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Sérgio Moro

Professor Catedrático

ISTAR-Iscte - Information Sciences, Technologies and Architecture Research Centre
Department of Information Science and Technology (ISTA)



Contacts

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Curriculum

Sérgio Moro (Dr. Habil. in Information Sciences and Technologies) is Full Professor at ISCTE and Dean of the School of Technology and Architecture (since January of 2025).

He was Deputy Director of the Department of Information Sciences and Technologies. He was also (April 2023 - February 2025), Vice-President of the Scientific Council of ISCTE. He was appointed as Honorary Professor of the University of Jordan in March 2024.

Sérgio is an interdisciplinary Data Scientist aiming to unveil patterns of knowledge through data-driven approaches. His research interests include Business Intelligence, Data Mining, Data Science, and Decision Support Systems applied to real world problems such as Marketing, Banking, and Tourism.

He has published in domains such as Information Systems and Management (e.g., Decision Support Systems, Expert Systems with Applications, International Journal of Information Management, Journal of Information Science), Marketing (e.g., European Journal of Marketing, Journal of Business Research, Journal of Retailing & Consumer Services), Hospitality & Tourism (e.g., Tourism Management, Annals of Tourism Research, International Journal of Hospitality Management, Journal of Hospitality & Tourism Research, International Journal of Contemporary Hospitality Management), and Applications to Industry (e.g., Telematics and Informatics, Computers in Industry). His portfolio of publications includes a total of 65 peer-reviewed journal publications, from which 67 are ranked in Q1.

He was the first Director of the Master of Data Science at ISCTE from 2020 until 2024, and the first Director of the Bachelor of Digital Technologies and Artificial Intelligence since 2022 until 2024.

He has worked for 15 years (2001-2016) at Montepio Bank, from which the last 3 and a half as a Business Intelligence and

Analytics Project Coordinator, including projects such as Analytical CRM, IRB (internal ratings-based approach to capital requirements for credit risk), ALM (Asset-Liability Management), and GRC (Governance, Risk and Compliance). His academic background includes a 5 year B.Sc. in Computer Engineering (Instituto Superior Técnico, University of Lisbon), a M.Sc. in Management Information Systems (ISCTE-IUL), and a Ph.D. in Information Sciences and Technologies (ISCTE-IUL). Sérgio is Associate Editor of Expert Systems, Wiley (Q2) and was member of the Editorial Board of Tourism Management Perspectives (Q1). He has been among the top 2% researchers worldwide since 2020, according to a Scopus-based study (<https://elsevier.digitalcommonsdata.com/datasets/btchxktzyw/3>).

Research Interests

Business Intelligence
Decision Support Systems
Data Mining
Marketing
Tourism and hospitality
Risk Management
Banking

Academic Qualifications

University/Institution	Type	Degree	Period
ISCTE - Instituto Universitário de Lisboa	Aggregation	Ciências e Tecnologias de Informação	2019
ISCTE - Instituto Universitário de Lisboa	PhD	Ciências e Tecnologias de Informação	2015
ISCTE - Instituto Universitário de Lisboa	M.Sc.	Gestão de Sistemas de Informação	2011
Instituto Superior Técnico	Licenciante	Engenharia Informática e de Computadores	2003

External Professional Activities

Period	Employer	Country	Description
2014 - 2014	ISCTE-IUL	--	Lecturer
2013 - 2016	Montepio	--	Business Intelligence and Analytics Manager
2001 - 2013	Montepio	--	Software Engineer and Project Manager

Teaching Activities

Teaching Year	Sem.	Course Name	Degree(s)	Coord
2025/2026	2º	Advanced Topics in Deep Learning		Yes
2025/2026	1º	Information Systems Management		Yes
2025/2026	1º	Integrated Business Intelligence Systems	Institutional Degree in Escola de Tecnologias e Arquitetura;	Yes
2024/2025	2º	Applied Project in Data Science I		Yes
2024/2025	1º	Fundamentals of Database Management	Bachelor Degree in Data Science;	No
2024/2025	1º	Big Data Storage	Bachelor Degree in Data Science;	No
2024/2025	1º	Project Design for Data Science	Master Degree in Data Science;	Yes
2024/2025	1º	Dissertation in Data Science		Yes
2024/2025	1º	Information Systems Management		Yes
2024/2025	1º	Advanced Distributed Databases		Yes
2024/2025	1º	Cities Futures – Interdisciplinary Challenges	Specialization Seminar in Cities Futures – Interdisciplinary Challenges;	No
2024/2025	1º	SQL Fundamentals e Python Fundamentals		No
2024/2025	1º	Business Intelligence		No
2024/2025	1º	Integrated Business Intelligence Systems	Institutional Degree in Escola de Tecnologias e Arquitetura;	Yes
2023/2024	2º	Advanced Excel		Yes
2023/2024	2º	Applied Project in Data Science I		No
2023/2024	1º	Advanced Excel		Yes
2023/2024	1º	Introduction to Excel		Yes
2023/2024	1º	Fundamentals of Database Management	Bachelor Degree in Data Science;	No
2023/2024	1º	Big Data Storage	Bachelor Degree in Data Science;	No
2023/2024	1º	Data Science Methodologies and Technologies		Yes

2023/2024	1º	Project Design for Data Science	Master Degree in Data Science;	Yes
2023/2024	1º	Dissertation in Data Science		No
2023/2024	1º	Master Project in Data Science		No
2023/2024	1º	Information Systems Management		Yes
2023/2024	1º	Advanced Distributed Databases		Yes
2023/2024	1º	Advanced Analysis for Integrated Urban Development Strategies		No
2023/2024	1º	Integrated Business Intelligence Systems	Institutional Degree in Escola de Tecnologias e Arquitetura;	Yes
2022/2023	2º	Advanced Excel		Yes
2022/2023	2º	Business Data Mining		Yes
2022/2023	2º	Introduction to Excel		Yes
2022/2023	2º	Applied Project in Data Science I		No
2022/2023	2º	Artificial Intelligence		Yes
2022/2023	1º	Advanced Excel		Yes
2022/2023	1º	Introduction to Excel		Yes
2022/2023	1º	Fundamentals of Database Management	Bachelor Degree in Data Science;	No
2022/2023	1º	Big Data Storage	Bachelor Degree in Data Science;	No
2022/2023	1º	Data Science Methodologies and Technologies		Yes
2022/2023	1º	Project Design for Data Science	Master Degree in Data Science;	Yes
2022/2023	1º	Information Systems Management		Yes
2022/2023	1º	Integrated Business Intelligence Systems	Institutional Degree in Escola de Tecnologias e Arquitetura;	Yes
2021/2022	2º	Advanced Excel		Yes
2021/2022	2º	Introduction to Excel		Yes
2021/2022	2º	Introduction to Data Science	Institutional Degree in Escola de Tecnologias e Arquitetura;	No

2021/2022	2°	Applied Project in Data Science I		No
2021/2022	1°	Advanced Excel		Yes
2021/2022	1°	Introduction to Excel		Yes
2021/2022	1°	lot for Smart Cities	Specialization Seminar in IoT for Smart Cities;	No
2021/2022	1°	Data Science Methodologies and Technologies		Yes
2021/2022	1°	Project Design for Data Science	Master Degree in Data Science;	Yes
2021/2022	1°	Databases	Bachelor Degree in Computer Science and Business Management; Bachelor Degree in Telecommunications and Computer Engineering;	No
2021/2022	1°	Information Systems Management		Yes
2021/2022	1°	Integrated Business Intelligence Systems	Institutional Degree in Escola de Tecnologias e Arquitetura;	Yes
2020/2021	2°	Business Data Mining		Yes
2020/2021	2°	Technical Report Writing		No
2020/2021	2°	Introduction to Data Science	Institutional Degree in Escola de Tecnologias e Arquitetura;	No
2020/2021	1°	Advanced Excel		Yes
2020/2021	1°	Introduction to Excel		Yes
2020/2021	1°	Introduction to Data Science	Institutional Degree in Escola de Tecnologias e Arquitetura;	No
2020/2021	1°	Data in Science, Bussiness and Society	Bachelor Degree in Data Science (PL); Bachelor Degree in Data Science;	No
2020/2021	1°	Data Science Methodologies and Technologies		Yes
2020/2021	1°	Databases	Bachelor Degree in Computer Engineering; Bachelor Degree in Computer Science and Business Management; Bachelor Degree in Telecommunications and Computer Engineering;	No
2020/2021	1°	Information Systems Management		Yes
2020/2021	1°	Integrated Business Intelligence Systems		Yes

2019/2020	2º	Advanced Excel		Yes
2019/2020	2º	Business Data Mining		Yes
2019/2020	2º	Introduction to Excel		Yes
2019/2020	2º	Business Analytics in Tourism		Yes
2019/2020	2º	Introduction to Data Science	Institutional Degree in Escola de Tecnologias e Arquitetura;	No
2019/2020	1º	Introduction to Excel		Yes
2019/2020	1º	Introduction to Data Science	Institutional Degree in Escola de Tecnologias e Arquitetura;	No
2019/2020	1º	Database Fundamentals		No
2019/2020	1º	Information Systems Management		Yes
2019/2020	1º	Organizational Decision Support Systems		Yes

Supervisions

• Ph.D. Thesis - Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Xiao Qiqiang	Dynamic capabilities Development of Medical Service Based on Data Driven: Case from Branches of West China Hospital Consortium	English	Developing	Iscte
2	Syed Khurasan Ali Shah	Acesessing Determinant and Success Factors of ICT (Multi-channel Content Deliery System) in Teaching Reading in Gilgit Baltistan of Pakisan	English	Developing	Iscte
3	Filipe Nuno Rocha Aniceto Pinto	People - Centered DLT-IoT Architecture	English	Developing	Iscte
4	Maria da Conceição Mendes Canilho Teixeira Pereira	A process model to improve citizen engagement with science using digital platforms.	English	Developing	Iscte
5	Sérgio Nuno Furtado de Oliveira	Application of deep learning techniques to improve the automatic detection of earthquakes in the Azores	English	Developing	Iscte
6	Jia Shao	R&D Performance of Innovation and Platform Organization	English	Developing	Iscte

7	Paulo Jorge Mestre Vieira	Empowering Professors: Effective Formative Assessment through Decision Support Systems and Chatbots	English	Developing	Iscte
8	Kai Chen	Diagnosis and Treatment of Rare Disease in China: An Innovative Model Based on Big Data Platform	English	Developing	Iscte
9	Marco Antonio Lemes de Proença	Humanização Digital: Relação da VR e o seu Impacto Social	Portuguese	Developing	Iscte
10	Marta Sofia Morgado das Neves	AI-Augmented Analysis of Customer Feedback in Hospitality: Research Progress and Methodological Framework	English	Developing	Iscte

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Luís Carlos Lima Marques	Artificial Intelligence Applied to Railway Disruption Management: From Mathematical Optimization to Transformer Architectures in the Portuguese Operational Context	Portuguese	Iscte	2026
2	Chen Kai	Impact of non-R&D Factors on China's Pharmaceutical Company Performance	English	Iscte	2025
3	José Manuel Catarino Barreiros Cascais Brás	Enhancing Business Continuity through Intelligent Process Automation: Governance, Risk Management, and Compliance Frameworks	English	Iscte	2024
4	Elizabeth da Silva Fernandes	A data science based framework to enhance reader engagement, acquisition and retention in news	English	Iscte	2023
5	Zhang Tianyuan	A Data-Driven Approach to Improve Customer Churn Prediction Based on Telecom Customer Segmentation	English	Iscte	2023
6	Cheng Zheng	An Empirical Study on Credit Evaluation of SMEs Based on Detailed Loan Data	English	Iscte	2022
7	Maria Cristina de Souza Oliveira Rita	Evaluating island tourism form the customer's perspective: an analysis of online reviews	--	Iscte	2019
8	Ricardo Filipe Carreira Ramos	Internet user behavior change - an evaluation under three dimensions: scholars, professionals, and users.	--	Iscte	2018

• M.Sc. Dissertations

- Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Rui Miguel Franco Duarte	Blockchain-powered Personal AI - Digital Twin Edge Gateway	--	Developing	Iscte
2	João Diogo de Freitas Branco	Development of a Decentralized Digital Wallet for the Control of the Personal Digital Twin	--	Developing	Iscte
3	Pedro Miguel Sousa Almeida	Digital Wallet on Blockchain-powered Personal AI	--	Developing	Iscte
4	Hénio do Rosário de Pina	Digital Transformation of Tourism in Cape Verde. A Case Study	--	Developing	Iscte
5	Rita Rosado de Azevedo	Blockchain-powered Personal AI – Edge Intelligent Agent	--	Developing	Iscte
6	Margarida da Silva Duarte Pinto	From data subjects to data masters: A new marketing approach for consumer's data ownership in the digital age	--	Developing	Iscte

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Tiago João Dâmaso Pratas	Water Demand Forecasting with LSTMs and Explainable AI: A Client-Segmentation Approach for Utility Decision-Making	English	Iscte	2025
2	Caroline Dalcomuni de Moura	Personal Credit Risk Assessment with Machine Learning: Balancing Performance, Fairness, and Interpretability	English	Iscte	2025
3	Maria João Borges Bogalho	Personal Digital Twin	English	Iscte	2025
4	Bárbara Cláudia Maia Ferreira	Under the Microscope: Clustering Analysis for Unmasking Money Laundering Networks in Financial Institutions.	English	Iscte	2024
5	Catarina da Silva Pontes	Decoding Hate: Analyzing Twitter Social Networks for Hate Speech and User Behavior	English	Iscte	2024
6	Vinicius Vieira Campbell	Quantifying Aircraft and Ground Operations Emissions at Lisbon Airport: A Data-Driven Approach Using ADS-B Technology	English	Iscte	2024

7	Victor Misquevis Ruiz	A Novel Approach to Data Vault Flexibility and Temporal Capabilities in Data Warehouse Systems	English	Iscte	2024
8	Mariana Matos Fonseca	Optimizing Curricular Planning: Analysis of Academic Performance of Computing Students	--	Iscte	2024
9	Joana Mirante Matos	The customer experience in a hostel in lisbon: a booking.com categories analysis.	English	Iscte	2024
10	José Pedro Camilo Queirós	Blockchain Digital Twins with Decentralized Storage and Provenance	English	Iscte	2023
11	Bernardo Antunes Gomes Augusto	Blockchain Digital Twins Data Sharing	English	Iscte	2023
12	Pedro Filipe Moiteiro de Aquino	Blockchain-based Digital Twins Binding	English	Iscte	2023
13	David da Silva Almeida	Promissory Notes-Driven Data Trading Ocean Protocol Integration in a Personal Data Ecosystem	English	Iscte	2023
14	João Pedro Evans Matias de Sousa Apolinário	The relationship between Brand Coolness, Brand Love, Loyalty and e-WOM: A text-mining and sentiment analysis approach focused on a tech brand (Apple)	English	Iscte	2023
15	Arthur Vale Franklin de Sousa	Cluster-based approaches towards developing a customer loyalty program in a security private company	Portuguese	Iscte	2023
16	Paulo Ricardo de Oliveira Monteiro	Virtual Reality Systems for cultural Heritage Museums and Art Galleries	English	Iscte	2022
17	Ana Filipa Monteiro Rodrigues Cardoso	The brand equity of a destination: a user-generated content analysis	English	Iscte	2022
18	Margarida Martins Duarte	Analysis of the influence of non-pharmaceutical interventions and cultural differences on the evolution of COVID-19	English	Iscte	2021
19	Marta Sofia Sousa Barreto	A Decision Support System for Higher Education Internationalization	Portuguese	Iscte	2021
20	Carlota Patrícia Aveiro Rodrigues	Evaluation patterns during the phase of ?emergency remote teaching?	English	Iscte	2021
21	João Filipe Peixoto Pereira	Can we sense a shift in consumer behaviour in portuguese retail companies due to the pandemic?	English	Iscte	2021

22	Bruno Rafael Martins da Silva	Sensing the impact of COVID-19 restrictions from online reviews: the cases of London and Paris unveiled through Text Mining	English	Iscte	2021
23	Appio Indiano do Brazil Americano Neto	Automatic fraud prediction in financial transactions	Portuguese	Iscte	2021
24	Stefania Piccinelli	The impact of the COVID-19 on the airline industry emerging from online comments	English	Iscte	2021
25	Yu Ting	SENTIMENT ANALYSIS IN RESTAURANTS ON SOCIAL MEDIA REVIEWS: The Case of Giethoorn Restaurants	English	Iscte	2020
26	Iotelma Marice Correia Marques	Student perceptions of teacher characteristics through rating sites	Portuguese	Iscte	2020
27	Rita Sebastiana Vaz Gonçalves	The beauty or the beast inside retail stores? A Market Basket Analysis of a cosmetic company	English	Iscte	2020
28	Pedro Miguel Geraldes Pires	A data-driven approach to predict the value and key features of collectible cars	English	Iscte	2020
29	Valter José Chaile	Application of Artificial Neural Networks for the classification of drilling operations: The case of Galp deepwater wells in different geographies	Portuguese	Iscte	2020
30	Elen Carina Borges Nunes	Satisfaction of internal customers with the quality of information technology services of an organization: the case of the Tribunal Regional Federal da 1ª Região of Brazil	Portuguese	Iscte	2020
31	Sara Carolina Augusto Lousão	Back to the past to charter the vinyl electronic marke. A Data Mining Approach.	English	Iscte	2019
32	Carolina da Silva Louro	Performance Standards in Artistic Roller Skating. A Data Mining Approach.	Portuguese	Iscte	2019
33	Duarte Silva Tereso	Does Mixed Martial Arts (MMA) fighters? trash-talk go viral?	Portuguese	Iscte	2019
34	Miguel Tavares Botelho	Unfolding the influencing factors and dynamics of overall hotel scores	English	Iscte	2019
35	Paulo Alexandre Vieira Diniz Ferreira Gil	Unfolding the drivers for academic success: the case of ISCTE-IUL	English	Iscte	2019
36	Sérgio Gonçalves	--	Portuguese	University of Minho	2018
37	Miguel Ricardo Cardoso Morais Pestana	A Productivity Dashboard for Hospitals: An Empirical Study	English	Iscte	2018

38	Leandro Miguel Bartolomeu da Cruz Costa	Explaining Portuguese?s Public Administration Absenteeism Through Data Mining	English	Iscte	2018
39	Belmira Cecilia Pereira Rocha Cordeiro	BI Projects Characterization in Portugal	Portuguese	Iscte	2018
40	Rui Alexandrino Calção Mendes	A data-driven approach to predict the success of IT banking projects	English	Iscte	2018
41	Diogo Gonçalves Calvo André	The Impact of In-Game Advertising on Brand Recall and Recognition within Non-Linear Video Games	English	Iscte	2018
42	Mário Rivotti Hauptfleisch	Automated Curriculum Screening	Portuguese	Iscte	2018
43	Yolanda Vidigal Belo	Constructed Response or Multiple-Choice for Evaluating Excel Questions? That is the Question	English	Iscte	2018
44	Jorge Ribeiro	--	Portuguese	University of Minho	2017
45	Ana Rebello de Andrade da Costa	A Text-Mining based model to detect unethical biases in online reviews: A Case-Study of Amazon.com	English	Iscte	2017
46	João Miguel Ferreira Canito	Categorização e classificação de notícias de Big Data em Tecnologias segundo o Quadrante Mágico de Gartner.	Portuguese	Iscte	2017
47	Marta Isabel Henriques Parente Santos	The Electronic Word-of-Mouth in Rural Tourism: The case of Schist Villages	English	Iscte	2017
48	Maria Teresa Guimarães Romão	The Cross-Influence of Social Networks to Leverage Luxury Fashion Brands	English	Iscte	2017
49	Daniela Portugal dos Santos	The Influence of Online Social Media Platforms on the Choice of Restaurants	English	Iscte	2017
50	Daniela Patrícia de Barros Almeida	Fatores de sucesso na avaliação de questões de escolha múltipla: o caso de exames de Excel	Portuguese	Iscte	2017
51	Ana Teresa Nunes Biscaia Correia da Silva	Unveiling the Features of Successful Ebay Sellers of Smartphones - A data mining sales predictive model	English	Iscte	2016
52	Ana Catarina dos Santos Calheiros	Sentiment Analysis in Hospitality Using Text Mining: The case of a portuguese Eco-Hotel	English	Iscte	2015
53	Francisco Chaves	Evaluating video game consumer success on gamer online reviews: a sentiment analysis and structural equation modelling approach	English	Nova IMS, Universidade Nova de Lisboa	--

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Ruben Manuel Guedes Mendes	Visibilidade da Marca e Recrutamento: Um estudo sobre o posicionamento das grandes empresas na rede profissional Glassdor	Portuguese	Iscte	2017
2	Joana Pinto Coelho	Stripping Customers' Feedback on Hotels Evaluation Through Data Mining	English	Iscte	2016
3	Bernardo Varela Vala	The Impact of Social Media in Brand Building	English	Iscte	2015

Total Citations	
Web of Science®	3735
Scopus	4264

Publications

• Scientific Journals

- Scientific journal paper

1	Pinto, F., Ferreira da Silva, C., Moro, S. & Aquino, P. (N/A). Consumer-controlled digital twin architecture: How blockchain technology gives consumers control over their smart devices' digital twins and data. Blockchain: Research and Applications. N/A - Times Cited Google Scholar: 1
2	Marques, L., Moro, S. & Ramos, P. (N/A). Data-driven insights to reduce uncertainty from disruptive events in passenger railways. Public Transport. N/A
3	Harb, Y., Moro, S. & Harb, A. (N/A). AI business writing assistant tools in practice: Text mining and statistical analysis of user experience. International Journal of Human-Computer Interaction. N/A
4	Duarte, M., Ferreira da Silva, C. & Moro, S. (2025). Machine learning models to predict the COVID-19 reproduction rate: Combining non-pharmaceutical interventions with sociodemographic and cultural characteristics. Informatics for Health and Social Care. 50 (2), 81-99 - Times Cited Web of Science®: 1 - Times Cited Scopus: 1 - Times Cited Google Scholar: 1
5	Guerra, R., Carvalho, P., Marques, C., Carmona, M., Sarroeira, R., Batista, F....Silva, C. (2025). Unpacking online hate speech in Portuguese social media: A social-psychological and linguistic-discursive approach. Humanities and Social Sciences Communications. 12

6	<p>Talafidaryani, M., Jalali, S. M. J. & Moro, S. (2025). Tracing the evolution of digitalisation research in business and management fields: Bibliometric analysis, topic modelling and deep learning trend forecasting. <i>Journal of Information Science</i>. 51 (4), 852-880</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 12 - Times Cited Scopus: 15 - Times Cited Google Scholar: 31
7	<p>Fonseca, A., Pontes, C., Moro, S., Batista, F., Ribeiro, R., Guerra, R....Silva, C. (2024). Analyzing hate speech dynamics on Twitter/X: Insights from conversational data and the impact of user interaction patterns. <i>Heliyon</i>. 10 (11)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 4 - Times Cited Scopus: 5 - Times Cited Google Scholar: 16
8	<p>Ribeiro, P., Ramos, R. F. & Moro, S. (2024). Restaurant containment measures and perceived service quality: Implications for future pandemics. <i>Consumer Behavior in Tourism and Hospitality</i>. 19 (1), 116-130</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 11 - Times Cited Scopus: 9 - Times Cited Google Scholar: 16
9	<p>Fernandes, E., Moro, S. & Cortez, P. (2024). A data-driven approach to improve online consumer subscriptions by combining data visualization and machine learning methods. <i>International Journal of Consumer Studies</i>. 48 (2)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 8 - Times Cited Scopus: 8 - Times Cited Google Scholar: 19
10	<p>Sousa, A., Moro, S. & Pereira, R. (2024). Cluster-based approaches towards developing a customer loyalty program in a security private company. <i>Applied Sciences</i>. 14 (1)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 3 - Times Cited Scopus: 3
11	<p>Ramos, R., Rita, P. & Moro, S. (2024). Exploring the intersections of tourism and hospitality: A review and research agenda. <i>Tourism and Management Studies</i>. 20 (4), 27-45</p> <ul style="list-style-type: none"> - Times Cited Scopus: 6 - Times Cited Google Scholar: 6
12	<p>Ramos, G., Batista, F., Ribeiro, R., Fialho, P., Moro, S., Fonseca, A....Silva, C. (2024). Leveraging transfer learning for hate speech detection in Portuguese social media posts. <i>IEEE Access</i>. 12, 101374-101389</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 8 - Times Cited Scopus: 11 - Times Cited Google Scholar: 16
13	<p>Ramos, R., Rita, P. & Moro, S. (2023). Are social media and mobile applications threatening retail websites?. <i>International Journal of Internet Marketing and Advertising</i>. 18 (1), 58-81</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 4 - Times Cited Scopus: 6 - Times Cited Google Scholar: 5
14	<p>Moro, S., Pires, G., Rita, P., Cortez, P. & Ramos, R. F. (2023). Discovering ethnic minority business research directions using text mining and topic modelling. <i>Journal of Research in Marketing and Entrepreneurship</i>. 25 (1), 83-102</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 9 - Times Cited Scopus: 5 - Times Cited Google Scholar: 21

15	<p>Ramos, R. F., Biscaia, R., Moro, S. & Kunkel, T. (2023). Understanding the importance of sport stadium visits to teams and cities through the eyes of online reviewers. <i>Leisure Studies</i>. 42 (5), 693-708</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 34 - Times Cited Scopus: 31 - Times Cited Google Scholar: 59
16	<p>Correia, A., Moro, S. & Rita, P. (2023). The travel dream experience in pandemic times. <i>Anatolia</i>. 34 (3), 373-388</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 4 - Times Cited Scopus: 3 - Times Cited Google Scholar: 9
17	<p>Strazzullo, S., Moro, S. & Cricelli, L. (2023). Unveiling the relationship between sustainable development and Industry 4.0: A text mining literature analysis. <i>Sustainable Development</i>. 31 (4), 2851-2862</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 20 - Times Cited Scopus: 22 - Times Cited Google Scholar: 26
18	<p>Sarroeira, R., Henriques, J., Sousa, A. M., Ferreira da Silva, C., Nunes, N., Moro, S....Botelho, M. do C. (2023). Monitoring sensors for urban air quality: The case of the municipality of Lisbon. <i>Sensors</i>. 23 (18)</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 13 - Times Cited Scopus: 11 - Times Cited Google Scholar: 18
19	<p>Gonçalves, H. & Moro, S. (2023). On the economic impacts of COVID-19: A text mining literature analysis. <i>Review of Development Economics</i>. 27 (1), 375-394</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 4 - Times Cited Scopus: 4 - Times Cited Google Scholar: 7
20	<p>Stellacci, S. & Moro, S. (2023). Travellers' perspectives on historic squares and railway stations in Italian heritage cities revealed through sentiment analysis. <i>Journal of Urban Design</i>. 28 (2), 174-198</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 5 - Times Cited Scopus: 6 - Times Cited Google Scholar: 13
21	<p>Marques, L., Moro, S. & Ramos, P. (2023). A literature review on problem models and solution approaches for managing real-time passenger train operations: The perspective of train operating companies. <i>Transportation Research Record</i>. 2677 (1), 1376-1390</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 1 - Times Cited Scopus: 1 - Times Cited Google Scholar: 6
22	<p>Costa, S. M., Moro, S., Rita, P. & Alturas, B. (2023). Customer experience through online reviews from TripAdvisor: The case of Orlando theme parks. <i>International Journal of Technology Marketing</i>. 17 (1), 48-77</p> <ul style="list-style-type: none"> - Times Cited Web of Science®: 1 - Times Cited Scopus: 5 - Times Cited Google Scholar: 9
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- Editorial

1	Strazzullo, S., Cortez, P. & Moro, S. (2024). Data science approaches for sustainable development. <i>Expert Systems</i> . 41 (7) - Times Cited Scopus: 2
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- Review article

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• Books and Book Chapters

- Book chapter

1	Stellacci, S. & Moro, S. (2024). Heritage sites as shared space of virtual communities: Participatory mapping through sentiment analysis. In Stellacci, S., Giglito, D., Piccoli, C. (Ed.), <i>Advanced Research and Design Tools for Architectural Heritage Unforeseen Paths</i> . Milton Park, Abingdon-on-Thames, Oxfordshire, England, UK: Routledge. - Times Cited Google Scholar: 2
2	Santos, M., Rita, P., Moro, S. & Alturas, B. (2023). Electronic word-of-mouth and tourist satisfaction in rural tourism in schist villages . In Maria Antónia Rodrigues, Maria Amélia Carvalho (Ed.), <i>Exploring niche tourism business models, marketing, and consumer experience</i> . (pp. 88-115): IGI Global. - Times Cited Scopus: 3 - Times Cited Google Scholar: 5
3	Maria C. Pereira, Ferreira, J., Moro, S. & Gonçalves, F. (2022). University Digital Engagement of Students. In Elisa Bertino, Wen Gao, Moti YungBernhard Steffen, Gerhard Woeginger, (Ed.), <i>Sense, Feel, Design. INTERACT 2021. Lecture Notes in Computer Science</i> . (pp. 376-390): Springer. - Times Cited Web of Science®: 3 - Times Cited Scopus: 3 - Times Cited Google Scholar: 4

4	<p>Tiago, F., Oliveira, C., Brochado, A. & Moro, S. (2019). Mapping island tourism research. In Kavoura, A., Kefallonitis, E., and Theodoridis, P. (Ed.), Strategic Innovative Marketing and Tourism. Springer Proceedings in Business and Economics. (pp. 71-79). Northern Aegean: Springer Science and Business Media B.V.</p> <p>- Times Cited Scopus: 9</p> <p>- Times Cited Google Scholar: 15</p>
5	<p>Moro, S., Cortez, P. & Rita, P. (2016). An automated literature analysis on data mining applications to credit risk assessment. In Christian L. Dunis, Peter W. Middleton, Andreas Karathanasopolous, Konstantinos Theofilatos (Ed.), Artificial intelligence in financial markets: Cutting edge applications for risk management, portfolio optimization and economics. (pp. 161-177): Palgrave Macmillan.</p> <p>- Times Cited Google Scholar: 13</p>

• Conferences/Workshops and Talks

- Publication in conference proceedings

1	<p>Pontes, C., Fonseca, A., Moro, S., Batista, F., Ribeiro, R., Marques, C....Guerra, R. (2025). Unveiling Patterns of Hate Speech in the Portuguese Sphere: A Social Network Analysis Approach. In Information Processing and Management of Uncertainty in Knowledge-Based Systems. (pp. 70-81).</p> <p>- Times Cited Google Scholar: 1</p>
2	<p>Fialho, P., Ribeiro, R., Batista, F., Ramos, G., Fonseca, A., Moro, S....Silva, C. (2025). Counter Hate Speech Detection in Youtube Conversations. In Information Processing and Management of Uncertainty in Knowledge-Based Systems. (pp. 94-105).</p>
3	<p>Ramos, G., Batista, F., Ribeiro, R., Fialho, P., Moro, S., Fonseca, A....Silva, C. (2025). Bypassing the Nuances of Portuguese Covert Hate Speech through Contextual Analysis. In Progress in Artificial Intelligence. EPIA 2024. Lecture Notes in Computer Science, vol. 14969. (pp. 241-253). Viana do Castelo: Springer.</p>
4	<p>Fernandes, E., Moro, S. & Cortez, P. (2024). Towards a news recommendation system to increase reader engagement through newsletter content personalization. In Maria Manuela Cruz-Cunha, Dulce Domingos, Emanuel Peres, Rui Rijo (Ed.), Procedia Computer Science. (pp. 217-225). Porto: Elsevier BV.</p> <p>- Times Cited Web of Science®: 2</p> <p>- Times Cited Scopus: 4</p> <p>- Times Cited Google Scholar: 6</p>
5	<p>Silva, C. F. da., Nunes, N., Moro, S., Henriques, J., Sousa, A. & Sarroeira, R. (2023). Environmental inequalities in the municipality of Lisbon: Spatial analysis of combustion gases. In Transportation Research Procedia. (pp. 1216-1223): Elsevier.</p> <p>- Times Cited Web of Science®: 2</p> <p>- Times Cited Google Scholar: 3</p>
6	<p>Silva, B., Moro, S. & Marques, C. (2022). Sensing the impact of COVID-19 restrictions from online reviews: The cases of London and Paris unveiled through text mining. In Reis, J. L., Parra López, E., Moutinho, L., and Santos, J. P. M. dos. (Ed.), Marketing and Smart Technologies. Smart Innovation, Systems and Technologies. (pp. 223-232). La Laguna: Springer Singapore.</p> <p>- Times Cited Web of Science®: 2</p> <p>- Times Cited Scopus: 6</p> <p>- Times Cited Google Scholar: 6</p>

7	<p>Tianyuan, Z. & Moro, S. (2021). Research trends in customer churn prediction: A data mining approach. In Rocha, Á., Adeli, H., Dzemyda, G., Moreira, F., & Correira, A. M. R. (Ed.), Trends and Applications in Information Systems and Technologies. Advances in Intelligent Systems and Computing. (pp. 227-237): Springer.</p> <p>- Times Cited Web of Science®: 8 - Times Cited Scopus: 9 - Times Cited Google Scholar: 22</p>
8	<p>Lousão, S., Ramos, P. & Moro, S. (2020). Back to the past to charter the vinyl electronic market: A data mining approach. In Kohei Arai (Ed.), Advances in Intelligent Systems and Computing. (pp. 685-692). London: Springer.</p>
9	<p>Gonçalves, S., Cortez, P. & Moro, S. (2018). A deep learning approach for sentence classification of scientific abstracts . In V. Kurkova et al. (Ed.), Artificial Neural Networks and Machine Learning – ICANN 2018. (pp. 479-488). Island of Rhodes, Greece: Springer.</p> <p>- Times Cited Web of Science®: 4 - Times Cited Scopus: 13 - Times Cited Google Scholar: 15</p>
10	<p>Pestana, M., Pereira, R. & Moro, S. (2018). A productivity dashboard for hospitals: an empirical study. In Wrycza S., Malankowski J. (Ed.), 11th SIGSAND/PLAIS EuroSymposium on Information Systems: Research, Development, Applications, Education. (pp. 184-199): Springer.</p> <p>- Times Cited Web of Science®: 3 - Times Cited Scopus: 4 - Times Cited Google Scholar: 11</p>
11	<p>Cordeiro, B., Alturas, B. & Moro, S. (2017). Análise das dimensões influenciadoras do sucesso em projetos de BI através de data mining. In Álvaro Rocha, Bráulio Alturas, Carlos J. Costa, Luís Paulo Reis e Manuel Pérez Cota (Ed.), 12th Iberian Conference on Information Systems and Technologies, CISTI 2017. Lisboa: IEEE.</p> <p>- Times Cited Scopus: 1 - Times Cited Google Scholar: 3</p>
12	<p>Ramos, J., Alturas, B. & Moro, S. (2017). Business intelligence num organismo público - avaliação de um data mart financeiro. In Álvaro Rocha, Bráulio Alturas, Carlos J. Costa, Luís Paulo Reis e Manuel Pérez Cota (Ed.), 12th Iberian Conference on Information Systems and Technologies, CISTI 2017. (pp. 2274-2279). Lisboa: IEEE.</p> <p>- Times Cited Google Scholar: 7</p>
13	<p>Moro, S., Alturas, B., Esmerado, J. & Costa, C. J. (2017). Research trends in CISTI's unveiled through text mining. In Álvaro Rocha, Bráulio Alturas, Carlos J. Costa, Luís Paulo Reis e Manuel Pérez Cota (Ed.), 12th Iberian Conference on Information Systems and Technologies (CISTI'2017). (pp. 1746-1750). Lisboa: IEEE.</p> <p>- Times Cited Google Scholar: 5</p>
14	<p>Barraza, N. R., Moro, S., Ferreyra, M. & de la Peña, A. (2016). Information theory based feature selection for customer classification. In 45th JAIIO. Proceedings of ASAI 2016. Simposio Argentino de Inteligencia Artificial. (pp. 1-8). Buenos Aires: SADIO Sociedad Argentina de Informática.</p> <p>- Times Cited Google Scholar: 2</p>
15	<p>Moro, S., Laureano, Raul M. S. & Cortez, P (2012). Enhancing Bank Direct Marketing through Data Mining. In Paulo Rita (Ed.), European Marketing Academy Conference (EMAC 2012). (pp. 1-8). Lisboa: ISCTE-IUL / EMAC.</p> <p>- Times Cited Google Scholar: 21</p>

16	<p>Moro, S., Laureano, Raul M. S. & Cortez, P (2011). Using Data Mining for Bank Direct Marketing: an Application of the CRISP-DM Methodology. In P. Novais, J. Machado, C. Analide e A. Abelha (Ed.), Proceedings of European Simulation and Modeling Conference. (pp. 117-122). Guimarães: Eurosis.</p> <p>- Times Cited Web of Science®: 155</p> <p>- Times Cited Scopus: 166</p> <p>- Times Cited Google Scholar: 414</p>
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- Talk

1	<p>Nunes, N., Ferreira da Silva, C., Botelho, M.C., Moro, S., Henriques, J., Sarroeira, R....Sousa, A. (2024). Air Quality in Cities: Which Policies for Well-Being and Sustainable Development?. PARIS WELLBEING 2024 International Interdisciplinary Conference Wellbeing, Public Policies and Sustainable Development.</p>
2	<p>Marques, C., Guerra, R., Carvalho, P., Sarroeira, R., Fonseca, A., Batista, F....Moro, S. (2024). Online Hate Speech: How discursive phenomena and rhetorical mechanisms influence negative emotions?. XXXI Meeting of the Portuguese Association of Classification and Data Analysis (JOCLAD 2024) .</p>
3	<p>Chung, H.-C, Manley, A., Wang, Y., Han, F., Moro, S., Ramos, R. F....Sun, B. (2024). Temporal and Seasonal Analysis of Sentiment and Emotions in TripAdvisor Reviews of Six Chinese Cities. AESOP Annual Congress.</p>
4	<p>Ferreira da Silva, C., Nunes, N., Botelho, M.C., Moro, S., Henriques, J., Sarroeira, R....Sousa, Ana M. (2024). Monitoring Sensors for Urban Air Quality: The Case of the Municipality of Lisbon. 2º Encontro do Laboratório de Dados Urbanos de Lisboa.</p>
5	<p>Wang, Y., Vichnevetskaia, A., Manley, A., Moro, S., Ramos, R. F. & Chung, H.-C. (2024). How Do International Social Media Users Perceive Chinese Cities? The Case Study of Suzhou, China's Heritage City Destination. Changing Cities 2024 Conference.</p>
6	<p>Wang, Y., Manley, A., Ramos, R. F. & Moro, S. (2024). Destination Image of Chinese Cities through the Lens of International Social Media Users: A Case Study of Suzhou Historic City on YouTube. AESOP Annual Congress.</p>
7	<p>Nunes, N., Ferreira da Silva, C., Moro, S., Henriques, J., Sousa, Ana M., Botelho, M.C....Sarroeira, R. (2024). Monitoring sensors for urban air quality: The case of the municipality of Lisbon. Questioning urban transition- Vulnerability inclusion and health – InCITIES Scientific Café.</p>
8	<p>Fonseca, A., Moro, S., pontes, C., Batista, F., Ribeiro, R., Marques, C....Guerra, R. (2024). Characterization of user positioning in online social media, application to hate speech conversations. NetSci - International School and Conference on Network Science.</p>
9	<p>Moro, S., Fonseca, A., pontes, C., Batista, F., Ribeiro, R., Marques, C....Guerra, R. (2024). Unveiling research on social networks in the Portuguese language. NetSci - International School and Conference on Network Science.</p>
10	<p>Casquilho-Martins, I., Belchior-Rocha, H. & Moro, S. (2023). Tendências da investigação e intervenção do Serviço Social face aos impactos da COVID-19: um estudo com recurso a mineração de texto. 7.º Congresso Internacional de Serviço Social.</p>
11	<p>Abdelah lah, S., Pilar, J. M., Lopéz, M. E. & Moro, S. (2023). Intención de visitar un destino turístico en las dos últimas décadas: un estudio bibliométrico y de la minería de datos. XXXIV Congreso Internacional de Marketing AEMARK 2023.</p>

12	Abdelah lah, S., Pilar, J. M., Lopéz, M. E. & Moro, S. (2023). Análise bibliométrico y minería de datos aplicadas a la intención de visita a un destino turístico en las dos últimas décadas. XXXIII Jornadas Hispano-Lusas de Gestión Científica.
13	Sarroeira, R., Henriques, J., Sousa, Ana M., Ferreira da Silva, C., Nunes, N., Moro, S....Botelho, M.C. (2023). Monitoring sensors for urban air quality: the case of the municipality of Lisbon. International Smart Cities Summit, October 2023, Portugal.
14	Duarte, M., Ferreira da Silva, C. & Moro, S. (2022). Os contextos culturais influenciam a disseminação e a gravidade da pandemia da COVID-19?. Iscte Saúde: 1ª Conferência de Saúde Societal.
15	Stellacci, S. & Moro, S. (2022). Sentiment Analysis in Urban Design: Towards truly participatory heritage mapping. Unforeseen Paths#1.
16	Ferreira da Silva, C., Nunes, N., Moro, S., Henriques, J., Sousa, Ana M. & Sarroeira, R. (2022). Environmental inequalities in the city of Lisbon: spatial analysis of combustion gases. TRA Conference 2022.
17	Tianyuan, Z. & Moro, S. (2021). Research trends in customer churn prediction: A data mining approach. World Conference on Information Systems and Technologies, WorldCIST 2021.
18	Silva, B., Moro, S. & Marques, C. (2021). Sensing the impact of COVID-19 restrictions from online reviews: the cases of London and Paris unveiled through Text Mining . Proceedings of the 2021 International Conference on Marketing and Technologies (ICMarkTech21) .
19	Stellacci, S., Moro, S. & Borsoi, G. (2021). Multi-criteria analysis for seismic retrofitting: text mining of existing literature. SyMBoL - Sustainable Management of heritage Buildings in a Long-term perspective.
20	Oliveira, C., Brochado, A. & Moro, S. (2018). Island Tourism Experiences. Global Marketing Conference, Tokyo, Japan.
21	Patrício, H., Moro, S., Ramos, P. & Cordeiro, M. I. (2018). Extração de conhecimento na era de Big Data. 1º Workshop de Bibliotecas do Banco de Portugal.
22	Oliveira, C., Brochado, A. & Moro, S. (2017). Critical Review of Research on Islands as Tourist Destinations: preliminary findings. 13th Iberian International Business Conference - ISCTE-IUL, Lisbon, Portugal.
23	Oliveira, C., Brochado, A. & Moro, S. (2017). Critical review of research in Islands as tourist destinations - Preliminary findings. XIII Iberian International Business Conference.
24	Oliveira, C., Brochado, A. & Moro, S. (2017). Island Tourism Research: A Literature Review. 4th World Research Summit for Tourism and Hospitality - University of Central Florida, Orlando, USA.
25	Oliveira, C., Brochado, A. & Moro, S. (2017). Islands as Tourism Destination Research Review: A Text Analytics Approach. PhD Doctoral Colloquium - University of Malta.
26	Moro, S., Pires, G., Rita, P. & Cortez, P. (2017). A cross-cultural case study of consumers' communications about a new technological product. Royal Bank International Research Seminar: Culture and the Adoption of New Information Technologies.
27	Santos, M., Laureano, Raul M. S. & Moro, S. (2017). Geração de conhecimento a partir de dados não estruturados - Identificação de tendências na investigação da reputação no terceiro sector. Congresso da Sociedade Portuguesa de Estatística.

28	Ramos, J., Alturas, B. & Moro, S. (2017). Business Intelligence num Organismo Público – Avaliação de um Data Mart Financeiro (Business Intelligence in a Public Institution – Evaluation of a Financial Data Mart). 12th Iberian Conference on Information Systems and Technologies (CISTI'2017). - Times Cited Web of Science®: 1 - Times Cited Scopus: 1
29	Ramos, R. F., Rita, P. & Moro, S. (2017). Internet user behavior change: Professionals' perspective. Sport Management Association for Australia & New Zealand.
30	Moro, S., Alturas, B., Esmerado, J. & Costa, C. (2017). Research Trends in CISTI's Unveiled Through Text Mining. 12th Iberian Conference on Information Systems and Technologies (CISTI'2017). - Times Cited Scopus: 4
31	Ramos, R. F., Rita, P. & Moro, S. (2017). Internet user behavior change: Scholar perspective. North American Society for Sport Management.
32	Néstor Barraza, Moro, S., Marcelo Ferreyra & Adolfo de la Peña (2016). Information Theory based Feature Selection for Customer Classification. JAIIO-Jornadas Argentinas de Informática.
33	Moro, S., Rita, P., Cortez, Paulo & Pires, G. (2016). A text mining and topic modelling perspective of ethnic marketing research. 11th Royal Bank International Research Conference.
34	Ramos, R. F., Rita, P. & Moro, S. (2016). Internet user behavior change –an evaluation under three dimensions: scholars, professionals, and users. EDAMBA Summer Research Academy 2016.
35	Moro, S., Laureano, Raul M. S. & Cortez, P (2012). Enhancing Bank Direct Marketing through Data Mining. European Marketing Academy Conference (EMAC 2012). 1-8
36	Moro, S., Laureano, Raul M. S. & Cortez, P (2011). Using Data Mining for Bank Direct Marketing: an Application of the CRISP-DM Methodology. Proceedings of European Simulation and Modeling Conference. 117-122

• Other Publications

- Working Papers

1	Moro, S., Cortez, Paulo & Laureano, Raul M. S. (2013). A data mining approach for bank telemarketing using the rminer package and r tool. Working Paper 13/06. 1-22 - Times Cited Google Scholar: 20
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- Other publications

1	Brochado, A., Oliveira-Brochado, F. & Moro, S. (2018). Island Tourism Experiences. 2018 Global Marketing Conference, Tokyo, Japan. - Times Cited Scopus: 101
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- Report

1	Eloy, S., Dias, J. & Moro, S. (2023). Plan of Activities and Budget 2023. Centro de Investigação em Ciências da Informação, Tecnologias e Arquitetura (ISTAR).
2	Martins, SC, Ramos, P., Vicente, M., Miguel, H., Moro, S. & Gil, P. (2020). Reduzir o insucesso e o abandono no Iscte: Uma proposta de estudo a partir do sistema de informação interna (Fénix).

Research Projects

Project Title	Role in Project	Partners	Period
Models and Instruments for Transforming Higher Education Systems through Transnational Multi-Sector Links	Researcher	CIES-Iscte, BRU-Iscte, ISTAR-Iscte, DINAMIA'CET-Iscte, UNWE - Leader (Bulgaria), UBB - (Romania), METU - (Turkey), ESPAP - (Portugal), AZ - (Bulgaria), RM - (Bulgaria), C.School - (Romania), Novarge - (Turkey), Associação 101010 Portugal (Escola 42) - (Portugal)	2023 - 2027
System approach to close the employment gap and create a more inclusive labor market for vulnerable groups	Researcher	BRU-Iscte (Management), CIES-Iscte, ISTAR-Iscte, TNO - Leader (Netherlands), ARC FUND - (Bulgaria), FIOH - (Finland), SDA - (Bulgaria), INAIL - (Italy), UvT - (Netherlands), UCC - (Ireland), AMF - (Netherlands), CENTAR - (Estonia), TERMCERTO - (Portugal), LAO - (Portugal), REDO - (Portugal), PACT - (Portugal), IEFPP - (Portugal), KOK - (Finland)	2023 - 2027
Trailblazing Inclusive, Sustainable and Resilient Cities	Researcher	Iscte - Leader, TH KOLN - (Germany), LAUREA - (Finland), UNI EIFFEL - (France), UNIZA - (Slovakia)	2023 - 2024
kNOwing online HATE speech: knowledge + awareness = TacklingHate	Researcher	CIS-Iscte (PsyChange) - Leader, BRU-Iscte, ISTAR-Iscte, CIES-Iscte, INESC-ID - (Portugal), IST-ID - (Portugal), ILGA Portugal - (Portugal), CBL - (Portugal), CICDR/ACM - (Portugal), SOS RACISMO - (Portugal)	2022 - 2024
Data science analysis for environmental inequalities	Researcher	CIES-Iscte, ISTAR-Iscte (IS)	2022 - 2023
University Goes Digital for a Sustainable Global Education	Researcher	IRU-Iscte - Leader, BRU-Iscte, ISTAR-Iscte, CIES-Iscte, DINAMIA'CET-Iscte, Webwise Inovação Lda (webwise Inovação Lda) - (Portugal), Université Gustave Eiffel (Université Gustave Eiffel) - (France), Politecnico di Milano (Polimi) - (Italy), SIGMUND FREUD PRIVATUNIVERSITAT WIEN GMBH (SIGMUND FREUD PRIVATUNIVERSITAT WIEN GMBH) - (Austria)	2021 - 2023
AI-based mobile applications for public health response	Researcher	ISTAR-Iscte (DLS), IT - (Portugal), AIDFM - (Portugal)	2021 - 2023

Academic Management Positions

Director (2025 - 2028)
Unit/Area: School of Technology and Architecture

Presidente (2025 - 2028)
Unit/Area: Comissão Científica

Secretário(a) (2025 - 2028)
Unit/Area: School of Technology and Architecture

Director (2025 - 2028)
Unit/Area: Institutional Degree in Escola de Tecnologias e Arquitetura

Director (2023 - 2024) Unit/Area: Master Degree in Data Science
Director (2023 - 2024) Unit/Area: Bachelor Degree in Digital Technologies and Artificial Intelligence
Membro (Docente) (2023 - 2026) Unit/Area: Comissão Científica
Vice-Presidente (2023 - 2025) Unit/Area: Conselho Científico
Membro (2023 - 2025) Unit/Area: Comissão Permanente do Conselho Científico
Membro (Docente) (2023 - 2025) Unit/Area: Plenário do Conselho Científico
Membro (Docente) (2022 - 2025) Unit/Area: Comissão Científica
Sub-diretor (2022 - 2025) Unit/Area: Department of Information Science and Technology
Membro (Docente) (2022 - 2024) Unit/Area: Comissão Científica
Director (2022 - 2023) Unit/Area: Bachelor Degree in Digital Technologies and Artificial Intelligence
Director (2022 - 2024) Unit/Area: Post Graduation Program in Data Science
Director (2021 - 2023) Unit/Area: Master Degree in Data Science
Director (2021 - 2023) Unit/Area: [0297] Applied Data Science
Membro (2020 - 2022) Unit/Area: Comissão Científica
Director (2019 - 2021) Unit/Area: Master Degree in Data Science
Membro (Docente) (2019 - 2022) Unit/Area: Comissão Científica
Membro (Docente) (2019 - 2022) Unit/Area: Plenário da Comissão Científica
Director (2019 - 2021) Unit/Area: [0297] Applied Data Science

Awards

Publons 2018 Peer Review Awards - Top 1% in Field of Computer Science (2018)

Scientific Award from ISCTE-IUL 2018 (2018)

Scientific Award from ISCTE-IUL 2017 (2017)

One of the 10 Finalists for the Best Iberian PhD in IT/IS Thesis Award of 2015, by AISTI (2015)

Organization/Coordination of Events

Type of Organization/Coordination	Event Title	Organizer	Year
Member of scientific event committee	21st International Conference on Enterprise Information Systems (ICEIS)	ENASE 2019 and GISTAM 2019	2019
Member of scientific event's organizing committee	CISTI'2017 - 12ª Conferência Ibérica de Sistemas e Tecnologias de Informação	AISTI - Associação Ibérica de Sistemas e Tecnologias de Informação	2017
Member of scientific event committee	CISTI'2017 - 12ª Conferência Ibérica de Sistemas e Tecnologias de Informação	AISTI - Associação Ibérica de Sistemas e Tecnologias de Informação	2017
Member of scientific event committee	18th EPIA Conference on Artificial Intelligence	Portuguese Association for Artificial Intelligence (APPIA)	2017

Scientific Editing/Reviewing Activities

Type of Activity	Journal Title	ISSN/Quartile	Period	Language
Member of scientific journal editing staff	Tourism Management Perspectives	--	2019	English