

Curriculum Vitae
Ravi Narayanaswamy Ph.D., M.S., MBA

Summary

Tenured Full Professor, Walter O’Connell Palmetto Professorship in Business, earned **meritorious** ranking throughout the tenure (thirteen years) in all three areas - teaching, research, and service on annual performance evaluation by the Dean and the Provost.

Leadership

- Chair (2021-2023), Member (2018 -2021, 2023) – University Promotion and Tenure committee
- Appointment by the Chancellor –
 - Chair, Campus Technology Committee, responsible for evaluating university-wide technology requests and procuring technology solutions.
 - Member, University Strategy Planning
 - Member, Student Retention and Success Strategic Initiative
 - Member, Provost Search Committee.
- Chair (2021-2023) Faculty Governance Committee, School of Business Administration
 - Worked with the Dean to develop/sustain faculty standards and policies according to current AACSB standards.
- Member (2023-present)– Deans Council, responsible for recommending and evaluating current policies and standards.
- Chair (2023 – present) – Graduate Academic Council
 - Worked with Dean to refine admission standards for the MBA program.
 - Initiated several new course development/concentrations/certifications to meet the industry needs.
 - Worked with various university committees - Graduate council, Courses and Curriculum and University Planning for approval of the proposed changes.

Teaching

- Established the School of Business as a Microsoft IT Academy alliance and introduced the Microsoft Office Specialist certification program for students.
- Design and teach online/face-face undergraduate and graduate courses in supply chain management, operations management, information systems, project management, cyber security management, e-commerce, and data analytics.
- Design and deliver specialization courses – project and program management, supply chain management, information systems and cybersecurity management for the MBA program.

Research

- Recipient of Walter O’Connell Professorship in Business and Technology
- Recipient of the 2022, 2018 and 2014 School of Business Scholarly Research Award, the award is recognized by a peer voting process.
- Recipient of 2020, 2013, 2011 Magellan Scholarship - University of South Carolina’s elite competitive research grant for mentoring undergraduate research.

Service

- Recipient of 2023, 2020, 2012 Outstanding Service Award from School of Business.
- Ensure School of Business Administration policies comply with current AACSB accreditation standards (2020).
 - Reaccreditation (thrice) – role as faculty governance committee chair, member assurance of learning, member courses and curriculum, and Dean’s council.

Education



2009 – Ph.D. in Management (Information Systems)

AACSB Accredited



2003 – Master of Science (E-commerce)

AACSB Accredited



2002 – Masters in Business Administration (MIS)

AACSB accredited.



Bangalore University

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BAAC ACCREDITED WITH 'A' GRADE

1996 – Bachelor in Science (Statistics)

Diplomas

1998 – Post Graduate Diploma in Sales and Marketing, *National Institute of Sales (NIS Sparta)*, New Delhi, India

Professional Development

Leadership

- AACSB Business Accreditation Seminar, Tampa, PL, November 14 – 15, 2023
- AACSB How to Transform Business Education for Positive Societal Impact, August 2023
- University Strategy Planning 2022-2023
- AACSB Preparing Higher Ed for Future Careers in Times of Uncertainty January 27, 2023
- AACSB Delivering value to all business education stakeholders, November 9, 2022
- AACSB Societal Impact Conference, Webinar, November 8, 2022
- Americas Accreditation Conference (AACSB), Atlanta, September 12-15, 2022
- University Strategic Leadership Certification, fall 2021

Online Teaching

✦ Harvard Business Publishing Education

- Giving Students Real-World Experience Through Simulations: Road-Tested Lessons and Advice (January 2022)

- Normal Is not Coming Back. What Can Educators and Students Do to Adapt to Our Ever-Changing Learning Environment? (October 2021)
- Designing Engaging Learning Experiences for Undergraduates (September 2021)
- The Hybrid Classroom: How to Engage Students to Promote Individual and Collective Learning (September 2021)
- How Writing and Teaching a Difficult, Emotionally Charged Case Made Me a Better Educator (May 2021)
- Reducing cognitive load: Focusing on what matters in online and hybrid teaching (April 2021)
- Getting—and Then Keeping—Students Engaged (March 2021)
- How the Pandemic Made me a Better Educator (February 2021)
- Making Project-Based Learning Work in an Online Curriculum: A Panel Discussion, (February 2021)
- Amplifying Engagement: Energizing Students in Large Online Classrooms. (September 2020).
- Diversity and Inclusion: Building Connection and Community in Physical, Online, and Hybrid Classrooms, (August 2020)
- Exploring the Challenges and Opportunities in Online Case Teaching: Insights from Two Case Teaching Experts. (June 2020)

✚ AACSB Online Teaching effectiveness (2019)

✚ **Online Learning Consortium (OLC)**

- Quick Start to Captioning (June 2018)
- Accessibility Trends in Higher Education (May 2018)
- The State of Innovation in Higher Education (April 2018)

✚ **Sloan Consortium**

- Seven Ways to Make Your Class Accessible (2014)
- Second Life basics (2012)
- Seven Strategies to teach Online Courses (2012)
- Strategies to Ensure an ADA Accessible Distributed Learning Course (2014)
- Creating Effective and Interactive Adobe Presenter Presentations: An Easy Approach (2014)
- Access versus Quality (2012)

Traditional Teaching

- Preparing Higher Ed Student's for Future Careers in Times of Uncertainty, AACSB (January 2023)
- Closing the Skills Gap, Walsh, J., Learning House (August 2018)
- Scaffolding Student Research through Engaged Learning: The Multimodal Research Log, Stanford University, hosted by Pearson (August 2018)
- Unpacking the Black Box of Efficacy, McMillan Learning (May 2018)
- Education (April 2018) AAC&U workshops on student success (2012)
- AACSB Teaching Effectiveness (2010)

Discipline-Based

Data Science

- AACSB Artificial Intelligence and Analytics Conference (Dec 2022)
- Virtual IT Summit (June 2020)
- SAS Global Forum (June 2020)
- Data Visualization in Modern Statistics, Sage Campus (October 2018)
- Interactive Visualization with R, Sage Campus, (September 2018)
- Big Data for Social Scientists, Oxford Internet Institute (August 2018)
- Animations, Infographics, and Composites, Adobe (May 2018)

- Adobe Presenter 11 & Analytics for Actionable Insight (April 2018)
- Engaging Students in Business Analytics, the University of Pennsylvania, hosted by Pearson Education (March 2018)
- Business Metrics for Data-Driven Companies, Duke University (2015)
- R-programming, John Hopkins University (2015)
- Data Scientist Toolbox, John Hopkins University (2015)
- Microsoft Office Specialist
- Microsoft Certified Trainer

Cybersecurity

- Cybersecurity Governance, Harvard University (2023)
- Information Security, Royal University of London (2021)
- IBM – Cyber Analyst (2020)

Project Management

- Oracle Primavera (project management) Practice in the Classroom, Oracle (March 2019)
- Project Management Professional Training, USCA Continued Education (2012)
- Software Engineering

E-commerce

- User experience (UX) from Interaction Design Foundation (2018)
- The 5 Most Common Failures of UX Management, Interaction Design Foundation (May 2018)

Teaching

Undergraduate Courses

- Project Management (PMBok)
- Data Analytics (*Excel, Risk Solver, XLMiner, R-programming, Tableau, Domo*)
- E-commerce Management (IoT, InfoSec, Digital Rights Management)
- Cybersecurity Management
- Social Media Analytics
- Operations Management

Graduate Courses

- Supply chain management (concentration)
- Project and Program Management (concentration)
- Cybersecurity Management (concentration)
- Management Information Systems (concentration)
- Operations Management
- Information Systems in Public Administration
- Strategy for Managing Technology Innovations

I am the sole faculty member teaching the course – responsible for course design and delivery for both in-class and online environments. **Overall Teaching Effectiveness: Ranked “Meritorious,” Average course evaluation score is 4.5 on a scale of 5.0.**

Refereed Journal Publications

1. "The Website Features and Functions Offered by European Fashion Retailers in Response to the COVID-19 Pandemic" with Heiens, R. in *Journal of Fashion Marketing and Management (Submitted: June 2023)*
2. "Examining the Presence of Customer Service-Based Strategic Clusters in Online Retailing and the Impact of Service Features on Conversion Rates" with Heiens, R. in *International Journal of Electronic Marketing and Retailing* (forthcoming) DOI: 10.1504/IJEMR.2023.10053679
3. "Finding the optimal social media marketing mix to drive customer attraction and sales performance: an exploratory study" with Heiens, R. in *International Journal of Electronic Marketing and Retailing*, Vol. 12(4), 2022.
4. "The Impact of Digital Sales Channels on Web Sales: Evidence from the USA's Largest Online Retailers" with Heiens, R. in *International Journal of Electronic Marketing and Retailing*, Vol.12(3), 306-322, 2021.
5. "The Impact of Digital Social Legitimization on Website Visits and Web Sales" with Heiens, R. in *International Journal of Electronic Commerce Studies*, Vol.12(1), 29-42, 2021.
6. "An Examination of Online Sales Promotion Practices in Hedonic versus Utilitarian Product Categories: Evidence from America's Largest Online Retailers" with Heiens, R. in *International Journal of Electronic Marketing and Retailing*. Vol.9(1) 2018.
7. "An examination of the e-mail and electronic relationship marketing practicesUSf USUS top 500 online retailers" with Heiens, R. in *International Journal of Electronic Customer Relationship Management*. Vol.10(2) 2016.
8. "The Impact of Information Communication Technologies on Book Challenge Trends in the United States" with Weaver, K. in *Webology*. Vol.12 (2), 2015.
9. "Effect of Control on Information Systems Development Performance: A Meta-Analysis," with Henry, R. and Purvis, R. in *Journal of Computer Information Systems*. Vol.55 (3), 2015.
10. "Social Networking: The Impact of Status Identity," with McGrath, L. in *Journal of Contemporary Business Issues*, Vol.20 (1), 2014.
11. "A Holistic Study of Privacy in Social Networking Sites," with McGrath, L. in *Academy of Information and Management Sciences Journal*, Vol.17 (1), 2014.
12. "Impact of Influence tactics in Information System Development project: A Control Loss Perspective," with Henry, R. and Grover, V. in *Journal of Management Information Systems*, Vol.30 (1) summer 2013.
13. "State Tax Structures and Tax Rates" with Porcha, S. and Fox, W. in *International Journal of Business and Economics Perspectives*, Vol.7 No. 1 spring 2012.
14. "A Resource-Based Perspective of Information Systems Discipline," with Gokuhale, R. and Grover, V. in *Journal of the Association for Information Systems*, 2009.

Refereed Conference Proceedings

1. “Examining the Impact of COVID-19 Pandemic on Consumer Search Patterns in the European E-Retail Environment” with Heiens, R. *presented at the Annual Meeting of the Institute for Operations Research and the Management Sciences, Phoenix, AZ, October 2023.*
2. “A Taxonomy of E-commerce Payment Systems in the U.S. Retail Environment” with Albers, T. *presented at the Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences, Myrtle Beach, SC, October 2023.*
3. “The Impact of Vertical and Shared Leadership on Team Member Stress” with Whittington, T. *presented at the Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences, Myrtle Beach, SC, October 2023.*
4. Value relevance of Web sales growth rates and Conversion Rates on Firm Valuations” with Kangogo, N. *Annual Meeting of Southeast Decision Sciences Institute, Wilmington, NC, February 15-17, 2023.*
5. “Examining the Product and Service-Centric Website Features and Functions Offered by European Fashion Retailers Following the COVID-19 Pandemic” with Heiens, R. *31st Annual Meeting of the Association of Marketing Theory & Practice Conference, Hilton Head, South Carolina, March 15-18, 2023.*
6. “Exploring the role of emotional intelligence in online learning” with Raja, M. *Annual Meeting of the Northeast Decision Sciences Institute, New Jersey, April 7 – 9, 2022.*
7. “Technology Readiness: Does it matter in online learning environments? with Raja, M. *Annual Meeting of the Northeast Decision Sciences Institute, New Jersey, April 7 – 9, 2022*
8. “An exploratory investigation of the effectiveness of digital marketing channels for utilitarian versus hedonic products” with Heiens, R. *Annual meeting of the Southeast Decision Sciences Institute, Jacksonville, February 16-18, 2022.*
9. “Customizing Learning Environments for Students in Higher Education: Is It a Bridge Too Far?” with Raja, M., in *2021 Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences, Myrtle Beach, SC, September - October 2021.*
10. “An Exploratory Examination of the Relationship between Digital Traffic Channels and Web Sales for Hedonic Products” with Heiens, R. in *Association of Marketing Theory and Practice, March 2021.*
11. “An Exploratory Examination of the Impact of Customer Service Features on Conversion Rates for Online Retailers” with Heiens, R. in *Association of Marketing Theory and Practice, March 2021.*

12. "Adoption of Online Marketplaces: Top Web Retailer's Perspective" *Academy of Business Research Conference*, August 2020.
13. "Examining the Adoptions and Availability of Payment Systems in the Top E-commerce retailers" *Academy of Business Research Conference*, August 2020.
14. "Using social legitimacy theory to understand the likely impact of digital direct marketing on Web sales" with Heiens, R. *Southeast Decision Sciences Annual Meeting*, Charleston, SC, February 2020.
15. "A Preliminary Examination of Online Sales Promotion in Hedonic versus Utilitarian Product Categories" with Heiens, R., and Engel, J. *Proceedings of the Atlantic Marketing Association Annual Meeting*, Aberdeen L. Borders, and Carol Roddenberry (Eds.), Charleston, SC: Atlantic Marketing Association, 1-12, September 2016
16. "Can Lean Practices Facilitate Service Customization?" with Raja, M., Uzay, D., and Barut, M. 2015 *Annual Meeting of the Decision Sciences Institute*, Seattle, WA, November 2015.
17. "Online, Blended, and Face-to-Face Instruction: Is Learning Affected?" with McGrath, L., 2015 *Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences*, Myrtle Beach, SC, October 2015.
18. "Bug Bounty Programs and E-commerce" with McGrath, L. 2014 *Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences*, Myrtle Beach, SC, October 2014.
19. "Radical Change: Digital Technology and Challenged Books" with Weaver, K. 2014 *ISIS Miami Beach International Multidisciplinary Academic Conference*, Miami, FL, January 2014.
20. "Learning Project Management Through Simulation" with McGrath, L., 2013 *Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences*, Myrtle Beach, SC, October 2013.
21. "Cultural Differences and Social Networking Information Sharing" with McGrath, L. 2012 *Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences*, Myrtle Beach, SC, October 2012.
22. "Social Networking Privacy Tools: Ease of Use and Degree of Control" with McGrath, L. 2012 *Annual Meeting of the Southeastern Institute for Operations Research, and the Management Sciences*, Myrtle Beach, SC, October 2012.
23. "Exploring the Impact of Information and Communication Technology on Individuals Perceptions towards Banned Books" with Weaver, K. 2012 *Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences*, Myrtle Beach, SC, October 2012.
24. "Digitalized Hospital" – Myth or Reality: An Exploratory Study," with Raja, M. 42nd *Southeast Decision Sciences Annual Meeting*, Columbia, SC, February 2012.

25. "Social Networking: Privacy Control Tool Availability and User Characteristics" with McGrath, L. 42nd *Southeast Decision Sciences Annual Meeting*, Columbia, SC, February 2012.
26. "Investigating the Interactive Effect of Control in Information Systems Development Projects" with Henry, R. 45 *Hawaii International Conferences for Information Systems*, Kauai, Hawaii, January 2012.
27. "Privacy Controls in Online Social Networking Sites" with McGrath, L. 2011 *Annual Meeting of the Southeastern Institute for Operations Research and the Management Sciences*, Myrtle Beach, SC, October 2011.
28. "Understanding the effect of control on information systems development project performance" with Henry, R., Purvis, R. and Roth, P. *Academy of Management*, Philadelphia, Pennsylvania, August 3-8, 2007.
29. "Examining the Dynamics in Managing Information Systems Development Projects: A Control Loss perspective" *International Conference on Information Systems Doctoral Consortium*, Montréal, Canada, December 9 - 12, 2007
30. "Examining the Dynamics in Managing Information Systems Development Projects: A Control Loss perspective" *Americas Conference on Information Systems Doctoral Consortium*, Keystone, Colorado, August 9-12, 2007.
31. "Effects of culture on Control Mechanisms in Offshore Outsourced Information Systems Development Projects." With Henry, R. *ACM SIGMIS 2005 Computer Personnel: Careers; Culture and Ethics in a Networked Environment*, Atlanta, Georgia, April 2005.

Work in progress

1. "A Taxonomy of e-commerce payment systems in U.S. Retail Environment" with Engel, J. manuscript being prepared for submission to IJEMR.
2. For the following projects the survey questionnaire is being pilot tested, Contract negotiated with Qualtrics for actual data collection.
 - a. "Examining Cybersecurity Awareness among Individuals"
 - b. "AI Chatbots for Content Generation: Perceptions and Prospects"
 - c. "Perceptions of Cheating in the Age of AI"
3. "Comparing the Impact of Sales Channels between Hedonic and Utilitarian Products" with Heiens, R. Status: Manuscript development for *Journal of International Consumer Marketing*.

Refereed Book Chapters

1. "A critical assessment of action research in information systems," with Grover, V. In Kock, N. (Ed). *Information Systems Action Research: Bridging the Industry-University Technology Gap*, Springer, Norwell, MA., 2006.
2. "Dynamics of Control Modes in Information Systems Development Projects," with Grover, V., and Gokhale, R. In Palvia, P. & Palvia, S. (Eds) *Managing Global Information Technology: Strategies and Challenges*, Ivy League Publishing, 2006.

Professional Seminars/Workshops

1. “Cybersecurity and You!” with McGrath, L., Workshop for Academy for Life Learning, University of South Carolina Aiken, September 2018.
2. “Cybersecurity and You!?” with McGrath, L., Workshop for Academy for Life Learning, University of South Carolina Aiken, September 2016.
3. “Project Governance – Decision Rights Management” conference presentation in “*Governing Mega-Projects: Towards Public Value Management*” University of Central Lancashire Seminar series, October 2014.
4. “Technology and Business: 50 Years of Change”, Seminar, University of South Carolina Aiken, November 3, 2011
5. “Technology and Job Search – How to promote your skills in the digital world,” with McGrath, L. Workshop, University of South Carolina Aiken, March 23, 2011
6. “Social Networking: How does it affect me?” with McGrath, L. Workshop, University of South Carolina Aiken, March 03, 2010.

Research Grants

1. Year: 2020-2021, Amount: \$2500 Role: Co-Mentor

Topic: “The Impact of Customer Service Features on Conversion Rates for Online Retailers in using the US and European Markets.”

Grant Information: Funded by the 2014 Magellan Scholarship, a competitive university grant. Selection is contingent on the project’s educational and intellectual merit, the potential impact of the project, and the student’s previous academic success. Status: **Funded**

2. Year: 2013-2014, Amount: \$ 1500 Role: Mentor

Topic: “*An Examination of Bug Bounty Programs in E-commerce*”

Grant Information: Funded by the 2014 Magellan Scholarship, a competitive university grant. Selection is contingent on the project’s educational and intellectual merit, the potential impact of the project, and the student’s previous academic success. Status: **Funded**

3. Year: 2011-2012, Amount: \$ 1500 Role: Mentor

Topic: “*Exploring Privacy issues in Online Social Networking Sites.*”

Grant Information: Funded by the 2012 Magellan Scholarship, a competitive university grant. Selection is contingent on the project’s educational and intellectual merit, the potential impact of the project, and the student’s previous academic success. Status: **Funded**

4. Year: 2006-07, **Amount:** \$5000 **Role:** Chief Investigator

Topic: “*Exploring Dynamics in Managing Information Systems Development Projects: A Control Loss Perspective,*”

Grant Information: Competitive International Dissertation Grant. Funded by the 2006 Harriet Fulbright Dissertation Grant program provided by the Business Technology Management Institute. Status: **Funded**

Service

University of South Carolina Aiken

University Level Committees

- **2023 – present, Member (Chancellor’s Appointment) Provost Search Committee**
 - Review individual candidacy and make hiring recommendations to the Chancellor’s office.
- **2010 – 2022 Member; 2011-2013;2022-2023 Chair, (Chancellor’s Appointment), Campus Technology Committee**
 - Engage representatives across the campus to discuss programs, policies, and plans related to the effective use of technology on this campus.
- **Spring/fall 2023, Member (Chancellor’s Appointment) Student Retention and Success**
 - Formulate strategies to enhance student success and retention.
- **2022 – fall 2023, Member (Chancellor’s Appointment) University Strategy Planning committee**
 - Work with consulting agency to identify and engage relevant stakeholders in revising current and developing new strategic initiatives.
- **2018 – 2020 Member, Fall 2021 – 23 Chair, Promotion and Tenure Committee**
 - Review faculty candidacy for promotion and tenure and make recommendations to the provost Office.
 - Coordinate the P&T timelines with the Provost office.
 - Organize and conduct file preparation workshops for potential faculty candidates.
- **2021-2022 Member, School of Business Dean Search Committee**
 - Review candidate applications and make hiring recommendations to the provost’s office.
- **2018 – 2019 Member, Provost Search Committee**
 - Review individual candidacy and make hiring recommendations to the Chancellor’s office.
- **2012 -2013, Member, Instructional Technology Committee**
 - Continuously assess and upgrade classroom technology.

- **2011 – 2013, Chair; 2014, Member, Honors, Awards, and Scholarship Committee**
 - Appropriate funding for scholarly activity, assess student award applicants, and recognize faculty for achievements in scholarship, teaching, and service.
- **2011-2014 Member; 2013 Chair, HAS Scholarship sub-committee**
 - Evaluate faculty member applications submitted for the USCA Scholarly award.
- **2013-2014, Member, Nomination Committee**
 - Nominate faculty for standing committees and Assembly offices.
- **2013– Member; 2015-2016 Co-Chair, Academic Services**
 - Review and recommend policies concerning the development and utilization of academic services.
- **2011 – 2012 Member, School of Business Dean Search Committee**
 - Review candidate applications and make hiring recommendations to the provost’s office.

School of Business Administration (SOBA) Committees

- **2022 – present, Member, Dean’s Council**
 - Work with Dean in assessing School policies and strategic initiatives to ensure compliance with current AACSB standards.
 - Assist Dean with course planning and scheduling.
- **2022 – present, Chair, Graduate Academic Council**
 - Review and design graduate curriculum to ensure that the curriculum is relevant, current, and innovative.
 - Oversee the implementation and documentation of graduate assessment for accreditation purposes, including critical review of data, and closing the loop activities.
- **2018 - 2022, Chair, Faculty Governance Committee**
 - Review faculty policies related to teaching, research, and service to comply with AACSB standards.
- **Fall 2021 – 2022, Member, Strategic Planning**
 - Assess and make recommendations to the Dean on developing strategic planning initiatives in accordance with current AACSB standards.
- **Spring 2020 – 2021, Member, Business Symposium** (*a signature event hosted by the School of Business*)
 - Assist in launching the event, identifying keynote speaker invites, and facilitating seminar workshops.
- **2018 – 2021, Member, Faculty, and Student recognition**
 - Review undergraduate student credentials and recommend the potential award recipients to the Dean’s office.
- **2010-2019, Member, International Management**
 - Identify, design, and promote courses to explore and understand the global business environment.

- **2010 – 2016, Member, Courses, and Curricula**
 - Function as a deputy of the SOBA in a deliberative and recommending capacity concerning all requests for additions, deletions, and changes in courses and curricula and compliance with the SOBA and USCA’s long-range plans.

- **2010 – 2016, Member, Assurance of Learning**
 - Responsible for the ongoing assessment process for the School of Business programs and its documentation. The “closing the loop” process for accrediting bodies like AACSB and SACS is done through this committee’s work.

- **Management Search Committees** - review and assess candidate applications for full-time tenure track faculty.
 - 2023 – Member**, Business Program Coordinator
 - 2021 – Chair**, Tenure Track, Management faculty
 - 2020 – Member**, Instructor, Management faculty
 - 2019 – Member**, Tenure Track, Marketing faculty
 - 2019 – Member**, Tenure Track, Management faculty
 - 2019 – Member**, Management faculty (non-tenure track)
 - 2014 – Chair**, Tenure track faculty in organizational behavior and leadership.
 - 2013 - Member**, Tenure track, Operations Management faculty

Journals

- Reviewer, *European Journal of Information Systems* (present)
- Reviewer, *Cross-Cultural and Strategic Management* (2018-present)
- Reviewer, *International Journal of Electronic Marketing and Retailing*, (2017- present)
- Reviewer, *Journal of Management Information Systems* (2013)
- Reviewer, *International Journal of E-commerce*, (2013)

Conferences

- Reviewer, RISE Grant, (2020 – present, *review four proposals on annual basis*)
- Reviewer, Southeast Decision Sciences Institute (2010-2013)
- Reviewer, *International Conference on Information Systems* (2007, 2008, 2011, 2015)
- Reviewer, *Americas Conference on Information Systems* (2006)
- Reviewer, *ISCORE Workshop* (2006)
- Reviewer, *European Conference on Human-Computer Interaction* (2006)

Other Services

- Reviewer, Magellan Scholarship, University of South Carolina (2010 -present)
- Honorarium review, “Project Management 5th ed. by Larson, McGraw Hill.
- Honorarium review, “Operations Management” by Venkataraman, Sage Publishing.
- Honorarium review, “Operations Management” by Wisner, Sage Publishing.
- Feasibility analysis of Telepresence, state-of-the-art virtual reality technology as a teaching approach for the professional MBA program.

Related Work Experience

University of South Carolina Aiken, Aiken, SC

August 2023 – present MBA Director

- Work with SOBA Dean, graduate faculty, and other administrators to plan, develop, and implement both short- and long-range strategic initiatives.
- Responsible for student recruitment including responding to inquiries and conducting pre-admission interviews.
- Engage the community to help deliver programs.
- Maintain and enhance alumni relations.
- Suggest program and curriculum improvements to meet the needs of industry.
- Maintain program compliance with current AACSB accreditation standards.
- Establish and operate assessment standards.
- Chair the School of Business Administration graduate council.
- Work with USCA graduate council for approval of proposed program and course changes.

2021-present Full Professor, 2016 – 2020, Tenured Associate Professor; 2010 – 2016, Assistant Professor

- Conduct scholarly research to maintain “Academically Qualified” status as per AACSB standards.
- Teach undergraduate and graduate courses related to project management, information systems, cyber security, data analytics, and supply chain management.
- Design and deliver course content according to AACSB standards.
- Provide institutional, academic, and community-level service.

Wintech Computers, Bengaluru, India

1999-2000, Unit Head

- Hire and train instructors to teach certified courses in computer programming languages.

Siemens Systems, Chennai, India

1998-1999, Network Engineer

- Implement/maintain wired LAN, MAN, and WAN systems.