Biographical Note

Manuel José Vilares is until very recently Full Professor at NOVA Information Management School at Universidade Nova de Lisboa (www.novaims.unl.pt) in statistics and econometrics and Senior Advisor to the Board of Banco de Portugal. Among his former appointments, he was President of the National Statistics Institute, Founder and the first Dean of NOVA Information Management School and Senior Advisor of the European Commission for statistical and economic matters. in TACIS Program.

His main advisory, teaching and research areas are econometrics, economics, statistical information systems and consumer behaviour, with particular emphasis on customer experience models. He has written scientific books and articles published in Portugal and abroad. He has a PhD in economics from the University of Dijon and a post-doctoral scientific and teaching recognition in econometrics from the NOVA University.

He has been Research Coordinator of several projects. He is cofounder of the project BECX (Best European Customer Experience) that succeeded to the project ECSI. European Customer Satisfaction Index where he was also cofounder. The last project where Manuel Vilares was research coordinator is the project: Measuring the Cultural and Creative Sectors (CCS) in the EU (2020-2022).