

## CURRICULUM VITAE

<b>1</b>	<b>Fullname</b>	Dra. Suryari Purnama, MM
<b>2</b>	<b>Sex</b>	Female
<b>3</b>	<b>Academic Qualification</b>	Lector
<b>4</b>	<b>NIP/NIK</b>	299090116
<b>5</b>	<b>Place and Date of Birth</b>	Medan, 6 Februari 1966
<b>6</b>	<b>E-mail</b>	<i>suryari.purnama@esaunggul.ac.id</i>
<b>7</b>	<b>Phone Number</b>	0816 1405 826

### A. Academic Qualifications

Courses	Description
Mathematics of Business	This course contains of material related to reasoning and logic. It is expected that the students will be able to explain and be able to solve the problems related to the definition of relationships and functions, types and forms of functions in economics, sequences and series, limit of a function and continuity then derived for either one or more variables, and high-level derivatives.
Quantitative Management	This course contains of optimum theories. It is expected that the students can use and implement these theories in a more real way after studying this course. The material given is the formulation of real problems into mathematical models solved by graphical and simplex methods. The transportation theory and CPM / PERT, then network theory, queuing theory and the last is the theory of decision making.
Operational Management	In this course, we learn about the duties of a company's operational manager. Both the companies which produce goods or services. How to arrange starting from the procurement of raw materials / goods, the process of storing raw materials, the production process, the distribution of stuffs and the arrangement of factory layouts and the determination of the the factory location.

### B. Professional Qualifications

Position	Description	Year
Member	IAEI (Ikatan Ahli Ekonomi Islam)	2018 – Now

### C. Academic Career and Position

Position	Description
Research Leader	The Analysis of the Effect of Banking Services Quality on Customer Satisfaction at PT Bank Bukopin, branch of Esa Unggul (Year 2013)
Research Leader	The Analysis of the Effect of Marketing Mix (Product, Price, Place and Promotion) on the Level of Customer Loyalty for Paint of Essay Paint (Year 2013)
Research Leader	The Relationship Of Service Quality And Customer Satisfaction In Special Branch Office Of Bank Rakyat Indonesia (Year 2014)
Research Leader	The Influence Of The Use Of Celebrity Endorser Rio Dewanto On Consumers' Decisions To Buy Pond's Men (Year 2014)
Research Leader	The Analysis Of The Factors That Determine Consumer Decisions To Shop In Ace Hardware (Year 2013)
Research leader	The Analysis of Service Quality on Customer Satisfaction in PT. Bank Rakyat Indonesia, Pluit (Year 2013)
Research Leader	the analysis of the effect of trans jakarta bus services quality to consumer satisfaction (year 2012)
Research Leader	The Analysis Of The Influence Of Service Quality On Customer Satisfaction Of Freight Forwarding Pt Acw Indonesia (Year 2012)
Research Leader	An overview of the Islamic banking concept in terms of financing and solving problematic financing cases. A Case study at Bank Muamalat Indonesia (Year 2018)

### D. Publication

Title of Publication	Publication Name	Link of Publication	Year	Indexed
The analysis of the effect of product quality on consumer	Scientific Forum (Forum Ilmiah)		2013	-

satisfaction Sophie Paris bags.				
The analysis of the effect of the health services quality on the satisfaction of the applicant in the traditional health services division at the West Jakarta District Health Service Office.	Scientific Forum (Forum Ilmiah)		2013	-
Designing the models and strategies of customer loyalty in the Indonesian services industry.	Sustainable Competitive Advantage		2015	-
The effect of service quality in relationship marketing on purchasing decisions (case study for the above of 2000 cc Toyota cars at the Auto 2000 store Jl. Raya Pluit Selatan).	Economics Journal of Universitas Esa Unggul		2013	-
The Analysis of Factors that Determine the Consumer Decisions in choosing Air Transportation Services on Eva Air Airlines.	Scientific Forum (Forum Ilmiah)		2011	
The Analysis of Factors That Determine the Consumer Decisions in Purchasing	Scientific Forum (Forum Ilmiah)		2012	

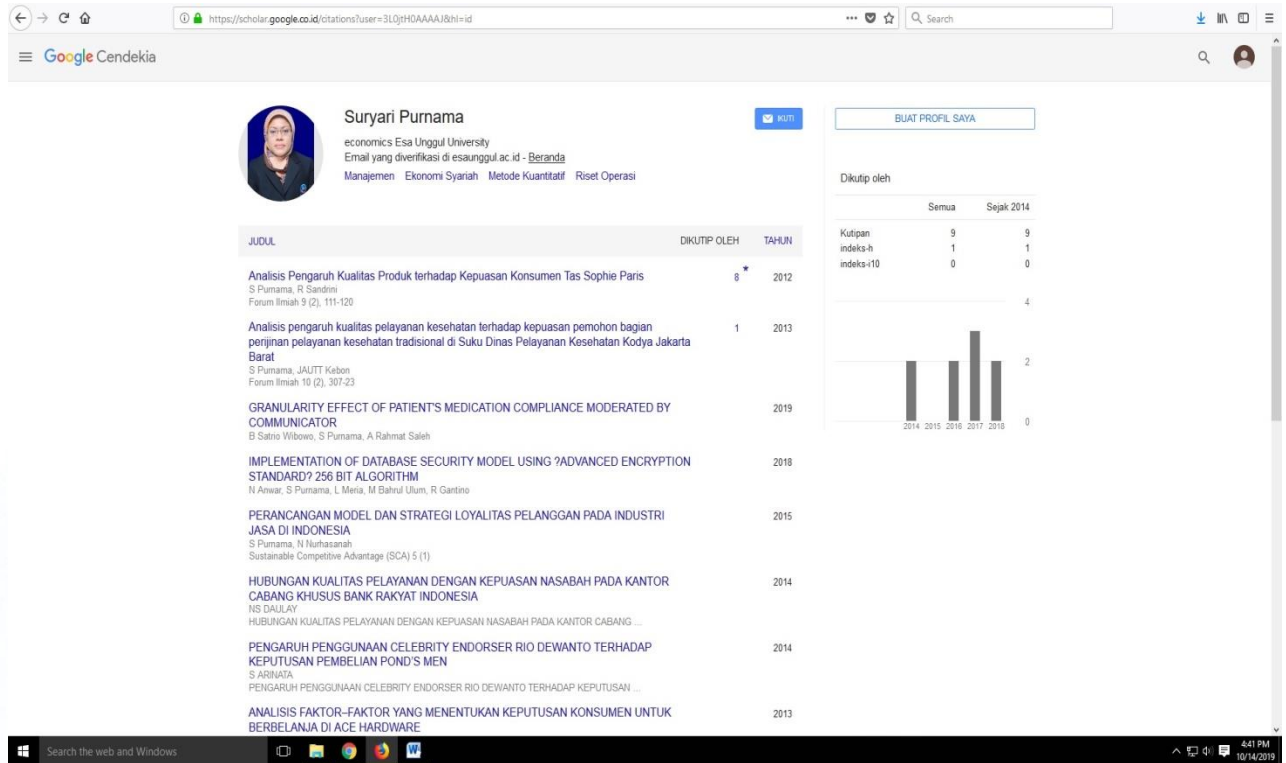
Vitacharm.				
The Analysis of the Effect of 4P Factors on Decisions of Consumers Purchasing to Shop at the Indomaret Mini Market.	Economics Journal		2011	
The Ethical Behavior of Transjakarta Bus Service Quality in Measuring The Customer Satisfaction.	Economics Journal		2012	
The Promotion factors and The distribution factors in the consumers intention to buy Sedaap noodles.	Economics Journal		2012	
The Analysis of the Effect of Front Liner Service Quality on Customer Satisfaction at PLN Area Grogol West Jakarta.	Scientific Forum (Forum Ilmiah)		2013	

### E. Proceeding

Title of Proceeding	Name of Conference	Link of Proceeding	Year	Indexed
Granularity Effect of Patient's Medication Compliance Moderated by Communicator	International Conference of Health (ICOH) 2019 Universitas Esa Unggul		2019	-
Implementation of Database Security Model Using Advance Encryption Standard 256 Bit	International Conference Recent Innovation (ICRI) 2018		2018	-

Algorithm				
-----------	--	--	--	--

## F. Citation



The screenshot shows a Google Scholar profile for Suryari Purnama, an economics professor at Esa Unggul University. The profile includes a list of publications with their titles, authors, and citation counts. A bar chart on the right shows the number of citations from 2014 to 2018.

JUDUL	DIKUTIP OLEH	TAHUN
Analisis Pengaruh Kualitas Produk terhadap Kepuasan Konsumen Tas Sophie Paris S Purnama, R Sandrina Forum Ilmiah 9 (2), 111-120	8	2012
Analisis pengaruh kualitas pelayanan kesehatan terhadap kepuasan pemohon bagian perijinan pelayanan kesehatan tradisional di Suku Dinas Pelayanan Kesehatan Kodya Jakarta Barat S Purnama, JAUTJ Kebon Forum Ilmiah 10 (2), 307-23	1	2013
GRANULARITY EFFECT OF PATIENTS MEDICATION COMPLIANCE MODERATED BY COMMUNICATOR B Satrio Wibowo, S Purnama, A Rahmat Saleh		2019
IMPLEMENTATION OF DATABASE SECURITY MODEL USING ?ADVANCED ENCRYPTION STANDARD? 256 BIT ALGORITHM N Anwar, S Purnama, L Meria, M Bahrul Ulum, R Gantino		2018
PERANCANGAN MODEL DAN STRATEGI LOYALITAS PELANGGAN PADA INDUSTRI JASA DI INDONESIA S Purnama, N Nurhasanah Sustainable Competitive Advantage (SCA) 5 (1)		2015
HUBUNGAN KUALITAS PELAYANAN DENGAN KEPUASAN NASABAH PADA KANTOR CABANG KHUSUS BANK RAKYAT INDONESIA NS DAJULAY HUBUNGAN KUALITAS PELAYANAN DENGAN KEPUASAN NASABAH PADA KANTOR CABANG ...		2014
PENGARUH PENGGUNAAN CELEBRITY ENDORSER RIO DEWANTO TERHADAP KEPUTUSAN PEMBELIAN FOND'S MEN S ARNANTA PENGARUH PENGGUNAAN CELEBRITY ENDORSER RIO DEWANTO TERHADAP KEPUTUSAN ...		2014
ANALISIS FAKTOR-FAKTOR YANG MENENTUKAN KEPUTUSAN KONSUMEN UNTUK BERBELANJA DI ACE HARDWARE		2013

**Dikutip oleh**

	Semua	Sejak 2014
Kutipan	9	9
indeks-h	1	1
indeks-i10	0	0

Bar chart showing citations from 2014 to 2018:

Tahun	Jumlah Kutipan
2014	2
2015	2
2016	2
2017	3
2018	2

Jakarta, Oktober 2019

Dra. Suryari Purnama, MM