



Academic Personnel Short Profile / Short CV

University:	Neapolis University Pafos
Surname:	Klada
Name:	Nikoletta
Rank/Position:	Lecturer
Faculty:	School of Economics, Business and Computer Science
Department:	Economics, Business and Administration
Scientific Domain: *	Tourism, Hotel Management, Hospitality, Digital Transformation

** Field of Specialization*

Dr. Nikoletta E. Klada is an experienced Tourism Education Professional with a deep understanding of the Greek and international tourism industry. She holds a PhD from the University of Piraeus, specialising in digital transformation and hospitality management, an MBA in Tourism Management, and a B.Sc. in Tourism Business Administration.

She has extensive professional experience in the private sector, having served as Front Office Manager at a high-profile hotel, Reservations Manager for hospitality businesses in Mykonos and Santorini, as well as over five years of experience in the first tourism cluster in Greece. She is a certified adult trainer in theoretical and technical hospitality subjects (Rooms Division, Front Office, Food & Beverage, ERP Filoxenia Prosystems, Hotelizer) with a total of over 1,000 training hours delivered.

She has an active research presence with publications in international journals (Springer, MDPI) and participation in funded research programmes (HFRI). Her research interests include Tourism, Tourism Management, Hotel Clustering, Digital Transformation, Big Data and the Internet of Things. She holds specialised expertise in Social Media Marketing, E-Commerce, Project Management and business cluster networking and synergies.

She is fluent in English (C2) and German (C1), and has working knowledge of Greek Sign Language (B2).



Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title (Optional Entry)
Doctor of Philosophy (PhD) Business & International Studies	2026	University of Piraeus, Greece	Department of Business Administration and Management	
MBA, Tourism Management	2012	University of Piraeus, Greece	Department of Business Administration	
Bachelor's Degree (BSc) Tourism Business Management,	2005	TEI of Lamia (Amfissa Campus), Lamia, Greece	School of Administration & Economics	



Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
09/2026	Today	Neapolis University Pafos	Pafos, Cyprus	Lecturer
10/2023	10/2025	TouKBaSEED (Tourism Knowledge Base for Socio-Economic and Environmental Data Analysis) – Co-funded project, HFRI funding	Pireaus, Greece	Specialized Researcher
10/2022	07/2023	Research Centre, University of Piraeus	Pireaus, Greece	Auxiliary Teaching Staff

Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)

Ref. Number	Year	Title	Other authors	Journal and Publisher / Conference	Vol.	Pages
1	2025	Bridging Visitors' and Residents' Perspectives in Destination Planning: A Sustainability and Governance Case Study of Piraeus Port	Georgopoulos N., Katsanakis I., Kopanaki E., Varelas S., Stroumpoulis A., Anastasopoulos I., Konstantopoulou C., Tsoupros G.	Tourism and Hospitality, MDPI, ISSN 2673-5768	6	196
2	2024	Digital Transformation through Big Data: Application in the Hotel Industry with the Goal of Creating Business Value	Kopanaki E., Georgopoulos N.	Honorary Volume in Honor of Emeritus Professor L. Chitiris, University of Piraeus		242–249
3	2024	Internet of Things (IoT) a Trending Technology: Transforms the Hospitality Industry. Case Study: W Costa Navarino	Georgopoulos N.	Business Analytics and Decision Making in Practice, ICBAP 2024, Springer, Cham		1–12
4	2024	Management of sustainable tourism in tourist destinations-ports. Case study: Piraeus port	Anastasopoulos I., Georgopoulos N., Katsanakis I., Konstantopoulou C., Kopanaki E., Stroumpoulis A., Tsoupros G., Varelas S.	WIT Transactions on Ecology and the Environment, WIT Press	263	23–35
5	2023	Information Systems in Sustainable Hospitality and the Creation of Business Value	Stroumpoulis A., Varelas S., Georgopoulos N.	ENTRENOVA '23, Dubrovnik		

6	2023	Digital Transformation through IoT – An Initial Approach	Georgopoulos N.	Honorary Volume in Honor of Emeritus Professor I. Sorros, University of Piraeus		
7	2023	Strategic Management & Digital Transformation in Hospitality: An Initial Approach	Kopanaki E., Georgopoulos N.	Honorary Volume in Honor of Emeritus Professor V. Pekka-Oikonomou, University of Piraeus		114–121
8	2021	Ψηφιακός Μετασχηματισμός μέσω AI και Big Data στις Ξενοδοχειακές Επιχειρήσεις. Μελέτη: BEST WESTERN	Georgopoulos N., Kopanaki E.	Modern Dimensions of the Tourism Phenomenon, University of West Attica, ISBN: 9786188401686		67–74
9	2017	Hospitality Industry and Innovative Technology for People with Disabilities: Rhodes, Greece	Theocharis N., Lagos D., Tseles D.	NETTIES 2017, University of Piraeus		1–20
10	2013	Measuring Customer Satisfaction and Service Quality in Tourism. Case Study: Aldemar Hotels, Rhodes	Tzioras N.	eRA 8, TEI of Piraeus		1–10



Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1					
2					
3					
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9					
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*Specify venue, geographic location etc



Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	10/2023–10/2025	TouKBaSEED – Tourism Knowledge Base for Socio-Economic and Environmental Data Analysis	HFRI (Hellenic Foundation for Research and Innovation)	Specialised Researcher
2	10/2022–07/2023	Student Social Welfare – University of Piraeus	University of Piraeus	Specialised Researcher – Quantitative Analysis
3	12/2022–07/2023	Introduction to Tourism – Lecture Notes & Glossary (Accessibility for PwD)	University of Piraeus	Teaching Assistant

**Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

**Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees.
List the five (5) more recent (Optional Entry)**

Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2013–Present	International Federation for Information Technology and Travel & Tourism (IFITT)	Member	Participation in international technology and tourism network
2	2013	E.O.P.P.E.P. (National Organisation for the Certification of Qualifications & Vocational Guidance)	Evaluator / Expert	Drafting exam responses & updating Certification Regulations



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