



Biagio Palese, PhD
Assistant Professor
Northern Illinois University

BIAGIO PALESE

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EXPERIENCE

Northern Illinois University, DeKalb, Illinois

Assistant Professor in Information System, OM&IS department, NIU College of Business,
August 2019- Current.

EDUCATION

Louisiana State University, Baton Rouge, Louisiana

PhD, Business Administration (specialization in Information Systems), August 2019.

Dissertation: "Effective Use of Systems Beyond the Firm's Control"

Committee: Profs. Gabriele Piccoli (Advisor), Rudolf A. Hirschheim, Yang Pan and Nan Liang.

University of Pavia, Pavia, Italy

MS, Master in International Business and Economics, April 2014.

Thesis: "Online reviews system as a tool to measure customer service in online transactions"

BA, Economics of International Markets, October 2011.

TEACHING EXPERIENCE

Courses Taught (In class):

- Introduction to Management Information Systems (Fall 2018)
- Business System Analysis, Design and Development (Fall 2019)
- Predictive Business Analytics (Fall 2019)

Courses Taught (Online):

- Introduction to Management Information Systems (Spring 2018)
- Introduction to Management Information Systems for Business Majors (Fall 2017-2018)

Graduate Teaching Assistant:

- *Introduction to Management Information Systems* (Spring/Fall 2017; Spring 2018)
- *Database Management* (Fall 2016)
- *Information Systems Analysis and Design* (Fall 2015)
- *Information Systems for MBA Students* (Fall 2015)

JOURNAL PUBLICATIONS

"Piccoli, G., Bartosiak, M., **Palese, B.**, and Rodriguez, J. (2020) Designing Scalability in Required In-Class Introductory College Courses. *Information & Management*, <https://doi.org/10.1016/j.im.2019.103263>"

"Piccoli, G., Rodriguez, J., **Palese, B.**, and Bartosiak, M. (2019). Feedback at Scale: Designing for Accurate and Timely Practical Digital Skills Evaluation, *European Journal of Information Systems*, DOI: 10.1080/0960085X.2019.1701955"

"**Palese, B.**, Usai, A. (2018) The relative importance of service quality dimensions in E-commerce experiences. *International Journal of Information Management*. 40, 132-140."

“Ives, B., **Palese, B.**, Rodriguez, J.A. (2016). Digital Data Streams for Customer Service Enhancement: Harnessing the Internet of Things. *MISQ Executive*, 15(4).”

CONFERENCE PROCEEDINGS

“**Palese, B.**, Piccoli, G. (2018) Effective Use of Systems Beyond the Firm’s Control: The Case of Online Review Systems. *In Proceedings of the Thirty-Ninth International Conference on Information Systems*, San Francisco, USA.”

“**Palese, B.**, Kim, S.T., Rodriguez, J., Piccoli, G. (2018) Go Back to Your Room: Designing a Scalable In-Class Required College Course. *In Proceedings of the Twenty-fourth Americas Conference on Information Systems*, New Orleans, USA.”

“Piccoli, G. Rodriguez, J., **Palese, B.** and Bartosiak, M. (2017) The Dark Side of Digital Transformation: The case of Information Systems Education. *In Proceeding of Thirty-Eight International Conference on Information Systems*, Seoul, South Korea.”

PAPERS UNDER REVIEW OR IN REVISION

“**Palese, B.**, Piccoli, G. Evaluating Topic Models Interpretability Using Topic Labeled Gold Standard Sets. [First round at the *Communications to the Association for Information Systems*]”

“**Palese, B.**, Piccoli, G. and Lui, T. W. Effective Use of Online Review Systems: Congruent Managerial Responses and Firm Competitive Performance [First round at the *International Journal of Hospitality Management*]”

WORKING PAPERS

“**Palese, B.**, Piccoli, G. How to provide empathetic responses: Towards emotion assessment of customers’ complaints during hotel stay.”

PRESENTATIONS

“AMCIS PDS: Designing new learning environments- August 2018, New Orleans, USA.”

“SIM Connect Live – Annual Conference of the Society of Information Management, April 2018, Dallas, USA.”

“International Confencere of Information Systems - *Pre-ICIS* Text Mining Workshop, December 2016, Dublin, Ireland.”

“International Confencere of Information Systems - *Pre-ICIS SIGDSA/IFIP WG8.3 Symposium*, December 2016, Dublin, Ireland.”

“Baylor University - Big XII+ MIS Research Symposium, April 2016, Waco, USA.”

HONORS AND AWARDS

“Outstanding Graduate Teaching Assistant 2019, E. J. Ourso College of Business, LSU.”

“ICIS 2018 Doctoral Consortium, San Francisco, USA.”

“AMCIS 2018 Doctoral Consortium, New Orleans, USA.”

“Gold Award at the Erasmus Intensive Program- Consider 2013 organized by the European Commission in Annecy, France.”

RESEARCH AND TEACHING INTERESTS

- Effective use
- Text mining
- Online reviews Systems
- Digital Data Streams

- Customer Service
- Data Analytics

- Introduction to Management

Information Systems

RELEVANT PROJECTS

DDS Lab Member:

- *Olinde Career Center: Data modeling and implementation of a database.*
- *Introduction to Management Information Systems: Design, development and implementation of a new IT-enabled in-class delivery of the course. Especially responsible for the creation of practical materials and assignments that enable students to learn and practice skills in Microsoft Word and Excel.*
- *Topic models in R using LSU High Performance Computer (HPC): Run thousands of models to find the optimal tuning of the algorithm's parametrization and provide an evaluation of their interpretability.*

SERVICE AND PROFESSIONAL ACTIVITIES

Conference and Journal Paper Reviewer:

- MISQE
- ICIS
- AMCIS
- DESRIST

Volunteering:

- AMCIS 2018

Professional Affiliations:

- Association for Information systems (AIS)