

Sena KILIÇ

A: Ozyegin University, Istanbul / Turkey

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EDUCATION

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|--|-------------|
| • Yıldız Technical University , Istanbul, Turkey Ph.D. in Marketing | 2019 - 2025 |
| • Istanbul Technical University , Istanbul, Turkey MBA in Management | 2017-2019 |
| • Ozyegin University , Istanbul, Turkey B.Sc. in Aviation Management | 2011-2016 |

ACADEMIC POSITIONS

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|---|-----------|
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences , Istanbul, Turkey Lecturer | 2022-... |
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences , Istanbul, Turkey Research Assistant | 2017-2022 |

ADMINISTRATIVE DUTIES

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| • Ozyegin University - University Level Member of Curriculum Committee | 2023-... |
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences – Program Level Aviation Management Program Curriculum Committee Member | 2020-.. |
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences – Faculty Level Professional Flight Program Safety & Compliance Monitoring System Internal Auditor | 2019-2024 |
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences – Program Level Aviation Management Program AABI Assessment Coordinator | 2019-... |
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences – Faculty Level Accreditation Committee Member | 2017-... |
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences – Program Level Aviation Management Program Accreditation Committee Member | 2017-... |
| • Ozyegin University, Faculty of Aviation and Aeronautical Sciences – Faculty Level Istanbul Hub Seminar Organization Team Member | 2017-... |

SCIENTIFIC RESEARCH

JOURNAL PAPERS

- Yanıkoglu, Ö., Kılıç, S., & Üçler, Ç. (2024). Organizational Resilience and The Airline Industry: A Qualitative Study. *Journal of Research in Business*, 9(2), 300-334.
- Kılıç, S., & Enginkaya, E. (2024). Uncovering airline service quality dimensions from passengers' online reviews: A text mining approach to validate and extend Servqual. *Business & Management Studies: An International Journal*, 12(3), 492-504.
- Ersoz, C., Kilic, S., & Aldemir, H. O. (2022). Analysis of Turkey's airport network structure and centrality in the opening-out period after the first wave of COVID-19: A complex network approach. *Case Studies on Transport Policy*, 10(4), 2506-2518.
- Kiliç, S., & Çadirci, T. O. (2022). An evaluation of airport service experience: An identification of service improvement opportunities based on topic modeling and sentiment analysis. *Research in Transportation Business & Management*, 43, 100744.
- Çadirci, 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., Üçler, Ç., & Martin-Domingo, L. (2021). Innovation at airports: A systematic literature review (2000–2019). *Aviation*.
- Kılıç, S., Yanıkoglu, Ö., & Üçler, Ç. (2021). Passengers' Shopping Preferences: A Study of Istanbul Airports. *Journal of Aviation*, 5(2), 265-281.
- Yanıkoğlu, Ö., Kılıç, S., & Küçükönel, H. (2020). Gender in the cockpit: Challenges faced by female airline pilots. *Journal of Air Transport Management*, 86, 101823.
- Kılıç, S., & Karaosmanoğlu, E. (2019). Self-servis teknolojilerinin marka deneyimine ve müşteri memnuniyetine etkileri. *Galatasaray Üniversitesi İletişim Dergisi*, (31), 277-296.

PROCEEDINGS

- Bicici, Halil Doğan., & Kilic, Sena. (2025). The Effect of Gamification and Reward Systems on Passenger Behavior in Airport Mobile Applications. *11. Yıldız Uluslararası Sosyal Bilimler Kongresi*.
- Kilic, S., & Kucukonal, H. (2024). The Evolution of Airport Sustainability Research: A Bibliometric Analysis. Paper presented at *the IX Congress of the Iberoamerican Air Transport Research Network (RIDITA)*.
- Kilic, S., & Enginkaya, E. (2023). Havayolu Sektöründe Algılanan Hizmet Kalitesi Boyutları: Çevrimiçi Müşteri Yorumlarının Analizi. *10. Yıldız Uluslararası Sosyal Bilimler Kongresi*.
- Havle, C. A., Kilic, S., & Ucler, C. (2023). Modernizing data and cloud practices: A review and model proposal for future studies. In *2023 IEEE International Conference on Engineering, Technology and Innovation (ICE/ITMC)* (pp. 1-7). IEEE.
- Kiliç, S., & Yanıkoğlu, Ö. P. (2023). Breaking The Barriers: an Analysis of Diversity, Equity, And Inclusion Strategies In The Global Aviation Industry. *Tourism in Southern and Eastern Europe...*, 7, 189-199.
- Ersoz, C., Kilic, 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.

BOOK CHAPTERS

- Yanikoglu, Ö. P., Kılıç, S., & Küçükönel, H. (2023). A Systematic Literature Review Examining Factors that Hinder Women's Involvement and Advancement in the Aviation Industry. *Women in Aviation: Management, Talent and Empowerment During Crisis Era*, 13-28.
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TEACHING

- Airline Marketing (Undergraduate level)
 - Sustainability in Aviation (Undergraduate level)
 - Diversity, Equity and Inclusion in Aviation (Undergraduate level)
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