

	Curriculum vitae
	Rudchenko Veronika Nikolaevna
	e-mail : verorud@yandex.ru , erudcnehko@hse.ru
	Education level
1998 - 2003	Saint-Petersburg State University
	Faculty: Economic
	Specialization: Accounting, analysis and audit
	Form of study: full
2003-2006	PhD , St. Petersburg State University of Economics and Finance (Russia). Thesis title "The strategy of tourist product promotion: case – megapolise area"
2014- 2017	PhD , University Rovira e Virgili (Spain). Thesis title "Customer satisfction in hospitality"
	Teaching experience
2012- present	Associate Professor of management Department of management in National Research Universiy "Higher school of Economics"
Personal page:	http://www.hse.ru/org/persons/62119771
2007 – 2012	Saint-Petersburg State University of cinema and television. Institute of Economics and management. Associate Professor of management department
	Teaching awards and participation in professional organizations
2012-2016	A member of high professional potential group in National Research University "Higher school of Economics" , category "Future professoriate"
2012-2016	Awards for academic research National Research University
2007-2012	Member of the young scientists Council Secretariat under the government of St. Petersburg.
	Business activities
2012-2018	international business activity
2007 - 2012	hospitality business
2009 - 2011	Director of the training courses in the field of tourism and hotel business
2002 - 2004	senior accouter in constructing enterprise
2000-2003	accouter
2001-2003	The center for International Cooperation of the North-West in Russia Assistant of the Director for foreign trade and tourism promotion

Additional information

The level of knowledge of foreign languages	Russian - native language English – high level (fluent) Spanish - high level (fluent) French – can speak Italian – can speak
Certificates	<ul style="list-style-type: none"> • Workshop over service quality evaluation using Fuzzy Numbers and TOPSIS. An application to Self-Contained and Serviced Apartments (Reus, Spain,2017) • Design and Prototyping workshop in innovation hub (Tarragona, Spain, 2015) • Business and Social Science Research Conference: Macroeconomic section: hospitality (Paris, France, 2015). • Program courses PC "Quantitative methods in political and social studies". 2014 • The training program "Academic English" Advanced academic skills: telling the research story. 2014 • Program courses PC "Bases of organization and conducting of training courses in system LMS eFront, 2013 • Program courses "Academic English" 2013 • Certificate of applied Economics international program of economic education under the RF President • Participation in the International conference on accounting and auditing (Tasis) Min. Fin. Of the Russian Federation. • Courses at a budgeting in construction,2009
Internships Other	<p>Universitat Rovira I Virgili, the department of business administration</p> <p>Scientific papers and publications in economics field with the accreditation of the higher attestation Commission of the Russian Federation,Scopus publications</p> <p>Participation in Russian and international scientific conferences</p>

The list of publications

Manuscripts in preparation:	<ol style="list-style-type: none"> 1. Rudchenko, V.; Martín, J.C.; Sánchez Rebull, M.V “Antecedents and consequences of customer satisfaction in tourism: a systematic literature review” 2. Rudchenko, V.; Martín, J.C.; Sánchez Rebull, M.V.” Analysis of customer satisfaction in hotels of different categories: impact of limited by guests’ age and gender in hotels different categories” 3. Rudchenko, V.; Martín, J.C.; Sánchez Rebull, M.V.”Hotel guests’ satisfaction: A segmentation analysis based on age and gender”.
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	<ol style="list-style-type: none"> 1. Rudchenko, V.; Martín, J.C.; Sánchez Rebull, M.V (2017), Bibliometric analysis over research on “client satisfaction”. Problems and Perspectives in Management, Volume 15, Issue 1, pp. 99-106. 2. Rudchenko V. N. (2016), Questionnaires as the main method of the data collection in the hotel sector. Bulletin of National Academy of tourism, Volume 2, Issue 38, pp. 49-54. 3. Rudchenko V. N. (2016). Innovation as a core element of customer satisfaction in the hotel sector. Bulletin of National Academy of tourism, Volume 4, Issue 40, pp. 43-49. 4. Rudchenko V.N. (2016). Clusters in tourism: the characteristics of classification, process of formation and methods of evaluation. Society. Environment. Development (Terra Humana), Volume 4,pp. 12-19. 5. Article Rudchenko, V. N., Goryunova N. D. Formation of a client-oriented approach in training of specialists in the field of industrial design // Vestnik of Saint Petersburg state University of technology and design. Series 3: Economic, Humanities and social Sciences. 2016. No. 1. S. 94-97. 6. Rudchenko V. N. (2015). B2B and customer satisfaction: the relationship and interaction. Proceedings of the National Academy of tourism, Volume 4, Issue 36, pp. 96-100. 7. Rudchenko V.N. (2015). The analysis of methods for assessing customer satisfaction using the methodology of systematic literature review in the database Scopus New technologies, Volume 4, pp. 129-138. 8. Rudchenko V.N. (2015). Innovative human capital: the nature, characteristics and relationship with innovation. Economy and management, Volume 11, Issue 121, pp. 57-62. 9. Rudchenko, V.N., Kurlov A.V. (2015). Mathematical model of an estimation of quality of production of the textile industry. Vestnik of Saint Petersburg state University of technology and design. Series 3: Economic, Humanities and social Sciences, Volume 4, pp. 67-74. 10. Rudchenko V.N. (2014). The algorithm and features of construction clusters in the tourism. Scientific notes
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of Saint-Petersburg University of management and Economics, Volume 2, Issue 46, pp. 5-13.

11. Rudchenko V.N. (2014). Innovation in tourism and construction approach for their evaluation. Scientific notes of Saint-Petersburg University of management and Economics, Volume 4, Issue 48, pp. 60-69.
 12. Rudchenko V.N. (2014). The concept of measuring the quality of services provided in the complex. Society. Environment. Development (Terra Humana), Volume 4, pp. 19-26.
 13. Rudchenko V.N. (2014). Stealth marketing: its characteristics, strengths and weaknesses. Scientific notes of Russian state hydrometeorological University, Volume 37, pp. 261-271.
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14. Dronov R.V., Rudchenko V.N. (2013). The main directions of national innovation climate development, *Journal of International Scientific Publications: Economy & Business*, Volume 7, Issue 3, pp. 163-183.
15. Rudchenko V.N. (2013). The algorithm of decision-making in volatile environment. *Scientific notes of Saint-Petersburg University of management and Economics*, Volume 4, Issue 44, pp. 60-69.
16. Rudchenko, V.N., Rudchenko N.N. Innovative aspects of the development of the energy sector companies. SPb.: RSHU, 2013.
17. Rudchenko V.N. (2013). A study of the relationship of modularity and consumer satisfaction // the St. Petersburg economic journal, Volume 3, Issue 3, pp. 36-44.
18. Rudchenko V.N. (2013). Features of social marketing on the example of Museum complex of St. Petersburg economic journal, Volume 1, Issue 1, pp. 18-25.
19. Article Rudchenko V. N. Eco-tourism as part of tourism development strategy suburban areas of the metropolis. *Scientific notes of Russian state hydrometeorological University*. 2013. No. 27. P. 174-183.
20. Rudchenko, V.N., Rudchenko N.N. (2013). Energy as the basis of attracting investments to the innovative development of Russia. *Scientific notes of Russian state hydrometeorological University*, Volume 27, pp. 213-221.
21. Rudchenko V.N. Key trends shaping the tourism product in today's economy. SPb.: RSHU, 2012.
22. Rudchenko V.N. (2012). Multi-level approach to forming the tourist product. *Society. Environment. Development (Terra Humana)*, Volume 4, pp. 22-25.
23. Rudchenko V.N. (2012). Russian classification of accommodation facilities and ways of its improvement. *Proceedings of the National Academy of tourism*, Volume 3, Issue 23, pp. 41-44.
24. Rudchenko V.N. Promising innovative directions of development of the market of tourist services. Integration of economy into the world economic system. *Collection of scientific papers of the XVII international scientific-practical conference, 23-25 October 2012, Vol. 17*. SPb: Saint-Petersburg state Polytechnical University, 207-216.
25. Rudchenko V.N. The essence of innovation and the features of the modern innovative transformations *Innovative transformations in the production sphere: proceedings of the annual international scientific conference, 28-30 November 2012, Kazan [Electronic resource] Vol. 1*. KAZ. : Science and practice, pp. 251-280.
26. Rudchenko V. N. (2012). Technology platform "technologies of ecological development" as a necessary condition of innovative economy in Russia. *Scientific notes of Russian state hydrometeorological University*, Volume 26, pp. 197-206.