

CURRICULUM VITAE

1. NAME:

MILTON FRANCISCO BARRAGAN LANDY

2. EDUCATION:

- ENGINEER IN INDUSTRIAL AND SYSTEMS, UNIVERSIDADE DO MINHO, 2023
- INDUSTRIAL ENGINEER, UNIVERSIDAD DE CUENCA, 2009
- SUPERIOR DEGREE IN SUPPLY CHAIN MANAGEMENT, UNIVERSIDAD TECNICA PARTICULAR DE LOJA, 2010
- QUALITY AND PRODUCTIVITY MANAGEMENT PROFESSOR, UNIVERSIDAD DE LAS FUERZAS ARMADAS (ESPE), 2014

3. PROFESSIONAL EXPERIENCE:

- INTERNAL

- UNIVERSIDAD DE CUENCA, ADJUNCT PROFESSOR (0.25-0.30 FTE), 2010-10 - 2011-09
- UNIVERSIDAD DE CUENCA, ADJUNCT PROFESSOR (0.25-0.30 FTE), 2011-09 - 2012-10
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2012-01 - 2012-12
- UNIVERSIDAD DE CUENCA, ADJUNCT PROFESSOR (FULL-TIME), 2012-10 - 2016-05
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2013-09 - 2014-02
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2014-03 - 2014-08
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2014-09 - 2015-02
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2015-01 - 2015-03
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2015-06 - 2016-05
- UNIVERSIDAD DE CUENCA, ADJUNCT PROFESSOR (FULL-TIME), 2016-05 - 2016-05
- UNIVERSIDAD DE CUENCA, ASSISTANT PROFESSOR (FULL-TIME, LEVEL 1), 2016-06 - 2016-07
- UNIVERSIDAD DE CUENCA, ASSISTANT PROFESSOR (0.25-0.30 FTE, LEVEL 1), 2016-07 - 2017-05
- UNIVERSIDAD DE CUENCA, OCCUPATIONAL SAFETY AND HEALTH COORDINATOR/COORDINATOR, 2016-07 - 2017-06
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2016-07 - 2016-07
- UNIVERSIDAD DE CUENCA, CERTAIN WORK CONTRACT, 2017-01 - 2017-01
- UNIVERSIDAD DE CUENCA, ASSOCIATE PROFESSOR (0.25-0.30 FTE, LEVEL 1), 2017-05 - 2017-07
- UNIVERSIDAD DE CUENCA, ASSOCIATE PROFESSOR (FULL-TIME, LEVEL 1), 2017-07 - 2017-08
- UNIVERSIDAD DE CUENCA, ASSOCIATE PROFESSOR (FULL-TIME, LEVEL 1), 2018-03 - 2019-02
- UNIVERSIDAD DE CUENCA, INDUSTRIAL ENGINEERING PROGRAM DIRECTOR, 2019-09 - 2020-08
- UNIVERSIDAD DE CUENCA, INDUSTRIAL ENGINEERING PROGRAM DIRECTOR, 2020-09 - 2021-08
- UNIVERSIDAD DE CUENCA, ASSOCIATE PROFESSOR (FULL-TIME, LEVEL 1. ES), 2024-01 - CURRENTLY

- EXTERNAL

•NONE

4. PROFESSIONAL DEVELOPMENT ACTIVITIES:

•NONE

5. CONTRIBUTIONS TO THE DISCIPLINE:

- ASTUDILLO ASTUDILLO, B. J. AND BARRAGAN LANDY, M. F., “*CALIDAD DE SERVICIO INTERNO SOBRE LA SATISFACCIÓN LABORAL: UN ANÁLISIS DE SU INFLUENCIA EN EMPRESAS MANUFACTURERAS*,” SCIELO, 2024.
- SIAVICHAY CASTRO, E. A., CARDENAS CANDO, M. F., VEGA ROMERO, L. G., ASANZA MATAMOROS, D. C., AND BARRAGAN LANDY, M. F., “*CUSTOMERS' PERCEPTION ON SERVICE QUALITY: AN EMPIRICAL STUDY*,” DOAJ, 2023.
- BARRAGAN LANDY, M. F., SOUSA, S., AND ROMERO, F., “*ADAPTATION MECHANISMS AND SERVICE QUALITY DIMENSIONS IN DYNAMIC AND TURBULENT ENVIRONMENTS: EMPIRICAL RESULTS*,” SCOPUS, 2021.
- BARRAGAN LANDY, M. F., DINIS SOUSA, S., AND ROMERO, F., “*SERVICE QUALITY FACTORS IN THE CONSTRUCTION SECTOR: A LITERATURE REVIEW*,” SCOPUS, 2020.
- BARRAGAN LANDY, M. F., SOUSA, S., ROMERO, F., AND LEAO, C., “*A PROPOSED REPRESENTATIVE SAMPLING METHODOLOGY*,” SCOPUS, 2020.
- BARRAGAN LANDY, M. F. AND ROMERO, F., “*SUSTAINABLE INNOVATION AND SERVICE QUALITY: AN INTEGRATED OVERVIEW*,” SCOPUS, 2019.
- PENA ORTEGA, M. P., CERRADA, M., ALVAREZ PALOMEQUE, L. X., JADAN AVILES, D. C., M LUCERO, P., BARRAGAN LANDY, M. F., GUAMAN GUACHICHULLCA, N. R., AND VINICIO SÁNCHEZ, R., “*FEATURE ENGINEERING BASED ON ANOVA, CLUSTER VALIDITY ASSESSMENT AND KNN FOR FAULT DIAGNOSIS IN BEARINGS*,” SCOPUS, 2018.
- VIVAR MORA, J. J. AND BARRAGAN LANDY, M. F., “*ELABORACIÓN DE UN MODELO PARA LA EVALUACIÓN DE LA CALIDAD DEL SERVICIO EN RESTAURANTES EN CUENCA*,” LATINDEX, 2017.
- PENA ORTEGA, M. P., ALVAREZ PALOMEQUE, L. X., JADAN AVILES, D. C., LUCERO, P., BARRAGAN LANDY, M. F., GUAMAN GUACHICHULLCA, N. R., AND CERRADA LOZADA, M., “*ANOVA AND CLUSTER DISTANCE BASED CONTRIBUTIONS FOR FEATURE EMPIRICAL ANALYSIS TO FAULT DIAGNOSIS IN ROTATING MACHINERY*,” SCOPUS, 2017.
- LEDESMA AYORA, F. A. AND BARRAGAN LANDY, M. F., “*COSTO/BENEFICIO UN MODELO ESTRATÉGICO PARA EL GESTOR DE LA SEGURIDAD Y SALUD OCUPACIONAL*,” LATINDEX, 2017.
- CAPELO AYALA, D. H., ALTAMIRANO CÁRDENAS, M. G., BARRAGAN LANDY, M. F., AND OTAVALO GUAMÁN, D. L., “*LA EVALUACIÓN EXTERNA UNA OPORTUNIDAD PARA MEJORAR LA CALIDAD DE LA EDUCACIÓN SUPERIOR. EL CASO DE LA UNIVERSIDAD DE CUENCA*,” 2015.