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EDUCATION

2010 – present	Nova School of Business and Economics (Lisbon, Portugal) PhD in Management (Marketing)
2009 – 2010	ISCTE University (Lisbon, Portugal) Postgraduated studies in Marketing
2008	Key Formation Center (Porto, Portugal) Seminar “Marketing Strategies”
2007 – 2009	Católica University (Porto, Portugal) MSC Marketing
Dissertation Topic: “Marketing Plan for the Implementation of a Collection System of Used Vegetable Oil”	
2007	Portal do Ser (Porto, Portugal) Seminar “Management and Organization of Events”
2006	Formal Press (Porto, Portugal) Seminar “Media Training”
2006	Escola Superior de Jornalismo do Porto (Porto, Portugal) Post-graduation “Press officer”
2005 – 2006	Military Academy of Lisbon (Lisbon, Portugal) Post-graduation “Information Warfare/Competitive Intelligence”
2004	Lumsa University (Rome, Italy) Erasmus Program
2002 – 2005	Fernando Pessoa University (Porto, Portugal) Degree in Communication Science (Journalism)

EMPLOYMENT

2015 – present	PhD reviewer at Journal of Service Management Manuscripts' reviewer
2010-2011	QSP Marketing (Porto, Portugal) Marketing Consultant
2008	Católica University (Porto, Portugal) Grader
2007	Católica University (Porto, Portugal) Grader
2007 - 2011	Proensal (Vila Nova de Famalicão, Portugal) Marketer
2006	MSImpacto - communications agency and press office (Porto, Portugal) Press Officer

SKILLS/QUALIFICATIONS

Languages: Fluent in English and Italian

SEMINARS/CONFERENCES

2015	Frontiers in Service Conference 2015 and Doctoral Consortium (California, USA) (session chair)
2015	14th International Research Symposium on Service Excellence in Management, QUIS14 (Shanghai, China)
2015	TIIKM's 1st Annual International Conference on Services Marketing 2015 (ICOSM-2015) (Colombo, Sri Lanka)
2014	Let's Talk About Service Conference: How to Position and Publish Service Research (Ghent University, Belgium)
2014	PhD Seminar Qualitative Research (Capri Summer School, Italy)
2014	PhD Seminar Relationship Marketing and Interorganizational Relationships (HEC Paris, France)

2013 3rd Conference of the International Network of Business and Management Journals (INBAM) (Lisbon, Portugal)

PUBLISHED PAPERS

- Clegg, Stewart R., Cunha, Miguel P., Rego, Arménio and Dias, Joana (2013). Mundane objects and the banality of evil: sociomateriality of a death camp. **Journal of Management Inquiry**, vol. 22 no. 3, 325-340.

RESEARCH INTERESTS

- Emotional labor, organizational behaviour, healthcare services