

Curriculum Vitae

Martin G.M. Wetzels was born 20 March 1969 in Heerlen, the Netherlands. After completing secondary school ("Sophianum" in Gulpen, the Netherlands) he studied Economics at the University of Limburg, Maastricht. During his studies he specialized in Marketing and Marketing Research. In 1992 he joined the department of Marketing & Marketing Research as a Research Assistant. In 1993 he obtained his Master's Degree (with distinction) at the Faculty of Economics and Business Administration of the University of Limburg. In September 1993 he started to work for the Department of Marketing & Marketing Research as a Lecturer. In September 1994 he started work on his Dissertation. His main research interests are: service quality, customer satisfaction./dissatisfaction, customer value, quality management in service organizations, services marketing, marketing research, cross-functional cooperation and relationship marketing. His work has been published in the *International Journal of Research in Marketing*, the *Journal of Economic Psychology, Accounting, Organization and Society*, the *Journal of Business Research*, the *European Journal of Marketing*, *Advances in Services Marketing and Management*, the *Journal of Business and Industrial Marketing*, *Maandblad voor Accountancy en Bedrijfseconomie*, the *Journal of Retailing and Consumer Services*, the *International Journal of Service Industry Management* and the *Journal of Customer Satisfaction, Dissatisfaction and Complaining Behavior*. Finally, he has contributed more than twenty papers to conference proceedings.