

June 1, 2022

Sriram Venkataraman

Department of Management Science, Moore School of Business

University of South Carolina,

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ACADEMIC POSITION

University of South Carolina, Darla Moore School of Business

BPF Moore Research Fellow, August 2021-present

Associate Professor (with tenure), Department of Management Science, August 2019-present

Assistant Professor, Department of Management Science, August 2013-August 2019

EDUCATION

Clemson University, Clemson, SC

Ph.D. in Management (Supply Chain and Operations Concentration), 2013

University of North Carolina at Chapel Hill, Chapel Hill, NC Master of
Science in Statistics & Operations Research, 2009

University of Alabama, Tuscaloosa, AL

Master of Science in Industrial Engineering, 2007

University of Mumbai, Mumbai, India

Bachelor of Engineering in Mechanical Engineering, 2004

HONORS & AWARDS

2022 Reviewer Service Award, Journal of Operations Management

2021 Meritorious Service Award, Management Science

2020 Emerging Scholar Award, POMS College of Service Operations

Honorable Mention, 2019 Jack Meredith Best Paper Award, Journal of Operations Management

2012-2013 Graduate Assistant Research Excellence Award, College of Business and Behavioral
Science, Clemson University

Alpha Pi Mu, Industrial Engineering Honor Society, University of Alabama Chapter

PUBLICATIONS (* Equal Contribution)

Dong, Y.*, S. Song*, S. Venkataraman*, Y. Yao*, 2021. *Mobile Money and Mobile Technology: A
Structural Estimation*. Information Systems Research, 32(1) pp. 18-34

Dong, Y.*, K. Skowronski*, S. Song*, S. Venkataraman*, F. Zou*, 2020. *Supply Base Innovation and
Firm Financial Performance*. Journal of Operations Management, 66(7 – 8) pp. 768 – 796

Lee, S. J., S. Venkataraman, G. Heim, A. V. Roth, J. Chilingirian, 2020. *Impact of the Value-Based Purchasing Program on Hospital Operations Outcomes: An Econometric Analysis.* Journal of Operations Management, 66(1 – 2) pp. 151 – 175

——— Tenure Received June 2019 ———

Roth, A. V.*, A. L. Tucker*, S. Venkataraman*, J. Chilingirian, 2019. *Being on the Productivity Frontier: Identifying “Triple Aim Performance” Hospitals.* Production and Operations Management, 28(9) pp. 2165 – 2183

Dong, Y., M. Chung, C. Zhou, S. Venkataraman, 2019. *Banking on “Mobile Money”: The Implications of Mobile Money Services on the Value Chain.* Manufacturing & Service Operations Management, 21(2) pp. 290 – 307

Venkataraman, S., L. D. Fredendall, K. M. Taaffe, N. Huynh, G. Ritchie, 2018. *An Empirical Examination of Surgeon Experience, Surgeon Rating, and Costs in Perioperative Services.* Journal of Operations Management, 61 pp. 68 – 81

McKie, E., M. Ferguson, M. Galbreth, S. Venkataraman, 2018. *How Do Consumers Choose between Multiple Product Generations and Conditions? An Empirical Study of iPad Sales on eBay.* Production and Operations Management, 27(8) pp. 1574 – 1594

Wani, D., M. K. Malhotra, S. Venkataraman, 2018. *Impact of Competition on Process of Care and Resource Investments.* Journal of Operations Management, 57 pp. 23 – 35

Honorable Mention, 2019 Jack Meredith Best Paper Award

Riley, J. M., K. Sweeney, S. Venkataraman, R. Klein, 2018. *How inventory management systems mistreat retail project quantity items and other bimodally distributed products.* The International Review of Retail, Distribution and Consumer Research, 28(3) pp. 277 – 293

Venkataraman, S., 2015. *Cost-Quality Tradeoff in Healthcare: Does it Affect Patient Experience?* Quality Management Journal, 22(3) pp. 38 – 45

PAPERS UNDER REVIEW/REVISION

Zou, F., Y. Dong, K. Hu, S. Venkataraman, Delegation with Technology Migration: An Empirical Analysis of Mobile Virtual Network Operators, invited for third round review (Major Revision) at Management Science

2021 DSI Doctoral Research Showcase Award (given to PhD student, Fan Zou)

Zhang, Z., Y. Dong, S. Venkataraman, J. Jayaram, Organic Product and Conventional Product Assortment: An Empirical Study, invited for second round review (Major Revision) at Production and Operations Management

Park, M., P. Pekgun, S. Venkataraman, P. Keskinocak, M. K. Malhotra, Investigating Buyers’ Ordering Behavior under Uniform Allocation in a Two-Stage Supply Chain, under revision for resubmission (Reject & Resubmit) to Production and Operations Management

Vergheese, A. J., D. X. Peng, A. Narayanan, S. Venkataraman, R. Shah, Examining time to recall as a driver of recall completion ratio in automotive supply chains: The moderating role of dealership network characteristics, under revision for resubmission (Reject & Resubmit) to Journal of Operations Management

McKie, E., A. Chandrasekaran, S. Venkataraman, *Carrots Versus Sticks: How Do Curbside Tactics Impact Household's Recycling Performance?* under review at Production and Operations Management

INVITED TALKS

Structural Estimation in Operations Management. Presented at Empirical Research Workshop for Operations and Technology Management Scholars, Zhejiang University, Hangzhou, China (June 23, 2019)

----- Tenure Received June 2019 -----

Banking on "Mobile Money": The Implications of Mobile Money Services on the Value Chain. Presented at Indian Institute of Technology Bombay, Mumbai, India (June 12, 2018)

Effect of Readmission Rates on Marginal Cost in Hospital Services: An Econometric Analysis. Presented at University of South Carolina (January 18, 2013), George Mason University (February 1, 2013), and Georgia Institute of Technology (February 14, 2013)

INVITED CONFERENCE PRESENTATIONS

Peng, Y., Y. Dong, and S. Venkataraman, M. Ferguson, "The Role of Supply Chain in Retailer Take-Back: An Empirical Study" POMS Annual Conference, April 25, 2022

Peng, Y., Y. Dong, S. Song, and S. Venkataraman, "Does Extended Producer Responsibility Improve Eco-innovation: An Empirical Study Of Product Take-back Programs" POMS Annual Conference, April 23, 2022

Venkataraman, S. and R. Singh, "Impact of Focus on Hospital Efficiency and Financial Performance: Moderating Effect of HIT" POMS Annual Conference, April 23, 2022

Clarkson, C., N. Tereyag˘o˘glu, and S. Venkataraman, "Effects of Mobile Farming on Agricultural Yield: Evidence from India" POMS Annual Conference, April 22, 2022

Zhang, Z., S. Venkataraman, Y. Dong, and M. Ferguson, "How Do consumers Choose between Organic Products and Multiple Product Attributes?" POMS Annual Conference, April 22, 2022

McKie, E., A. Chandrasekaran, S. Venkataraman, "Carrots Versus Sticks: How Do Curbside Tactics Impact Household's Recycling Performance?" POMS Annual Conference, April 22, 2022

Clarkson, C., N. Tereyag˘o˘glu, and S. Venkataraman, "Effects of Mobile Farming on Agricultural Yield: Evidence from India" Early-Career Sustainable Operations Workshop, The Wharton School, February 26, 2022

Zou, F., Y. Dong, K. Hu, and S. Venkataraman, "Delegation With Technology Migration: An Empirical Analysis of Mobile Virtual Network Operators" DSI Annual Meeting, November 18, 2021

Peng, Y., Y. Dong, S. Venkataraman, and S. Song, "Does Extended Producer Responsibility Improve Eco-innovation?" DSI Annual Meeting, November 18, 2021

Zou, F., Y. Dong, K. Hu, and S. Venkataraman, "Delegation With Technology Migration: An Empirical Analysis Of Mobile Virtual Network Operators" INFORMS Annual Meeting, October 25, 2021

McKie, E., A. Chandrasekaran, S. Venkataraman, "Carrots Versus Sticks: How Do Curbside Tactics Impact Household's Recycling Performance?" INFORMS Annual Meeting, October 24, 2021

Peng, Y., Y. Dong, S. Song, and S. Venkataraman, “Does Extended Producer Responsibility Improve Eco-innovation: An Empirical Study Of Product Take-back Programs” INFORMS Annual Meeting, October 24, 2021

Zou, F., Y. Dong, K. Hu, and S. Venkataraman, “Delegation with Technology Migration: An Empirical Analysis of Mobile Virtual Network Operators” MSOM Conference, June 6, 2021

Peng, Y., Y. Dong, A. Colak, and S. Venkataraman, “Bilateral R&D Productivity and Supply Chain Networks ” POMS Annual Conference, May 4, 2021

Peng, Y., Y. Dong, S. Song, and S. Venkataraman, “Does Extended Producer Responsibility Affect Firm Eco-Innovation?” POMS Annual Conference, May 3, 2021

Peng, Y., Y. Dong, and S. Venkataraman, “The Role of Supply Chain in Retailer Take-Back: An Empirical Study” POMS Annual Conference, May 1, 2021

Venkataraman, S., R. Singh, and S. Turner, “Impact of Focus on Hospital Efficiency and Financial Performance: Moderating Effects of HIT” POMS Annual Conference, May 1, 2021

Verghese, A. J, D. Thakar, S. Venkataraman, and X. Koufteros, “Automotive Recalls: Time is of the Essence. The Role of R&D Intensity and Inventory Turns” DSI Annual Meeting, November 23, 2020

Zou, F., Y. Dong, K. Hu, and S. Venkataraman, “Delegation with Technology Migration: An Empirical Analysis of Mobile Virtual Network Operators” DSI Annual Meeting, November 23, 2020

Venkataraman, S., R. Singh, “Impact of Focus on Efficiency and Financial Performance in Hospitals: Moderating Effect of Information Technology” DSI Annual Meeting, November 22, 2020

Zhang, Z., S. Venkataraman, Y. Dong, and M. Ferguson, “How do Consumers Choose between Organic Products and Multiple Product Attributes? An Empirical Study of Yogurt Sales” DSI Annual Meeting, November 22, 2020

Peng, Y., Y. Dong, S. Venkataraman, and S. Song, “Does Extended Producer Responsibility Improve Eco-Innovation: An Empirical Study of Product Take-Back Programs” DSI Annual Meeting, November 21, 2020

Zhang, Z., S. Venkataraman, Y. Dong, and M. Ferguson, “How Customers Choose Among Different Products: Organic, Conventional, and Other Attributes” DSI Annual Meeting, New Orleans, LA, November 23, 2019

Zhang, Z., S. Venkataraman, Y. Dong, and M. Ferguson, “How Customers Choose Among Different Products: Organic, Conventional, And Other Attributes” INFORMS Annual Meeting, Seattle, WA, October 22, 2019

Zou, F., Y. Dong, K. Hu, and S. Venkataraman, “Intermediation under the Overlapping Generations of Technology: An Empirical Study of MVNO” INFORMS Annual Meeting, Seattle, WA, October 21, 2019

Venkataraman, S., R. Singh, “Impact of Focus on Efficiency and Financial Performance in Hospitals: Moderating Effect of Information Technology” INFORMS Healthcare Conference, Boston, MA, July 29, 2019

Venkataraman, S., A. Roth, A. L. Tucker, and J. A. Chilingerian, “Being On The Productivity Frontier: Identifying “Triple Aim Performance” Hospitals” INFORMS Healthcare Conference, Boston, MA, July 27, 2019

Lee, S. J., S. Venkataraman, G. Heim, A. V. Roth, and J. Chilingerian, “Impact of the Value-Based Purchasing Program on Hospital Operations Outcomes: An Econometric Analysis” Frontiers in Service Conference, Singapore, July 19, 2019

- Lee, S. J., S. Venkataraman, G. Heim, A. Roth, and J. Chilingerian**, “Impact of the Value-Based Purchasing Program on Hospital Operations Outcomes: An Econometric Analysis” POMS Annual Conference, Washington, DC, May 5, 2019
- Park, M., P. Pekgun, S. Venkataraman, and M. Malhotra**, “An Empirical Analysis of Buyer Strategic Ordering Decisions through a Behavioral Experiment” POMS Annual Conference, Washington, DC, May 5, 2019
- Peng, Y., Y. Dong, and S. Venkataraman**, “Managing Supplier R&D resources and risks” POMS Annual Conference, Washington, DC, May 5, 2019
- Zhang, Z., S. Venkataraman, and Y. Dong**, “How Customers Choose Among Different Products: Organic, Conventional and Other Attributes” POMS Annual Conference, Washington, DC, May 5, 2019
- Zou, F., Y. Dong, S. Song, and S. Venkataraman**, “Innovation Beyond Borders: The Role of Supply Base in Firm Innovation” DSI Annual Meeting, Chicago, IL, November 17, 2018
- Zhang, Z., Y. Dong, S. Venkataraman, and J. Jayaram**, “Organic Product and Conventional Product Assortment: An Empirical Study” DSI Annual Meeting, Chicago, IL, November 17, 2018
- Lee, S. J., S. Venkataraman, G. Heim, A. Roth, and J. Chilingerian**, “Examining Consequences of Value-Based Purchasing: Impacts on Hospital Operations Outcomes” DSI Annual Meeting, Chicago, IL, November 18, 2018
- Venkataraman, S., Y. Dong, Y. Yao, and S. Song**, “How Customers Choose between Technology and Bundling Services: A “Mobile Money” Study” DSI Annual Meeting, Chicago, IL, November 18, 2018
- Venkataraman, S., A. Roth, A. L. Tucker, and J. Chilingerian**, “Being On The Productivity Frontier: Identifying Triple Aim Performance Hospitals” INFORMS Annual Meeting, Phoenix, AZ, November 6, 2018
- Dong, Y., Z. Zhang, S. Venkataraman, and J. Jayaram**, “Organic Product and Conventional Product Variety” POMS Annual Conference, Houston, TX, May 4, 2018
- Dong, Y., S. Venkataraman, S. Song, and F. Zou**, “Innovation and supply network” POMS Annual Conference, Houston, TX, May 5, 2018
- Wani, D., M. Malhotra, and S. Venkataraman**, “Impact of Competition on Process of Care and Resource Investments” POMS Annual Conference, Houston, TX, May 5, 2018
- Dong, Y., Y. Xu, S. Venkataraman, and Y. Peng**, “The Impact of Supply Chains on FirmLevel Innovativeness” POMS Annual Conference, Houston, TX, May 4, 2018
- Dong, Y., Z. Zhang, S. Venkataraman, and J. Jayaram**, “Impact of Organic Product Variety on Conventional Product Variety: An Empirical Test” DSI Annual Meeting, Washington, DC, November 20, 2017
- Venkataraman, S., A. Roth, A. L. Tucker, and J. A. Chilingerian**, “Being On The Productivity Frontier: Identifying “triple Aim Performance” Hospitals” INFORMS Annual Meeting, Nashville, TN, November 13, 2016
- Ferguson, M., E. C. McKie, M. Galbreth, and S. Venkataraman**, “New, Refurbished, and Used: Key Factors That Influence Consumers’ Choices” INFORMS Annual Meeting, Nashville, TN, November 15, 2016

Wani, D., M. Malhotra, and S. Venkataraman, "Quality Drivers for Hospitals" POMS Annual Conference, Orlando, FL, May 6, 2016

Lee, S. J., G. Heim, A. Roth, and S. Venkataraman, "Reverse Robin Hood Syndrome: Hospital Behaviors Resulting From Healthcare Financial Incentive Policy" POMS Annual Conference, Orlando, FL, May 6, 2016

McKie, E., M. Ferguson, M. Galbreth, and S. Venkataraman, "New Versus Refurbished: Key Factors That Influence Consumers' Choices" POMS Annual Conference, Orlando, FL, May 6, 2016

Wani, D., M. Malhotra, and S. Venkataraman, "Quality Drivers for Hospitals" DSI Annual Meeting, Seattle, WA, November 22, 2015

Riley, J. M., S. Venkataraman, and R. Klein, "How Replenishment Systems Mistreat Retail Project Quantity Items" DSI Annual Meeting, Seattle, WA, November 22, 2015

Wooten, J. and S. Venkataraman, "Optimal Shapes of Innovation Pipelines" INFORMS Annual Meeting, Philadelphia, PA, November 2, 2015

Wani, D., M. Malhotra, and S. Venkataraman, "Longitudinal Impact of the Affordable Care Act, Local Competition, and Internal Hospital Factors on Patient Quality of Care" Healthcare Conference on Patient-Centric HealthCare Management in the Age of Analytics, Kelley School of Business, Indiana University, Bloomington, IN, October 9, 2015

Venkataraman, S., A. Tucker, A. Roth, and J. A. Chilingerian, "Being on the Productivity Frontier of Hospital Care: Factors Associated with High Efficiency in Clinical Quality, Patient Experience, and Cost" Healthcare Conference on Patient-Centric HealthCare Management in the Age of Analytics, Kelley School of Business, Indiana University, Bloomington, IN, October 9, 2015

Venkataraman, S., A. Tucker, and A. Roth, "Achieving the Triple Bottom Line of Quality, Experience and Efficiency" INFORMS Healthcare Conference, Nashville, TN, July 29-31, 2015

Wooten, J. and S. Venkataraman, "Optimal Shapes of Innovation Pipelines" POMS Annual Conference, Washington, DC, May 10, 2015

Venkataraman, S., A. Roth, and A. Tucker, "Achieving the Triple Aim of Quality, Experience, and Production Efficiency in Health Care" DSI Annual Meeting, Tampa, FL, November 24, 2014

Wooten, J. and S. Venkataraman, "Optimal Shapes of Innovation Pipelines" INFORMS Annual Meeting, San Francisco, CA, November 9-12, 2014

Venkataraman, S., A. Roth, and P. Wilson, "Efficiency Analysis of U.S. and Indian Banks: Theory and Evidence" INFORMS Annual Meeting, San Francisco, CA, November 9-12, 2014

Venkataraman, S., A. Roth, D. Miller, and L. Fredendall, "Effect of Readmission Rates on Marginal Cost in Hospital Services: An Econometric Analysis" POMS Annual Conference, Atlanta, GA, May 11, 2014

Venkataraman, S., A. Roth, and A. Tucker, "Achieving the Triple Bottom Line of Quality, Experience, and Cost Efficiency" POMS Annual Conference, Atlanta, GA, May 10, 2014

Venkataraman, S., A. Roth, and A. Tucker, "Identifying Globally Efficient Hospitals and Their Antecedents" DSI Annual Meeting, Baltimore, MD, November 17, 2013

Venkataraman, S., A. Roth, and A. Tucker, "Efficiency Analysis of Hospitals" INFORMS Healthcare Conference, Chicago, IL, June 23-26, 2013

Venkataraman, S., A. Roth, and A. Tucker, "Efficiency Analysis of Hospitals" DSI Annual Meeting, San Francisco, CA, November 17, 2012

Venkataraman, S., A. Roth, and L. D. Fredendall, “Econometric Analysis of Effect of Readmission Rates on Marginal Costs in Hospital Services” DSI Annual Meeting, San Francisco, CA, November 17, 2012

Venkataraman, S., J. Sun, M. Ibanez, A. Roth, and A. Tucker, “Efficiency Analysis of Hospitals” INFORMS Annual Meeting, Phoenix, AZ, October 14-17, 2012

Roth, A., S. Venkataraman, and L. Fredendall, “Econometric Analysis of Effect of Readmission Rates on Marginal Costs in Hospital Services” INFORMS Annual Meeting, Phoenix, AZ, October 14-17, 2012

Ozkan, G., S. Venkataraman, and C. Gaimon , “Managing New Product Development Knowledge between Competing Firms” INFORMS Annual Meeting, Charlotte, NC, November 13-16, 2011

TEACHING EXPERIENCE

University of South Carolina, Department of Management Science

Undergraduate Course: Service Operations (MGSC 486), Fall 2021, Fall 2020 (2 Sections), Fall 2019 (3 sections), Fall 2018 (3 sections), Fall 2017 (2 sections), Fall 2016 (3 sections), Fall 2015 (3 sections), Spring 2015 (2 sections), Spring 2014 (2 sections), Fall 2013 (2 sections)
Course Evaluation Rating (out of 5): Fall 2021 (4.77), Fall 2020 (4.54, 4.78), Fall 2019 (4.77, 4.86, 4.77), Fall 2018 (4.72, 4.74, 4.73), Fall 2017 (4.70, 4.58), Fall 2016 (4.84, 4.58, 4.80), Fall 2015 (4.80, 4.88, 4.75), Spring 2015 (4.61, 4.84), Spring 2014 (4.64, 4.71), Fall 2013 (3.48, 3.78)

Undergraduate Course: Applied Statistics for Business (MGSC 291), Fall 2021, Fall 2020
Course Evaluation Rating (out of 5): Fall 2021 (4.68), Fall 2020 (4.35)

Army Exec-Ed Business Analytics Course: Revenue Management (MGSC 778), Summer 2021, Fall 2020

Doctoral Seminar: Advanced Topics in Management Science (MGSC 894), Spring 2022, Spring 2016
Course Evaluation Rating (out of 5): Spring 2022 (4.82)

Clemson University, Department of Management

Instructor, Undergraduate Course: Decision Models for Management (MGT 312), Summer I 2013

Instructor, Undergraduate Course: Operations Management (MGT 390), Fall 2012

Instructor, Undergraduate Course: Intermediate Business Statistics (MGT 310), Fall 2011, Spring 2012

PROFESSIONAL EXPERIENCE

Clemson University, Department of Management

Graduate Research/Teaching Assistant, 2009-2013

UNC Chapel Hill

Graduate Research/Teaching Assistant, 2007-2009

University Of Alabama

Graduate Teaching/Research Assistant, 2005-2007

Netscribes (India) Pvt. Ltd. Associate,
2004-2005

GRANTS

Co-PI, 2016-2018, Investigating Strategic Ordering and Forecasting Behavior in a Two-Stage Supply Chain, Moore School Research Grant Award (\$5,000)

Co-PI, 2016-2018, Effect of Hospital Network Cluster Structure on Efficiency and Quality of Care, Moore School Research Grant Award (\$4,000)

Co-PI, 2014-2016, Effect of Focus on Clinical and Experiential Quality in Health Care: The Moderating Influence of Flexibility, Moore School Research Grant Award (\$2,000)

Ph.D. Student Dissertation

Devashish Thakar (Committee Member; Expected 2023)

Fan Zou (Committee Member; Graduated 2022; Placement: Florida State University)

Yuqi Peng (Co-Chair; Graduated 2021; Placement: Salisbury University)

Zhihao Zhang (Co-Chair; Graduated 2020; Placement: University of Missouri, Kansas City)

Erin McKie (Committee Member; Graduated 2017; Placement: The Ohio State University)

Minseok Park (Committee Member; Graduated 2017; Placement: Salisbury University)

Deepa Wani (Committee Member; Graduated 2016; Initial Placement: University of Texas at San Antonio; Current: Georgia State University)

Undergraduate Student Honors Thesis Director

Grace Meadows (2019-2020)

Brandon Ratterree (2019)

EDITORIAL/REVIEW SERVICE

Department Editor, Decision Sciences Journal, April 2020-present

Senior Editor, Production and Operations Management, February 2019-present

Associate Editor, Journal of Operations Management, May 2022-present

Associate Editor, Service Science, April 2019-present

Editorial Review Board, Journal of Operations Management, January 2016-April 2022

Editorial Review Board, Quality Management Journal, January-December 2015

Ad-Hoc Reviewer, Management Science, Manufacturing & Service Operations Management, Production and Operations Management, Decision Sciences Journal, Journal of Business Logistics, International Journal of Production Research, Omega-The International Journal of Management Science, International Journal of Physical Distribution & Logistics Management, Quality Management Journal, Computers and Industrial Engineering, Socio-Economic Planning Sciences, Medical Care, International Journal of Health Planning and Management, Health Care Management Science, IEEE Access, Technological Forecasting and Social Change, Journal of Business Research

INVITED JUDGE/PANELIST

Judge, 2022 MSOM Healthcare SIG Workshop

Judge, 2021 MSOM Healthcare SIG Workshop

Judge, 2020 POMS Operational Excellence Best Paper Award

Judge, 2018 POMS Emerging Economies Doctoral Student Award

Judge, 2017 POMS Healthcare Operations Best Paper Competition

Judge, 2015 INFORMS Health Application Society Student Paper Competition

Invited Panel Discussant, 2015 POMS Conference, Washington, D.C., Innovations Service Operations Management Empirical Research

Reviewer, 2012 POMS Conference Healthcare Best Paper Award Competition

CONFERENCE ORGANIZER/CHAIR

Session Organizer and Chair, 2022 POMS Conference

Session Organizer and Chair, 2021 POMS Conference

Session Organizer and Chair, 2018 POMS Conference, Houston

Session Organizer and Chair, 2017 POMS Conference, Seattle

Session Organizer and Chair, 2016 POMS Conference, Orlando

Session Organizer, 2015 DSI Annual Meeting, Seattle

Session Chair, 2014 DSI Annual Meeting, Tampa

Session Chair, 2014 POMS Conference, Atlanta

Session Organizer and Chair, 2013 DSI Annual Meeting, Baltimore

Session Chair, 2013 INFORMS Annual Meeting, Minneapolis

Session Chair, 2012 POMS Conference, Chicago

DEPARTMENT/COLLEGE/UNIVERSITY SERVICE

Darla Moore School of Business Scholarship Committee Member, 2019-present

Department Ph.D. Coordinator, 2020-present

Department Tenure Track Search Committee Chair, 2021-2022

Department Ph.D. Review Committee Member, 2019-present

Department Undergraduate Curriculum Committee Chair, 2019-present

Department External Seminar Series Co-Coordinator, 2017-2020

Department Tenure Track Search Committee Member, 2013-2014, 2015-2016

MEDIA COVERAGE

Research indicates mobile money and technology benefit emerging countries, 2021 News Archive, Darla Moore School of Business. July 19, 2021

Paradoxically, competition can actually reduce quality of care in hospitals, says study, DOTMED HealthCareBusiness News. July 2, 2020

Researcher finds that competition lowers quality of care in hospitals, UTSA Today. June 29, 2020

Mobile Money + Mobile Technology Keeps Customers from Roaming, Lehigh Business Podcast. April 20, 2020

PROFESSIONAL SOCIETIES

Institute for Operations Research and the Management Sciences (INFORMS)

Manufacturing and Service Operations Management (MSOM)

Production and Operations Management Society (POMS)

Decision Sciences Institute (DSI)