, S., Özçelik G. “Brand Community as a Strategy: Case Study Harley Owners Group-HOG”, 19th Management and Organisation Congress, Canakkale, 2011

[8] Türkeli, S. “Organizational Quality Measurement: War Or/And Peace Of General And Special To Organization Indicators”, 9th Health Management Congress Cyprus,2011

[7] Türkeli, S., Ölmez, F and Saatçioğlu, B. “Analysis of Turkey Current Medical Tourism Strategy”, 9th Health Management Congress Cyprus,2011

[6] Türkeli, S., Kilic, G., Kacar, S., Pekpostalci, O. “Physiotherapy and Rehabilitation as A Profession: The Composition Of The Profession and Defining Specializations For The Future Of Profession” 3rd Physiotherapy Congress, Istanbul, 2011

[5]Türkeli, S. “Leadership Skills : Do we need them for Dynamic capability?”, 18th Management and Organisation Congress, Adana, 2010, p.490-499

[4]Türkeli, S. “Does JCI Accreditation a Management Fashion?”, 8th Health Management Congress, Muğla,2010, p.62-73

[3]Turkeli S. “The Accreditation Claim Building of the JCI Accredited Hospitals: Discourse analysis of Turkish Health Sector” 7th Health Management Congress, Cyprus, 2009, p. 274-83

[2]Turkeli, S. “Proposal for Business Intelligence as Decision Support System in Healthcare Organizations” 6th TurkMIA (Turk Medical Informatics) Congress, Antalya, 2008,p.7-16

[1]*Turkeli, S.,Ozalp, H., Bas, S., Akal, U. “Developing Strategic Management Model Based On Balanced Scorecard And An Application To Vakif Gureba Hospital: Action Research”, 6th Health Management Congress, Bodrum, 2008, p. 79-95

Book published at national level.

Turkeli, S., “Flash MX 2004”, Pcworld Turkey, 2003

Contributions to national or local written or visual media.

[6] “A Story and A method”, [5] “Explorer and Alternatives”, [4] “How Hackers Hack Bank Accounts”, [3] “Popular Hacking Methods” , [2] “Can Microsoft Listen You?”, [1] “Suse 10.0” Pcworld Turkey

OTHER WORK EXPERIENCE

August 2008

Innova (Deloitte Technology Fast 50 Turkey 2006, 2007 Winner), Business

-February 2009	Intelligence Solutions Consultant
July 2007 - February 2008	MKK(Central Registry Agency Inc., Team Member of Technology Award Project), System Development Consultant
February 2008 - August 2008	Calik Holding, System Development and Risk Consultant
March 2005 - May 2006	Armagan Kimya, Management and Reengineering Consultant
January 2003 - February 2004	Pcworld Turkey
July 2003 - October 2003	Havelsan(Leading Software Company in Turkey, Team Member of First CMMI Level 3 Certification in Turkey), Software Engineer

AWARDS & HONORS& CERTIFICATES RECEIVED

April 2008	Best Paper, Health Management Association
May 2008	Financial Management, The Association of Capital Market Intermediary Institutions of Turkey
April 2005	Microsoft Certified Systems Engineer (MCSE), Netron
June 2000-June2009	High Honors (Academic Excellence Award), Bahcesehir University, Istanbul Technical University
April 2001-June1004	Leadership, IT Project Management, Capital Market, Bahcesehir University
	Grants and scholarships for research and study
	<ul style="list-style-type: none"> ▪ Spread of Management Fashions in Peripheral Business Systems: The Role of Turkish Groups in Consuming, Adopting and Diffusing Six Sigma, (The Scientific and Technological Research Council of Turkey) 2008-2010.

TEACHING EXPERIENCE

[6]Philosophy of Management Science, [5]Strategic Management, [4]Introduction to Healthcare Management, [3]Introduction to Business Undergraduate Healthcare Management(HCM)Major Course, [2]Managerial Skill Development, Graduate Nursing Major Course [1]Advanced Management Approaches for Healthcare Managers, Undergraduate, Graduate HCM Course
Taught at University of Acibadem

Introduction to Computer Information Systems, Undergraduate for all Engineering Major Course, Undergraduate HCM Major Course
Taught at Istanbul Technical University
University of Acibadem

Management Information Systems, Graduate, Major Course
Taught at Istanbul Technical University
Taught professionals from Turkey's top 500 companies(121 of them)

Intermediate Excel, Advanced Excel, Data Analysis by Using Excel, Presentation Skill Development, Computer Security, Business Intelligence
Taught professionals from Turkey's top 500 companies(121 of them)

INFORMATION TECHNOLOGY SKILLS

Business Intelligence Oracle BI(Business Intelligence), Siebel, Targit
Project Management MS Project, MS Visio, Mindjet
Software Development Delphi, C++, SQL
Software Engineering Allfusion Erwin Data Modeller, TOAD, JIRA

LANGUAGES

Turkish (native), English (bilingual), German (basic)

REFERENCES

Prof. Sukru Ozen(TODAIE, sozen@todaie.gov.tr),
Prof. Burc Ulengin(Istanbul Technical University, ulenginbur@itu.edu.tr),
Associate Prof. Hajo Reijers(Eindhoven Technology University, H.A.Reijers@tue.nl)
Prof. Pekka Ruotsalainen(THL, pekka.ruotsalainen@thl.fi)