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 Universitat Rovira i Virgili  
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### Education

Phd in Tourism and Leisure. Rovira i Virgili University, Tarragona. Spain. Date of qualification: 02/07/2015. Qualification: Cum Laude

Master in Tourism. Rovira i Virgili University, Tarragona. Spain. Date of qualification: 28/09/2011

Bachelors in Tourism. SOL University. Santa Fe. Argentina. Date of qualification: 11/06/2009

Bachelors in Physical Education. ISEF University. Santa Fe. Argentina. Date of qualification: 12/12/2007

### Academic Experience

Position	Center/Institution	Dates
Assistant Professor	Universitat Rovira i Virgili	2015-pres
Doctoral Student	Universitat Rovira i Virgili	2012-2015

### Research in progress

Positive Waiting in tourism services. (G. Ryan; G. Hernandez-Maskivker; M. Valverde and M. Pàmies)

### Publications: Journal Articles

Hernández-Maskivker, G.; Ryan, G.; Pàmies, M.M. (forthcoming) Waiting time at theme parkes: how managers interpret waiting. *TOURISMOS: An International Multidisciplinary Refereed Journal of Tourism*.

## Publications: Books, Chapters & Reports

- Pàmies, M.M.; Ryan, G.; Valverde, M.; Hernández-Maskivker, G.; Chicu, D. (2016, *forthcoming*) University Student plagiarism in the digital age and the professors' role in detecting and reporting. *Dark Sides of Business and Higher Education Management*. Business Expert Press.
- Hernandez-Maskivker; Valverde & Ustrov (2014). Tourism sector sustainability through its agents' acts and satisfaction. In *Organizaciones Sustentables*, pp. 27 – 45. Mexico: Universidad Veracruzana. ISBN 9786079248635.

## Conference Contributions

- Hernandez-Maskivker; Ryan; Pàmies; Chicu (2014). Make me Wait: When Waiting is not Always Negative. Conference Proceeding Academy of Management Proceedings (United States of America). Available online at: <http://10.5465/AMBPP.2014.11695abstract>.
- Hernandez-Maskivker; Ryan (2014). Could managers consider waiting times as something positive? International Conference on Global Economy, Commerce and Service Science. (Thailand). ISBN 978-90-78677-96-3.
- Hernandez-Maskivker; Ryan; Blazey & Pàmies (2013). Fast Lines at Theme Parks. World Academy of Science, Engineering and Technology. 78, pp. 2166 - 2171. (France). ISBN 2010- 3778.
- Hernandez-Maskivker; Ryan & Pamies (2012). Queues as a Sign of Value in Tourism Services. 2nd Advances in Hospitality and Tourism Marketing & Management Conference. (Greece): ISBN 978-960-287-139-3.
- Hernandez-Maskivker; Ryan & Pamies (2012). Positive Waiting in Tourism Services. IFSAM. Management Re-Imagined Conference Proceedings. ISBN 978-1-907300-05-9.
- Ryan; Pamies; Hernandez-Maskivker; Ustrov & Valverde (2012). Making 'friends' in the Classroom: Using Facebook to Improve the Learning Experience in the Marketing Education. INTED Conference Proceedings (Spain). ISBN 978-84-615-5563-5.
- Ryan; Valverde; Pamies & Hernandez-Maskivker (2012). Your Cheatin Heart: How Lecturer's Perceive Plagiarism by University Studentes'. INTED 2012 Conference proceedings. (Spain). ISBN 978-84-615-5563-5.
- Hernandez-Maskivker; Valverde; Ustrov & Ryan (2012). Integrando la Satisfacción de los Agentes del Sistema Turístico. OCITUR 2012. Conference Proceedings. (Spain). ISBN 978-84- 3343-7.
- Hernandez-Maskivker; Ryan (2014). Exploring willingness to pay for fast lines at theme parks. The Fourth International Conference on Tourism between China-Spain & Ocitur'14. Mataró, Spain

Hernandez-Maskivker; Ryan; Pàmies; Chicu (2014). An innovative approach to the problems of waiting in services. European Academy of Management (EURAM). Valencia, Spain.

Ustrov; Valverde; Chicu; Hernandez-Maskivker (2014). Emotional contagion and its customer outcomes in high-contact services. European Academy of Management (EURAM). Valencia, Spain.

Pàmies; Ryan; Hernandez-Maskivker; Valverde; Ustrov (2014). Managing the wait in the international context. European Academy of Management (EURAM). Valencia, Spain.

Hernandez-Maskivker; Ryan; Pàmies; Chicu (2014). Waiting time as a source of company income. ACEDE 2014. Castellón, Spain.

Pàmies; Ryan; Valverde; Hernandez-Maskivker; Ustrov (2014). The role of culture in waiting situations. ACEDE 2014. Castellón, Spain

Pàmies; Ryan; Valverde; Ustrov; Hernández-Maskivker; Chicu (2013). The use of Facebook in higher education. II Congreso Internacional Multidisciplinar de Investigación Educativa (CIMIE). Tarragona, Spain.

Hernandez-Maskivker; Ryan (2013). Waiting times in tourism services. GRATET International Research Workshop. Vila-seca, Spain.

Ryan; Valverd; Pàmies; Hernandez-Maskivker (2012). Still waiting? How consumers react when forced to wait for service in e-retailing. Open Workshop in e-Retailing: Champion Strategies on the e-Retail Landscape. Barcelona, Spain.

### **Research Projects**

2014-2017: 14/KA2HE/2367. International Social Innovation Competition for Students and Adult Learners (I-SICS). European Union. ERASMUS+ (KA2: Cooperation for innovation and the exchange of good practices).

2013-2104: A28/13. Implicacions dels MOOCs (Massive Open Online Courses) per a la docència universitària presencial i virtual. ICE-URV.

2012-2013: A02. Projecte integrat d'aplicació de la Web 2.0 en la docència universitària. ICE-URV.

2011-2012: Un estudi de la implantació d'estratègies de prevenció, detecció i gestió del plagi en el context universitari: El cas de la URV. ICE-URV.

2009-2013: 2009 SGR 667. Human Factor, Organisations and Markets. Research groups map of the Catalan Government. AGAUR, Catalan Government. Researcher.

### **Research Stages and Visiting Scholar**

Doctoral stay - California State University, Long Beach, California, United States of America: 3 months (2012). Research assistant

Visiting professor - Faculty of Hospitality and Tourism Studies. The Maldives National University, Malé, Maldives: 10 days (2015)

### **Teaching**

#### **Undergraduate**

Consumer Behaviour, Marketing Basics, Tourism marketing

### **Language Certificates**

First Certificate - English Cambridge University (Grade C- B2)

Intermedi de Català (B2).

### **Computer Skills**

Quantitative Data Analysis Software: SPSS

Qualitative Data Analysis Software: NVIVO.