

CURRICULUM VITAE

Dr.oec.HSG Syarifa Hanoum



PERSONAL DATA

NAME: Syarifa Hanoum
DATE OF BIRTH: January 6, 1980
NATIONALITY: Indonesia

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CURRENT OCCUPATION: **Head of Department,**
Department of Business and Management
Sepuluh Nopember Institute of Technology (ITS), Indonesia
<https://www.its.ac.id/mb/>
Associate (adjunct),
Decision Sciences and Modelling Program, & Law and Economics program
Victoria University
Australia, <https://www.vu.edu.au>

EDUCATION: **2018 PhD in Management**
Specialization in Accounting & Controlling/Performance Management)
Universität St. Gallen (HSG) Switzerland
Doctoral Thesis: Manufacturing performance measurement system
using network data envelopment analysis: Bridging operations
research and management accounting
2009 – Professional Certification
Certified Strategic Execution Professional (CSEP)
2005 – Master of Engineering
Master Program in Industrial Engineering and Management
Sepuluh Nopember Institute of Technology (ITS) Indonesia
Master Thesis: Analyzing the Impact of fishery policy towards
economic growth and regional productivity
2001 – Bachelor of Engineering
Undergraduate Program in Industrial Engineering
Sepuluh Nopember Institute of Technology (ITS) Indonesia

CAREER HISTORY

2020 – 2024	Department of Business Management, ITS Job Title: Head of Department Core responsibilities: <ul style="list-style-type: none">▪ Strategic directions of academic, research, and partnership programmes in the department level.▪ Quality assurance of academic and non academic programmes.▪ Managing, directing, supervising, and coaching academic and non-academic staff in the department.
2016 to current	Victoria University, Australia Job Title: Associate Core responsibilities: Conducting joint research and co-authorship under the department of Decision Sciences and Modelling Program, & Law and Economics program
2011 – 2012	Department of Industrial Engineering, ITS Job Title: Deputy Head of Department Core responsibilities: <ul style="list-style-type: none">▪ Planning departmental budget, controlling cost and expenditure.▪ Providing reviews and approvals on departmental programs related to the budget and cost.▪ Managing, directing, supervising, and coaching non academic staff in the department.▪ Supporting the head of department on conducting planning, organizing, executing, and controlling on the departmental resources and programs.
2005 to current	Institut Teknologi Sepuluh Nopember (ITS) Job Title: Lecturer Core responsibilities: Developing modules, teaching undergraduate and graduate courses, and researching in the areas of: Performance Management, Strategic Management, Organization Theory, Human Resources Management, Engineering Economics, Project Management, Cost Accounting, Introduction to Business and Management, and Business Communication
2005 – 2009	Vocational Education on Computer Applications Job Title: Deputy Chairperson Core responsibilities: <ul style="list-style-type: none">▪ Budget planning and cost controlling.▪ Directing, supervising, and coaching non academic staff.▪ Assisting the chairperson on the planning, organizing, executing, and monitoring resources and programs of the organization.
2005 – 2012	LPB Business Development Services Job Title: Vice Chairperson Core responsibilities: Facilitating the adoption of technology and management system for Small and Medium Enterprises (SMEs) in East Java Indonesia
2003 – 2004	TRANE Indonesia Job Title: Engineer assistant Core responsibilities: <ul style="list-style-type: none">▪ Selecting HVAC (heating, ventilating, and air conditioning) equipments based on technical specifications provided by customer.▪ Pricing system of the HVAC equipments

2001 – 2002

Toyota Indonesia

Job Title:

Human resources development staff

Core responsibilities:

Training need analysis, developing training matrix and training evaluation system

RECENT PUBLICATIONS

- Hanoum, S., 2020. Manufacturing enterprise performance using Network DEA: A profitability and marketability framework. *International Journal of Business Excellence (Accepted)*.
- Hanoum, S., & Islam, S.M.N., 2020. Linking performance measurements and manufacturing process improvements: the two-stage analytical framework. *International Journal of Process Management and Benchmarking (Accepted)*.
- Hanoum, S., Putri, A.A., Syafitri, A.N., 2020, Two-stage DEA analysis for measuring the performance efficiency of creative industry in East Java, *Advances in Economics, Business and Management Research*, 135 (1), 19-26.
- Hanoum, S., Ilmi, S.H., Nasution, A.H., 2019. Designing the human resource performance measurement of a State Owned Company, *The 3rd International Conference Postgraduate School (ICPS 2019), Surabaya, Indonesia*.
- Hanoum, S., Nasution, A.H, 2018, Identifying the critical process of maintenance, repair and overhaul (MRO) using process-based performance measurement framework. *Performance Management Association International Conference, Warsaw, Poland*.
- Hanoum, S., Islam, S.M.N, Nasution, A.H, 2018, A two-stage analytical performance measurement framework. *Performance Management Association International Conference, Warsaw, Poland*.
- Hanoum, S., Nasution, A.H, 2018, Process-based performance measurement with Network Data Envelopment Analysis, *The 5th GLOBAL Advanced research conference on management and business studies*, Bangkok, Thailand.
- Hanoum, S., & Islam, S.M.N., 2015, Linking performance measurement to manufacturing process via Network Data Envelopment Analysis, *8th Conference on Performance Measurement and Management Control*, Nice, France.
- Hanoum, S., & Islam, S.M.N., 2015, Network Data Envelopment Analysis for measuring efficiency of national education system, *13th International Conference on Data Envelopment Analysis*, Braunschweig, Germany.
- Hanoum, S., & Hardi, 2015, SMEs decision making on e-business application: The influence of social factor, *The International Journal of Business & Management*, Vol 3 Issue 2, February, 2015.
- Hanoum, S., February, 2015, System dynamics based performance measurement to support strategy execution: Insights from a case study, *International Conference of Industrial Engineering and Service Sciences*, Indonesia, August 2013.

HISTORY OF CONSULTANCY/TRAINING PROJECTS

2020 – 2021	Development of “Certified Business Analysis Professional” E-Training Module Source of funding: PT PJB Services Team : Hanoum, Sinansari, etc
2018 – 2018	Strategy development of one-village-one-product (OVOP) in Kotamadya Surabaya Source of funding: Bappeko Kotamadya Surabaya Team : Hanoum, Hardi, Ardiantono
2018 – 2018	Project Management (Basic) with Ms. Project Applications Team : Hanoum, Priyonegoro
2015 – 2016	Performance measurement of Intravenous Device Sets production process in PT. Otsuka Indonesia Source of funding: DIKTI Team : Hanoum
2011 – 2012	Aligning performance measurement system of Corporate Shared Service (CSS) to business strategy Source of funding: PT. Pertamina Oil & Gas Team: Hanoum, Effendi
2011 – 2012	Risk Assessment of packing Plant Construction Project by using ISO 31000 and Value at Risk (VaR) Method Source of funding: PT. Semen Gresik Team: Suwignjo, Hanoum, Kusuma
2011 – 2012	Aligning Human Resource to the performance measurement system Source of funding: PT Telekomunikasi Indonesia Team: Hanoum, Indra
2010 – 2011	Executive compensation in cement industry Source of funding: PT Telekomunikasi Indonesia Team: Hanoum, Gunani, Latiffianti
2010 – 2011	Developing Organizational and Individual Performance Measurement System Source of funding: Ministry of National Education, Republic of Indonesia Team: Hanoum, Pratiwi, Suwignjo, Rusdiansyah.
2010 – 2011	Developing e-marketplace technology to enlarge the potential markets of metal-based SMEs in East Java, Indonesia. Source of funding: <i>A grant for Collaborated Research between government and universities, Republic of Indonesia</i> Team: Hanoum, Rusdiansyah, Labiba

TRAINING EXPERIENCES

- Balanced Score Card Master Class Training (GML Performance, 2010)
- Certified Strategic Execution Professional (GML Performance, 2009)
- Workshop on Case-Based Learning (Industrial Engineering Department ITS, 2007)
- Training for University Lecturer (P3AI ITS, 2005)
- Engineering Profession Development Course (Indonesian Engineer Association, 2003)
- Workshop of Project Management and Problem Solving/Decision Making (Indonesian Engineer Association, 2003)
- GSM Technology Training (PT Excelcomindo Pratama, 2003)

TEACHING EXPERIENCES

Performance management, Employee performance management and reward system, strategic Management, Organization design, Human resources management, Project management with Ms. Project applications, Engineering project management, Introduction to business and management, Business communication, Engineering Economics, Cost Analysis and Estimation, Operation research, Statistics, Business creation project

LANGUAGES

- Indonesian: Mother language
- English: Proficiency
- German: Basic

SOFTWARES

- Microsoft office
- Statistics: SPSS, Statistics with Ms. Excel
- Mathematical programming: Lingo, MAX DEA
- Simulation: Vensim