

CURRICULUM VITAE (CV)

MILDRED NOUNG DERI

PERSONAL DATA

Date of Birth: 23rd October, 1982
Nationality: Ghanaian
Gender: Female
Marital Status: Married
Language Aptitude: English, Daagare

ADDRESS

Address: Department of Ecotourism, Recreation and Hospitality (DERH), University of Energy and Natural Resources, Box 214, Sunyani, Bono Region

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EDUCATION

2025 PhD (Hospitality and Tourism), Taylor's University, Malaysia
2013 MPhil (Hospitality Management), University of Cape Coast, Ghana
2008 BTech. (Hospitality and Tourism), University of Cape Coast, Ghana
2004 Higher National Diploma (HND), Hotel, Catering and Institutional Management

WORK/PROFESSIONAL EXPERIENCE

2018 – Date Lecturer, University of Energy and Natural Resources, Sunyani
2016 – 2018 Assistant Lecturer, University of Energy and Natural Resources, Sunyani
2015 – 2016 Hotel Manager, Prestige hotel, Accra
2015 – 2016 Part-time lecturing, University of Cape Coast Distance Learning Centre, Accra
2014 – 2014 Front Office Manager, Airport View Hotel, Accra
2010 – 2015 Executive Housekeeper, Airport View Hotel, Accra
2009– 2010 Front Desk Executive, Best Western Premier Hotel, Accra
2009 – 2009 Assistant Housekeeper, Mac Dic Royal Plaza Hotel, Koforidua
2005– 2007 Industrial Attachment, Ghana Airport Company, Human Resource Dept, Accra
2005 – 2006 Restaurant Supervisor, Mukaase Restaurant, Accra

- 2004 – 2005 National Service Personnel, ICCES, Agomeda
2000– 2001 Pupil Teaching, Ghana Education Service Samoa L/A Primary School, Jirapa

UNIVERSITY TEACHING AND SUPERVISION

1. Lecturers' undergraduates level courses in Hospitality strategy and Asset Management, Lodging Management I and II, Advanced Front Office Management I and II, Lodging Operations, Managing Hospitality Distribution, Advanced Lodging Management, Restaurant & Food Service Operations I, General Nutrition, Restaurant Operations, Sanitation, health and safety, Housekeeping Management, Housekeeping Operations, Meetings and conventions planning and Resort and spa management;
2. Supervision of undergraduate thesis in hospitality management; iii. Academic counsellor/tutorship at the undergraduate level.

AREA OF SPECIALISATION

1. Rooms divisions (Front office/Accommodation management)
2. Human Resource management
3. Sustainability and Environmental management

PUBLICATIONS

Referred Journals

1. **Deri, M. N.**, Singh, A., Zaazie, P., & Anandene, D. (2024). Leveraging Artificial Intelligence in Higher Educational Institutions: A Comprehensive Overview. *Revista De Educación Y Derecho*, (30). <https://doi.org/10.1344/REYD2024.30.45777>.
2. Zaazie, P., **Deri, M. N.**, Ari Ragavan, N., & Anandene, D. A. (2023). Women in hotel management and leadership: what prevents women from reaching top management positions in hotels? *Asia Pacific Journal of Innovation in Hospitality and Tourism*. 12(2), 97-124.
3. **Deri, M. N.**, & Ari Ragavan, N. (2023). Digital Future of the Hospitality Industry and Hospitality Education Globally: Review of related Literature. *Asia- Pacific Journal of Futures in Education and Society*, 2(2), 71-100. <https://doi.org/10.58946/apjfes-2.2.P5>
4. Nasir, T., Raina, D. I., **Deri, M. N.**, & Ragavan, N. A. (2023). Impact assessment of COVID19 pandemic on job satisfaction: measuring job satisfaction with work from Home, work life

balance and work stress among employees in Jammu and Kashmir, India. *Mazedan International Journal of Social Science and Humanities*, 4(3), 20-28.

5. **Deri, M.N.**, Ari Ragavan, N., Niber, A., Zaazie, P., Akazire, D.A., Anaba, M. & Andaara, D. (2023). COVID-19 shock in the hospitality industry: its effect on hotel operations within the Bono region of Ghana. *African Journal of Economic and Management Studies*, 14(3), 355-378. <https://doi.org/10.1108/AJEMS-07-2022-0264>.
6. Zaazie, P., **Nuong, D.M.**, Ragavan, N.A., Nasir, T. and Raina, D.I. (2023). Women in hospitality leadership: barrier effects and best strategies. *International Journal of Gender Studies in Developing Societies*, 1(1), 1-12. DOI: [10.1504/IJGSDS.2023.10054535](https://doi.org/10.1504/IJGSDS.2023.10054535)
7. **Deri, M. N.**, Ari Ragavan, N., Zaazie, P., Niber, A. & Anandene, D. (2022). Green Practices Among Hotels in the Sunyani Municipality of Ghana. *Journal of Business and Environmental Management*, 1(1), 1 – 22. <https://journals.airsd.org/index.php/jbem>.
8. **Deri, M, N.**, Mahama, F. B., Amenyui, M., & Chireh, T.D (2022). Towards Evaluation of New Approaches in Hotel and Catering Economics: A Case Study of Open-Air Hotels in Ghana. *Indiana Journal of Humanities and Social Sciences*, 3(6), 123-131.
9. **Deri, M. N.**, Ragavan, N. A., Chireh, T. D., Zaazie, P., & Niber, A. (2022). Relationship between job satisfaction and turnover intention of hotel employees. *Research Journal in Advanced Social Sciences*, 3(2), 32-49. <https://doi.org/10.58256/rjass.v3i2.810>
10. **Deri, M. N.**, Zaazie, P., & Prosper, B., (2021). Turnover intentions among hotel employees in the Accra Metropolis of Ghana. *African Journal of Hospitality, Tourism and Leisure*, 10(1), 238-255. <https://doi.org/10.46222/ajhtl.19770720-98>.
11. **Deri, M. N.**, Iddrisu, W. A., Sampson, W-G., Zaazie, P., & Mohammad, F. A., (2020). Assessment of COVID-19's impact on hotels in Ghana: Case study of hotels in Accra and Kumasi. *International Journal of Tourism and Hotel Management*, 2(2), 33-37. <https://doi.org/10.22271/27069583>.

Book Chapters Published

1. **Deri, M. N.**, Zaazie, P., Singh, A. (2024). Digital Future of the Hospitality Industry and Hospitality Education Globally. In: Sharma, A. (eds) *International Handbook of Skill, Education, Learning, and Research Development in Tourism and Hospitality*. Springer International Handbooks of Education. Springer, Singapore. https://doi.org/10.1007/978-98199-3895-7_14-1.

2. **Deri, M. N.**, Amrik, S., Zaazie, P & Anandene, D. (2024). Demystifying Sustainable Practices in the Hotel Industry: Evidence from Ghana in *Waste Management and Life Cycle Assessment for Sustainable Business Practice*. IGI Global. <https://doi.org/10.4018/979-8-3693-2595-7>.
3. Amrik, S., **Deri, M. N.** (2024). Exploring the Use of Virtual and Hybrid Events for MICE Sector: *Trends and Opportunities in New Technologies in Virtual and Hybrid Events*. IGI Global. <https://doi.org/10.4018/979-8-3693-2272-7>.

Books (chapter) (submitted for review and publication)

1. Zaazie, P., **Deri, M. N.**, Amrik, S., & Quarshie, J. M. (Under review). Redefining success through technological advancement in the tourism sector in Revolutionising Tourism: *Innovative Horizons and Future Visions through Digital Lenses*. Emerald.

Conference Papers

1. Presenter, Asia-Pacific CHARIE, the hospitality and tourism educators Conference. Sunway University Malaysia from 23rd to 25th May, 2022. *Title of Paper presented: Green practices among hotels in the Sunyani Municipality of Ghana*
2. Presenter, International Conference on Research Methodology for Qualitative and Quantitative Research. Organised by EXUDOXIA Research Centre, India, from 3rd to 4th December, 2021. *The title of the paper is the relationship between Job Satisfaction and Turnover Intentions among hotel employees in the Accra Metropolis, Ghana.*

RESEARCH WORK:

Aligning Hospitality Management Education with Industry Needs: Curriculum Development and Competency Integration in Ghanaian Higher Education Institutions

February, 2025 (PhD. Thesis, Taylor's University)

Job satisfaction and turnover intention among hotel employees in the Accra metropolis

Sep 2013 (MPhil. Thesis, Cape Coast University)

Effect of retention strategies on labour turnover in the hotel industry in Ghana: A case study of selected hotels in Accra

Oct 2008 (Btech. Thesis, Cape Coast University)

CONSULTANCY ASSIGNMENT/RESEARCH PROJECTS

- 2020 Trainer, Housekeeping and Front Office Staff, Mawuli Hotel, Obuasi
2019 Trainer, newly recruited housekeeping and front office staff, Royal Cosy Hotel, Jirapa
2018 Consultancy, Royal Cosy Hotel, Management Strategy - Manpower Schedule, Jirapa
2017 External Evaluator, Hospitality Department, Sunyani Technical University, Sunyani
2017 Trainer, Asanko mines housekeeping staff, Asankrangwa

CONFERENCE/WORKSHOP/SEMINAR

- 2023 **Participant**, Analyzing and Synthesizing a WoS Q1 Paper for High Impact Literature Review, Taylor's University
2023 **Participant**, Partial Least Squares- Structural Equation Modelling using SmartPLS
2022 **Participant**, Postgraduate Research Colloquium (PGRC), Taylor's University
2022 **Participant**, Asia-Pacific CHARIE hospitality and tourism educators Conference 2020
Participant University Governance and examinations, Research skills development, and career progression UENR

SERVICE TO COMMUNITY

Statutory

- Oct 2024 – Date **Member**, School of Natural Resource Board
Feb 2019 – 2021 **Member**, Convocation Representative on Academic Board
Aug 2018 – 2019 **Industrial Relations Coordinator**, DERH

Non-statutory

- Jan 2021 **Ag. Chairperson**, Cafeteria Management Committee
Aug 2020 **Member**, Ghana Tourism Development Project Proposal Writing Committee
Dec 2019 **Member**, Transport Committee of UTAG
Sep 2019 **Member** – UENR UTAG Internal Audit Committee
July 2019 **Member**, Committee for UENR Annual Excellence Award
July 2019 Resource Person to UENR Basic School
Nov 2018- 2021 **Academic Counsellor**, DERH
Feb 2018 **Member**, Curriculum Review Committee for re-accreditation (BSc Hospitality Management)

National/International

- July 2025 **Reviewer**, Smart Tourism Ventures: Entrepreneurship, AI, and Emerging Technologies in Travel and Hospitality
- July 2025 **Reviewer**, International Journal of Tourism Policy
- Nov 2022 **Organizing Committee Member**, Postgraduate Research Colloquium (PGRC) 2022, Taylor’s University
- Nov 2022 **Session Chair**, Postgraduate Research Colloquium (PGRC), Taylor’s University
- Oct 2021 **Social Media Handles**, Centre for Research and Innovation in Tourism (CRiT), Taylor’s University
- Oct 2021 **Reviewer**, Handbook of Research on Resource Management and the Struggle for Water Sustainability in Africa
- Nov 2021 **Tutor**, Bachelor of International Hospitality Mgmt (BH) module (Accommodation Management)
- Aug 2021 **Reviewer**, International Journal of Sustainability in Higher Education

PROFESSIONAL MEMBERSHIP

- 2014 **Member**, International Council on Hotel, Restaurant, and Institutional Education (ICHRIE)
- 2018 **Member**, Institute of Hospitality (IH), Ghana
- 2018 **Member**, Ghana Science Association (GSA)
- 2018 **Member**, Women in Science, Technology, Engineering, and Mathematics (STEM)
- 2017 **Member**, Tourism Society of Ghana (TOSOGHA)
- 2017 **Member**, Ghana Hospitality Students Association (Uenr Chapter)
- 2016 **Member**, University Teachers Association of Ghana (UTAG)

REFEREES

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