

## Atul Gupta

Residence:  
101 Adams Dr.  
Lynchburg  
VA 24502  
(434) 426-2120  
E-mail:Editorijbe@Yahoo.Com

### EDUCATION

October 2017    **Post Graduate Diploma in Global Business Strategy,**  
University of Oxford, Oxford, UK

January 2012    **Project Management Professional (PMP) Certification**

March 1995    CLEVELAND STATE UNIVERSITY  
Doctor of Business Administration (DBA)  
**Major: Production and Operations Management**  
**Minor: Management Information Systems**

December 1990    UNIVERSITY OF NORTHERN IOWA  
Masters of Business Administration (MBA)

July 1985    UNIVERSITY OF DELHI, NEW DELHI, INDIA.  
B.E. in Mechanical Engineering

### TEACHING & ADMINISTRATIVE EXPERIENCE

Summer, 2015    Professor of Management;  
-Spring 2020    Associate Provost Academic Affairs &  
Dean of Graduate Studies

Fall, 2008    Professor (Tenured)

Fall 2007    Director of MBA Program;  
Chair Human Resource Management Major

Fall 2002-Fall 2004    Chair, Management Department

Summer 2001    Associate Professor (Tenured)

Fall, 1997- Spring 2001    Assistant Professor  
Lynchburg College  
Taught  
MBA 690- Global Policy & Strategy  
MGMT 244- Operations Management  
MBA 657 - Information Technology for  
Managers  
BUAD 100 Principles of Business  
BUAD 241 Business Statistics

	BUAD 449 - Negotiations
	MGMT 470 - Business Strategy Game
	MBA 651 - Operations Management
	BUAD 310 - Management Information
Systems	
	BUAD 260- Principles of Management
	BUAD 625- Business Statistics (MBA)
	BUAD 626- Operations Management (MBA)
	BUAD 241- Business Statistics
	CMBA 704 -Management of Technology
(EMBA and Team taught)	
	BUAD 713 - Information Technology for
Managers (System Analysis and Design) (MBA)	
	BUAD 301 & 2 -Integrated Business
Principles (Integrated team-taught course)	
Fall, 1995 -	<u>Assistant Professor</u>
Summer, 1997	Richard Stockton College of New Jersey
	Taught QUAN 2120-Quantitative Business
Methods	
	MGMT 2370- Microcomputer Applications in
Business	
	INFO 1206- Statistics I
	MGMT 3124- Organizational Behavior
	MGMT 3110- Intro. to Management
	INFO 4540- Topics in MIS
Winter, 1995-	<u>Lecturer</u>
Summer 1995	Cleveland State University
	Taught OMS 202-Business Statistics II
	OMS 311- Production Management
	OMS 502-Math Model for Business
	Decisions
	OMS 545-Quality Control
	(include evening and weekend classes)
Summer, 1994 -	<u>Research Assistant</u>
Fall, 1994	Cleveland State University
	Worked on research/team teaching projects
	with Prof. Injazz Chen.
Winter, 1991 -	<u>Instructor</u>
Spring 1994	Cleveland State University
	Taught QBA 201 -Business Statistics I
	QBA 202 -Business Statistics II
	GAD 201- Microcomputing
	QBA 311- Production Management

(Include evening and weekend classes)

Fall, 1988 - Graduate Assistant  
Fall, 1990 University of Northern Iowa  
Worked for Prof. Karen Glynn, Prof. Hoyt Wilson and Prof. Dan Power assisting them in grading exams and library research.

### **INDUSTRIAL EXPERIENCE**

1/19 - Present Consultant: Bedford Institute for Education & Research. Involved in helping higher education institutions in developing new programs and maintaining accreditation.

1/00- 1/13 Consultant: Global Business Institute. Involved in distance learning training courses.

8/98- 8/99 Consultant: Allied Marketing, Lynchburg, VA. Involved in Developing E-commerce Web sites.

2/95 - 8/97 Consultant: UTrade Corporation, New York, NY. Involved in developing plans for recruiting vendors and distributors for their new product line.

4/93 - 09/93 Consultant: University Hospitals of Cleveland, Cleveland, OH. Developed plans for TQM implementation for Hospital Service Management Center.

7/85 - 6/88 Assistant Executive Engineer: Gas Authority of India Ltd., India. Worked as Q C Engineer in Natural Gas Pipelines Construction Projects in India and Australia. Responsibilities include quality inspection, quality planning and ISO 9000 registration.

5/84 - 7/84 Summer Trainee: Delhi Electric Supply Undertaking, Delhi, India. Responsibilities include plant maintenance and reliability assessment.

5/82 - 7/82 Summer Trainee: K.G.Khosla Compressors Ltd., Haryana, India. Responsibilities include plant maintenance and quality inspection.

### **Selected Accomplishments at University of Lynchburg**

- Served on Strategic Budget Group Responsible for College's Fiscal Decisions
- Served on President's Cabinet
- Served as the President in the absence of President and Provost
- Served on Strategic Marketing group for implementing name change to University of Lynchburg
- Developed new Graduate programs in Doctor of Medical Sciences, Cyber Security and Informatics
- Chaired taskforce to evaluate feasibility of new health sciences programs
- Responsible to taking complete graduate degree programs online
- Streamlined online course development process
- Developed Social Media Marketing Strategy for Graduate programs and successfully implemented it
- Responsible for growing Graduate program enrollment by 76% producing approximately \$16 million in tuition differential revenue each year
- Responsible to developing new placement opportunities for graduate students
- Led the development and implementation of Vision 2020 and 2020 Plus Strategic Plan
- Responsible for developing efficiencies in Study Aboard and Graduate Programs
- Provided leadership and support to institutional and academic affairs planning processes, assessment of student learning outcomes, and policy and procedure development
- Championed and provided leadership to acquisition of new student information system
- Developed and delivered training for faculty engaged in online and hybrid learning
- Institutionalized online learning as integral component of university's educational culture and learning
- Oversaw enrollment growth of 1240% from FY15 through FY 18, producing approximately \$22 million in additional tuition revenue
- Assisted in General Education Curriculum change
- Helped in the name change process from Lynchburg College to University of Lynchburg
- Established articulation agreements with Universities all over world for student and faculty exchange
- Helped in improving Minority/International Diversity of SOBE Faculty by 45%

- Enhanced Gender Diversity among Graduate Faculty
- Served as the Faculty Chair
- Established Graduate Program Operational Dashboard Indicators
- Directed Founding of MBA Association and Advisory Board
- Directed ACBSP accreditation and reaccreditation
- Directing AACSB accreditation process
- Developed New Corporate Relationships and Developed EMBA Program
- Developed New Executive Education Programs to Develop New Revenue Stream for College
- Streamlined Assessment Processes
- Chaired College Planning Resources Committee Responsible for Facilitating Linking of Institutional Research, Planning, Budgeting and Assessment
- Served on College Faculty Promotion & Tenure Decision Committee Improved Criteria for SOBE Faculty Promotion & Tenure
- Responsible for Doubling the Enrollment in the MBA Program
- Responsible for Increasing Enrollment by 52% in Human Resource Management Major
- Revised Compensation Plan for Summer School Professors in MBA Program (Increased Revenues for College)
- Cultivated Relationships with College Friends, Alumni and Trustees
- Solicited Major Gifts from College Supporters
- Promoted Collegiality and Consensus Leading to a Highly Collaborative Graduate Faculty Team atmosphere
- Initiated New Curricular Models at Graduate Level
- Served on Every Faculty Search Committee in School of Business & Economics Since 2000.

## **PUBLICATIONS**

"Antecedents of Job Satisfaction in Healthcare Environment" (with Welsch, J., Aggarwal, N. and Thompson, E.) **Journal of Business and Economic Perspectives**, Vol.47, No.2, 2019, pp. 1-17.

"Vodafone India: The Indian Wireless Industry (with Nicovich, S.) **Emerald Emerging Markets Case Studies**, Vol. 9, No. 3, 2019.

"A Quantitative Assessment of the Finance-Growth-Innovation Nexus in EEA Countries: Evidence from a Multivariate VECM" (with Pradhan, R.P., Hall, J., Nishigaki, Y., Filho, F. & Toit, E.)

**Journal of East-West Business**, Vol. 25, No. 3, 2019, pp. 225-261.

"Is there a link between economic growth and insurance and banking sector activities in the G-20 countries?" (with Pradhan, R.; Arvin, M.; Nair, M. and Hall, J.) **Review of Financial Economics**, Vol. 33, No. 1, 2017, pp. 12-28.

"Electronic Arts: gambling on the future of video games" (with Nicovich, S. and Garrison, T.) **Emerald Emerging Markets Case Studies**, Vol. 6, No. 2, 2016, pp. 1-20.

"Empirical Investigation of Predictors of Success in an MBA Programme" (with Turek, J.) **Education + Training**, Vol. 57, No. 3, 2015, pp.279-289.

"Ryanair Low Cost Strategy: Is it Sustainable?" **IMT Case Journal**, Vol.5, No.1, pp.37-62, 2014.

"Health Care Infrastructure Amenities- An Empirical Examination of Indian Perspective" (with Satpathy, I., Patnaik, B.C.M. and Patel, N.) **Journal of Technology Management in China**, Vol. 9, No. 3, 2014, pp. 245-262.

"Global Growth Opportunities at Whole Foods Market" (with J. Thompson) **IMT Case Journal**, Vol. 4, No. 2, 2014, pp. 14-31.

"An Empirical Analysis of the Effect of MBA Programs on Organizational Success" (with S. Bennett) **International Journal of Educational Management**, Vol. 28, No. 4, 2014, pp. 451-460.

"An Empirical Analysis of Employee Attitudes in Service Sector" (with S. Bennett; Moss, M. and Gupta, A.) **International Journal of Human Resource Studies**, Vol. 3, No. 4, 2013, pp. 231-238.

"Introspection into Priorities before Changing the Job: A Survey" (with Satpathy, I. and Patnaik, B.C.M) **International Journal of Academic Research in Progressive Education and Development**, Vol. 2, No. 4, 2013, pp. 246-262.

"Apple Inc.: Where Is It Going From Here?" (with J. Prinzing) **Journal of Business Case Studies**, Vol. 9(3),2013, pp. 215-220.

"Relationship between Entrepreneurial Personality, Performance, Job Satisfaction and Operations Strategy: An Empirical

Examination" (with Muita, S.) **International Journal of Business and Management**, Vol. 8, No. 2, 2013, pp.86-95.

"Sustainable Competitive Advantage in Service Operations: An Empirical Examination" **Journal of Applied Business Research**, Vol. 28, No. 4, 2012, pp. 735-742.

"Royal Caribbean Cruises Ltd.: Innovation at a Cost?" (With Cox, A.) **Journal of Business Case Studies**, Vol.8, No.3, 2012, pp. 269-278.

"eHarmony: More Than Traditional Internet Dating" with (R. Murtha and N. Patel) **Journal of the International Academy for Case Studies**, Vol. 18, No. 1, 2012, pp. 43-52.

"Barnes & Noble, Inc.: Maintaining a Competitive Edge in an Ever-changing Industry" with (Hall, W.) **Journal of Business Case Studies**, Vol.6, 2010

"Impact of Work Isolation on Performance in Information Technology Area: An Empirical Examination" (with Bonovita, T. and Patel, N.) **DIAS Technology Review**, Vol.11, 2010

"E\*Trade Financial Services," (with J. Hatter and S. Pinnoju) **Journal of Business Case Studies**, Vol. 4, No. 2, 2008, pp. 1-18.

"The Perceived Risks of IT Outsourcing: An Exploratory Comparison of Large MNC & SME's" (with Carroll, Joe; Gatti, Pat; Greiner, Eric) **Oxford Journal**, 2007, Vol. 6 Issue 1, pp. 60-68

"A Framework for Analyzing Cost Structures in Business Process Reengineering," (with S.Herath) **International Journal of Services and Standards**, Vol. 2, No. 2, 2006, pp. 84-100.

"Business Process Reengineering and the Management Accountant: An Empirical Investigation," (with D. Messerschmidt and S.Herath) **International Journal of Management and Enterprise Development**, Vol.3, No.1, 2006, pp.98-113.

"Management Control Evaluation: A Teaching Case," (with S.Herath) **International Journal of Innovation and Learning**, Vol. 3, No. 4, 2006, pp. 363-373.

"Information Systems Security Issues and Decisions for Small Businesses: An Empirical Examination," **Information Management & Computer Security Journal**, Vol. 13, No. 4, 2005, pp. 297-310.

"Quality Management in Service Firms: Sustaining Structures of Total Quality Service," (With J. McDaniel & S. Herath) **International Journal of Managing Service Quality**, Vol. 15, No. 4, 2005, pp. 389-402.

"Outsourcing In Higher Education: An Empirical Examination," (with S.Herath and N.Mikouiza) **International Journal of Educational Management**, Vol. 19, No. 5, 2005, pp. 396-412.

"Latest Trends and Issues in the Applications Service Provider Market," (with S.Herath) **Industrial Management & Data Systems Journal**, Vol. 105, No. 1, 2005, pp. 19-25.

"Creating Competitive Advantage By Effectively Managing Knowledge: Framework for Knowledge Management," (with J. McDaniel) **Journal of Knowledge Management Practice**, Vol.3, No.1, October 2002.

"HR Practices of IT Organizations: An Empirical Examination," **International Journal of Business & Economics**, Vol.2, No.1, 2002, pp. 241-244.

"Organizational Learning in a High-Tech Environment: From Theory to Practice" (with G. Thomas) **Industrial Management & Data Systems Journal**, 2001, Vol. 101(9), pp. 502-512.

"The Efficiency of Ratio Analysis for Individual Investment Strategies" (with K. Abouzeid and G. O'Hara). **Journal of Business & Economics Perspectives**, 2001, Vol. 27(1), pp. 5-20.

"The Application Service Providers (ASP): Who will be the Real Market Players" (with K. Abouzeid and B. Owens) **Journal of International Academy of Case Studies**, 2001, Vol. 7(3), pp. 79-90.

"Firms Using Advanced Manufacturing Technology Management: An Empirical Analysis Based on Size" (with F.R. Whitehouse) **Integrated Manufacturing Systems**, 2001, Vol. 12(5), pp. 346-350.

"ZZRE-TV: Creative Services Production Billing" (with V. Marshall and J. Prinzing) **Journal of International Academy of Case Studies**, 2001, Vol.6 (2), pp.44-50.

"Quality Management Practices of ISO vs Non-ISO Companies: A Case of Indian Industry," **Industrial Management & Data Systems Journal**, 2000, Vol.100 (9), pp. 451-455.

Position # F 0253 (Management & Marketing)

"Enterprise Resource Planning: The Emerging Organizational Value System," **Industrial Management & Data Systems Journal**, May 2000, Vol.100 (3), pp. 114-118.

"Financial and Non-Financial Characteristics of Takeover Target Banks: An Inquiry," (With K. Abouzeid and T. Murphy) **Journal of Global Business**, 1999, Vol. 10 (19), pp. 35-43.

"Competitive Strategic Choices in Advanced Manufacturing Technology Management," **Journal of Global Business**, 1999, Vol.10 (19), pp. 45-53.

"Role of Organizational Commitment in Advanced Manufacturing Technology and Performance Relationship" (with J. Prinzing and D. Messerschmidt) **Integrated Manufacturing Systems: The International Journal of Manufacturing Technology Management**, Vol.9, No.5, 1998, pp. 272-278.

"Managing End-User Training in Service Industry" (with S. Sadowski) **Managing Service Quality**, Vol.8, No.3, 1998, pp.212-218.

"Determining Organizational Structure Choices in Advanced Manufacturing Technology Management" (with I.J.Chen and D. Chiang) **OMEGA: The International Journal of Management Science**, Vol.25, No.5, 1997, pp.511-521.

"Employee Commitment to the Implementation of Flexible Manufacturing Systems" (with I.J. Chen and C.H. Chung) **International Journal of Operations and Production Management**, Vol.16, No.7, 1996, pp.4-13.

"Advanced Manufacturing Technology Strategy: A Managerial Perspective" **International Journal of Vehicle Design**, Vol.17, No.1, 1996, pp. 1-8.

"Service Quality: Implication for Management Development"(with I.J. Chen) **International Journal of Quality and Reliability Management**, Vol.12, No.7, 1995, pp.29-36.

"Productivity Measurement in Service Operations: A Case Study From Health Care Environment" **Managing Service Quality**, Vol.5, No.5, 1995, pp.19-23.

"A Study of Price and Quality Relationship in Service Operations" (with I.J. Chen and W.O. Rom), **International Journal of Service Industry Management**, Vol.5, No.2, 1994, pp.23-33.

Position # F 0253 (Management & Marketing)

"The Integration of JIT and FMS: Issues and Decisions" (with C.S. Chung and I.J. Chen), ***Integrated Manufacturing Systems: The International Journal of Manufacturing Technology Management***, Vol.5, No.1, 1994, pp.4-13.

"Understanding the Human Aspects of Flexible Manufacturing Systems through Management Development" (with I.J. Chen) ***Journal of Management Development***, Vol.12, No.1, 1993, pp.33-42.

"Tool Planning and Control: A Selected Bibliography" (with I.J. Chen and C.H. Chung), ***Production and Inventory Management Journal***, Vol.34, No.3, 1993, pp.87-88.

#### **PROCEEDINGS/ PRESENTATIONS**

"Issues in small private universities: An empirical analysis" (with Aggarwal, N.) American Society of Business & Behavioral Sciences Conference, 2020, New Delhi, India.

"California's Drought and Almond Breeze" (with Joe, J. and Aggarwal, N.) 3<sup>rd</sup> International Conference on New Frontiers of Engineering, Management, Social Science and Humanities, 2019, India.

"Role of small private universities in developing quality work force through quality education: Leadership challenges and strategies" (with Aggarwal, N. and Johnson, B.) Cambridge Business & Economics Conference, Cambridge University, 2019, Cambridge, UK.

"The Role of Social Media in Graduate Student Recruitment: A Case Study" (with Jain, R. and Welsh, J.) XIX Annual International Conference, January 5-6, 2018, Delhi Technological University (DTU), Delhi, India

"Indian Wireless Industry: The Case Study" (with Thompson, E. and Aggarwal, N.) Oxford Business & Economics Conference, 2017, Oxford University, Oxford, UK.

"Bond Market Development and the Finance-Growth Nexus: Evidence from Thirty-Three Countries" (with R. Pradhan & S. Bennett) Cambridge Business & Economics Conference, Cambridge University, 2015, Cambridge, UK

**Position # F 0253 (Management & Marketing)**

"General Motors and the Chinese Auto Market" ((with R. Jain)  
International Conference on Innovative Advances & Challenges in  
Commerce and Management, 2014, Amity University, India

"Impact of the Affordable Care Act" (with R. Jain & N. Patel)  
International Conference on Innovative Advances & Challenges in  
Commerce and Management, 2014, Amity University, India

"The Antecedents of Job Satisfaction Organizational Commitment in  
the Manufacturing Sector"(with R. Jain & J. Prinzinger) 12<sup>th</sup>  
International Conference of Management and Behavioural Sciences,  
2014, Jaipur, India.

"Internal Dynamics-The Clash of Egos @ Workplace"(with I. Satpathy  
& B .C. M. Patnaik) Cambridge Business & Economics Conference,  
Cambridge University, 2014, Cambridge, UK.

"An Empirical Examination of the Relationship between Ethical  
Climate, Job Satisfaction and Organizational Commitment among  
Healthcare Employees" (with S. Bennett & A. Gupta), 7<sup>th</sup>Indian  
Subcontinent Decision Science Institute Meeting, 2013,  
International Management Institute, Delhi, India.

"An Empirical Analysis of Nurse's Perception of Job Satisfaction  
in Hospital" (with M. Moss, S. Bennett, J. Turek) Cambridge  
Business & Economics Conference, Cambridge University, 2013,  
Cambridge, UK.

"Assessment of MBA Program: An Empirical Examination" (with J.  
Turek) Cambridge Business & Economics Conference, Cambridge  
University, 2012, Cambridge, UK.

"The Value of MBA Education: An Empirical Examination" Global  
Conference on Business & Economics, 2011, Manchester, UK.

"Impact of Green Revolution: An Empirical Analysis is Restaurant  
Industry" (with R. Murtha and T. Boyer) Cambridge Business &  
Economics Conference, Cambridge University, 2011, Cambridge, UK.

"eHarmony: Online Match Making Service"(with N. Patel and  
Murtha, B.) Oxford Business & Economics Conference, Oxford  
University, 2010, Oxford, UK.

**Position # F 0253 (Management & Marketing)**

"Nurses' Perception of Job Satisfaction and Sense of Belonging in a Long Term Care Setting" Northeast Decision Science Institute Meeting, 2010, Washington, D.C.

"Maxjet Airlines: All Business Class Airlines" (with N. Patel) Oxford Business & Economics Conference, Oxford University, 2008, Oxford, UK.

"Worker Isolation and Performance: An Empirical Examination" (with R. Hammond), Oxford Business & Economics Conference, Oxford University, 2007, Oxford, UK.

"Entrepreneurial Personality, Performance, Job Satisfaction and Operations Strategy: Evidence from the United States" (with R. Hammond & B. Turner), Northeast Decision Science Institute Meeting, 2007, Baltimore, MD.

"Customer Acceptance of Online Banking: An Empirical Examination" (with D. Messerschmidt), Southeast Decision Institute Meeting, 2006, Wilmington, NC.

"Information Systems Outsourcing: Risk Assessment" EBAR Conference, Scotland, 2004.

"Information Systems Security Issues for Small Businesses" (with R. Hammond), Midwest Decision Sciences Institute Meeting, 2004, Cleveland, OH

"Integration of Business Core Courses (with N. Inlow, K. Jones, F. Whitehouse) *Proceedings of the Decision Science Annual Meeting, 2001, San Francisco, CA.*

"Strategic Assessment of US Manufacturing industry" (with J. Turek and P. Barker) 34th Annual Convention of Operational Research Society of India, Calcutta, India, 2001.

"Call Center Quality: Delivering World Class Customer Service" (with T. Wixted) Proceedings of WACRA Meeting, Lund, Sweden, 2001.

"Grayson Wireless: Supplier Quality Management" (with P. Barker) *Proceedings of the Decision Science Annual Meeting, 2000, Orlando, FL.*

"VSCS Information Systems: A Case Study" (with S. Zhao and A. Liu) *Proceedings of the NorthEast Decision Science Annual Meeting, 2000,*

Position # F 0253 (Management & Marketing)

*Atlantic City, NJ.*

"Tomorrow's Resources Unlimited, Inc.: The Evolution of an Assembly Line" (with B. Summers) *Proceedings of the NorthEast Decision Science Annual Meeting, 2000, Atlantic City, NJ.*

"Organizational Learning in Service Industry: An Empirical Examination" (with S. Zhao) *Proceedings of the NorthEast Decision Science Annual Meeting, 2000, Atlantic City, NJ.*

"Special Sessions Topic: The Integrative Classroom," (with K. Jones, A. Gupta and N. Inlow) *The Atlantic Marketing Association Annual Conference, 1999, Anapolis, MD.*

"An Empirical Examination of the Relationship Between Quality, Productivity and Technology" *Proceedings of the NorthEast Decision Science Annual Meeting, 1999, Newport, RI.*

"Quality Based Analysis of Firms Using Advanced Manufacturing Technology" (with J.Prinzinger and S.Zhao) *Proceedings of the NorthEast Decision Science Annual Meeting, 1998, Boston, MA.*

"Size Based Analysis of Firms Using Advanced Manufacturing Technology Management" (with D. Messerschmidt) *Proceedings of the SouthEast Decision Science Annual Meeting, 1998, Roanoke, Virginia.*

"An Empirical Examination of Manufacturing Strategies of an AMT Organization" (with T. Murray) *International Conference on Business and Management, 1998, Ahmedabad, India.*

"Moderating Influence of Organizational Structure in the Technology and Performance Relationship" (with I.J. Chen) *Proceedings of the 26th Decision Science Institute Annual Meeting, Boston, MA, November 1995, Volume 3.*

"A Study of Management Involvement in End-User Training" (with I.J. Chen, M. Lin and D. Chiang) *Proceedings of the 25th Decision Science Institute Annual Meeting, Honolulu, Hawaii, November 1994, Volume 2.*

"Management Support Systems: Current Practices and Challenges for Management Development" (with D. Golden and D. Chiang) *Proceedings of the 25th Decision Science Institute Annual Meeting, Honolulu, Hawaii, November 1994, Volume 2.*

## Position # F 0253 (Management & Marketing)

"Avenues for Top Management Involvement in End-User Training: An Empirical Examination" (with M.Lin and I.J. Chen) *Proceedings of the 25th Midwest Decision Sciences Institute Annual Meeting*, Cleveland, Ohio, April 24-26, 1994.

"An Investigation of Employee Commitment to the Implementation Flexible Manufacturing System" (with I.J. Chen and C.H. Chung) *Proceedings of the 24th Decision Science Institute Annual Meeting*, Washington, D.C., November 1993, Volume 3.

"Empirical Examination of the Human Aspects of Flexible Manufacturing Systems" (with I.J. Chen) *Proceedings of the 24th Decision Science Institute Annual Meeting*, Washington, D.C., November 1993, Volume 3.

"Successful Factors in FMSs Implementation: An Empirical Study" (with I.J. Chen) *Proceedings of the 23rd Decision Science Institute Annual Meeting*, San Francisco, CA, November 1992, Volume 3.

"The Key to the Successful Implementation of JIT/TQM in India." (with I.J. Chen) *Proceedings of the 23rd Decision Science Institute Annual Meeting*, San Francisco, CA, November 1992.

"An Examination of Perceived Price and Perceived Quality Relationship in Service Operations: An Empirical Study" (with I.J. Chen and W.O. Rom) *Proceedings of the 23rd Decision Science Institute Annual Meeting*, San Francisco, CA, November 1992.

"Employee Resistance to Flexible Manufacturing System Implementation: An Empirical Investigation" (with I.J. Chen) *Production and Operations Management Society Annual Meeting*, 1992, Orlando, Florida.

### **ARTICLES UNDER REVIEW**

"The Indian Wireless Industry: Case of Vodafone" Under review in ***Emerald Emerging Markets Case Studies (2018)***

### **WORKING PAPERS**

"Administrative Intensity and Competitive Strategic Choices: The Case of AMT Organizations" to be submitted to ***Strategic Management Journal***.

Position # F 0253 (Management & Marketing)

### COMPUTER SKILLS

**Hardware:** PCs, Networked Workstations, and Servers

**Operating Systems:** Windows NT server 4.0/98/95, DOS, and VAX/VMS

**Languages:** HTML, SQL, VISUAL BASIC 6.0, FORTRAN, and competency in Visual programming languages such as VB Script and VC. Also worked with simulation languages such as GPSS, CSMP and SIMSCRIPT.

**Software:** Worked with SAS, dBase programming, Oracle 8.0, Lindo, TSP, SPSS, EXSYS, IFPS, UNIX, VAX, Microsoft Office 2000, Front Page 2000, AMOS 3.6, Netware 5.

### HONORS

- 2015            **Allen Award** for Excellence in Student Advising
- 2015            **Best Paper Award**, Journal of Technology Management  
in China
- 2008            **Who's Who Among America's Teachers**
- 2004            **Sydnor Award for Teaching Excellence in Business**
- 2003            **James A. Huston Excellence in Scholarship Award**
- 2001            **Certificate of Achievement** by State of Virginia for  
excellence in Research, teaching and service
- 2000            **Sydnor Award for Teaching Excellence in Business**
- 2000            **Who's Who Among America's Teachers**
- 2000            Inducted into **Phi Kappa Phi**.
- 1999            **Dr. Theo Williamson Award for Best Paper of the Year**
- 1998            **Citation of Excellence**: Anabar Annual Excellence in  
Scholarship Award
- 1998            **Attitude Medal**: SOBE, Lynchburg College

Position # F 0253 (Management & Marketing)

- 1997                **Teamwork Medal**: SOBE, Lynchburg College
- 1993                Inducted into **Beta Gamma Sigma**
- 1990                **Day-Duang Outstanding Graduate Student Award** at  
the University of Northern Iowa.
- 1987                **Engineer of the Year Award** from Gas Authority  
of India Limited.
- 1981                **Merit-cum-Means Scholarship Award** from Delhi  
Administration, Delhi.

**NOMINATIONS**

- 1999                James A. Huston Excellence in Scholarship Award
- 2000                Elise E. Bock Citizenship Award
- 2000                James A. Huston Excellence in Scholarship Award
- 2001                James A. Huston Excellence in Scholarship Award
- 2001                Elise E. Bock Citizenship Award
- 2001                Shirley Rosser Excellence in Teaching Award
- 2002                James A. Huston Excellence in Scholarship Award
- 2002                Elise E. Bock Citizenship Award
- 2003                James A. Huston Excellence in Scholarship Award
- 2010                Elise E. Bock Citizenship Award
- 2011                Sydnor Award for Teaching Excellence in Business
- 2011                Elise E. Bock Citizenship Award
- 2012                Sydnor Award for Teaching Excellence in Business
- 2013                Sydnor Award for Teaching Excellence in Business

**RESEARCH GRANT**

Awarded Culpepper Grant to Develop World Wide Web Courses 1999.

Awarded QUAD Summer Research Grant for 1996.

Awarded Doctoral Student Summer Research Grant for 1993.

**TEACHING AND RESEARCH INTERESTS**

Local Area Networks, Management Information Systems, Systems Analysis & Design, Database Management(with Oracle), Visual Basic Programming, Production and Operations Management, Manufacturing

Position # F 0253 (Management & Marketing)

Strategy, Organizational Behavior, Service Operations, General Management, Information Systems, Management of Quality, Management Science, Managerial Economics, Flexible Manufacturing Systems, Management of Technology and Vendor Development.

**PROFESSIONAL SERVICES**

**Faculty Chair**                    **Lynchburg College Faculty**

**Co-Chair**                        **AACSB Accreditation Committee**

**Champion**                        **ACBSP Accreditation**

Member & Vice-Chair College Personnel Committee

Member & Chair                  James A. Huston Excellence in Scholarship Award Committee

Chair                                Faculty Panel on Human Rights

Chair                                Management Faculty Search Committees

Volunteer:                        Cultural Awareness Week: Amazement Square

Volunteer:                        Served as Big Brother with BB/BS of Lynchburg

Volunteer:                        Habitat for Humanity

Volunteer:                        Day of Caring, United Way

**Member & Chair**                  **College Planning and Resources Committee, LC**

**Member**                            **Annual Program Review Committee, LC**

Member                            Dining Services Advisory Committee, LC

Member                            Intellectual Contribution Committee, SOBE, LC

Faculty Advisor                  Amnesty International Student Chapter at LC

**Editor**                              **International Journal of Business & Economics**

**Editor**                              **Oxford Journal**

Position # F 0253 (Management & Marketing)

<b>Program Chair</b>	<b>Oxford Business &amp; Economics Conference</b>
<b>Program Chair</b>	<b>Global Conference on Business &amp; Economics</b>
Guest Editor	Special Issue on Quality Management, Integrated Manufacturing Systems: The International Journal of technology Management to be published in 2001.
President	India Association of Lynchburg (1998-1999)
Member	Human Rights Committee, Lynchburg College
Chair	John O. Hayden Service Award Committee
Member	AACSB Faculty Development Committee, Lynchburg College
Member	Stockton State College Campus Hearing Board
Member	Stockton State College MBA Curriculum Development Committee
Member (From 4/1/96 to 3/31/98)	Alpha Iota Delta National Liaison Committee
Paper Reviewer for:	Decision Science Institute Meeting, 1992. Decision Science Institute Meeting, 1993. Decision Science Institute Meeting, 1994. Midwest Decision Science Institute Meeting, 1994. Decision Science Institute Meeting, 1995. NorthEast Decision Science Institute Meeting, 1998 SouthEast Decision Science Institute Meeting, 1998. Integrated Manufacturing Systems: The International Journal of Manufacturing Technology Management 1998. International Journal of Operations and Quantitative Management 1998. Book Proposal on Service Operations Management:

Position # F 0253 (Management & Marketing)

Irwin McGraw-Hill 1998.  
NorthEast Decision Science Institute Meeting,  
2001.  
Technology Management: Strategies and  
Applications, Published by Gordon and Breach /  
Taylor and Francis), 2001.  
International Journal of Business & Economics,  
2002- present  
Oxford Journal, 2007-present  
International Journal of Educational  
Management, 2006-present  
Emerald Emerging Markets Case Studies Journal,  
2015-present

Discussant for: POM Track, Decision Science Institute  
Meeting, 1992.

QAP Track, Decision Science Institute  
Meeting, 1993.  
POM & MIS Track, Midwest Decision Science  
Institute Meeting, 1994.  
POM, Service Quality & MIS Track, Decision  
Science Institute Meeting, 1994.  
POM Track, Midwest Decision Science Institute  
Meeting, 1995.  
POM Track, Decision Science Institute  
Meeting, 1995.  
TQM Track, SouthEast Decision Science Institute  
Meeting, 1998.  
Quality and Productivity Track, NorthEast  
Decision Science Institute Meeting, 1998.  
Quality and Productivity Track, NorthEast  
Decision Science Institute Meeting, 1999.  
Service and Health Care Track, NorthEast  
Decision Science Institute Meeting, 2000.

Session Chair: Production and Operations Management Track,  
NorthEast Decision Science Institute Meeting,  
1999.  
Service and Health Care Track, NorthEast  
Decision Science Institute Meeting, 2000.  
Global Conference on Business & Economics, 2009  
Global Conference on Business & Economics, 2010  
Global Conference on Business & Economics, 2011

Position # F 0253 (Management & Marketing)

7<sup>th</sup>Indian Subcontinent Decision Science  
Institute Meeting, 2013

**PROFESSIONAL AFFILIATIONS**

Member - The Decision Science Institute.  
Member - Association for Business & Economics Research

**HONORARY POSITIONS AND OTHER SERVICES**

Board Member, Lynchburg City School Board  
Chair, Finance Committee, Lynchburg City School Board  
Board Member, Academy of Music, Lynchburg, VA.  
Founder and Member, Student Chapter of American Society of  
Quality Control (ASQC), Cleveland State University (wrote  
the constitution for this organization).  
Safety Officer, Gas Authority of India Ltd., India.  
Editor, GAIL NEWS, Gas Authority of India Ltd., India.

**REFERENCES**

Available upon request

**Visa Status: U.S. Citizen**