



## Noyan Ilk

Business Analytics, Information Systems and  
Supply Chain, College of Business

[nilk@business.fsu.edu](mailto:nilk@business.fsu.edu)

<https://orcid.org/0000-0003-2152-288X>

**COLLABORATIVE  
COLLISION@FSU**

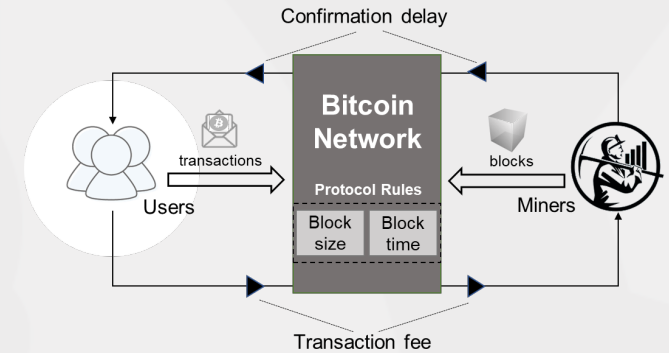
### My Interest in Florida

- Investigating the efficacy of emerging data management technologies such as blockchain to enhance the resiliency of IT systems employed by state agencies and local organizations
- Improving the quality of customer service provided by state agencies via the use of advanced (e.g., AI-based) communication technologies

### Expertise/Skills

- Service analytics
- Text mining
- Blockchain / Bitcoin
- Financial technologies
- Predictive analytics
- Automated data collection

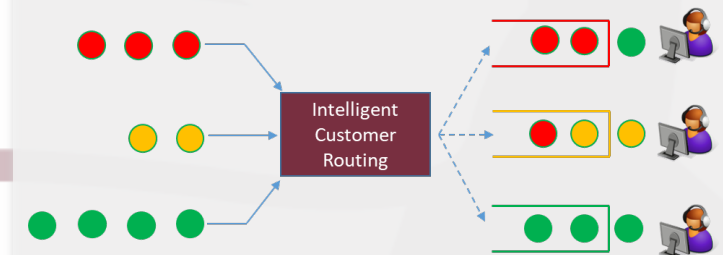
### Research and/or Projects



#### Bitcoin Blockchain Analysis

##### (sample publication outlets)

- *Management Information Systems Quarterly*
- *Journal of Operations Management*



#### Automated Communications Analysis

##### (sample publication outlets)

- *Management Science*
- *Journal of Operations Management*
- *Decision Support Systems*
- *ACM Transactions on MIS*
- *Information & Management*