
Mirjeta S. Beqiri, Ph.D.
Professor
Operations
School of Business Administration
beqiri@gonzaga.edu

Academic Background

Ph.D. Southern Illinois University at Carbondale.

Title: *Perception of waiting time: Effects of individual Characteristics, service design characteristics, and criticality of service.*

M.B.A. Southern Illinois University.

B.B.A. Universiteti i Tiranës.

Professional Memberships

EUROMA - European Operations Management Association, 2021

Production Operations Management Society - POMS, 2021

Project Management Institute, 2019

Decision Sciences Institute, 2017-2021

Production Operations Management Society - POMS, 2016-2019

College of Service Management, 2016

EurOMA, 2016

Production Operations Management Society, 2016

Decision Sciences Institute, 2015-2016

College of Healthcare Management, 2012, 2016

Relevant Courses Taken

Relevant Courses

Harvard Extension Business School - Leadership Communication

WORK EXPERIENCE

Employment Experience

Academic

Associate Professor, Gonzaga University (September, 2002 - Present), Spokane, Washington.

Consulting Experience

2017-2018: ALK Abello Source Material Inc., Training in Statistics

2016-2017: Global Credit Union - Executive Training, Training Executive team in Lean practices.

2015-2016: ALK Abello Source Materials, Inc, Training in three different levels in Statistics.

TEACHING

Courses Taught

Courses from the Teaching Schedule: Business Statistics (Bachelors), Current Issues in Operations (MBA), Decision Making for Managers (Bachelors), Directed Study (Masters), Directed Study (MBA), Directed Study (Bachelors), Healthcare Operations (MBA), Operations Theory & Practice (MBA), Orientation (Bachelors), Principles of Finance (Bachelors), Principles of Marketing (Bachelors), Quantitative Methods & Statistical Analysis (MBA), Review of Statistical Concepts (MBA), Service Management (MBA), Service Operations (Bachelors), Special Topic Seminar (Bachelors), Special Topics (Bachelors), Special Topics (MBA), Special Topics in Healthcare (MBA), Special Topics in Healthcare (MBA)

Courses taught, but not in the Schedule:

Inferential Statistics (School of Nursing and Human Physiology, DNP Program)
Introduction to Business (Jesuit Worldwide: Higher Education at the Margins)
Global Markets/Issues (Jesuit Commons: Higher Education at the Margins)
Quantitative Data Analysis (School of Professional Studies, Ph.D. in Leadership Studies)
Research Methods I and II (Universiteti "Aleksander Moisiu", Durres, Albania, DBA Program)

Intellectual Contributions

Intellectual Contributions Grid

Category	BDS	AIS	TLS	Total
Articles in Refereed Journals	2	3	3	8
Articles-in-Progress (All)		4	2	6
Publications in Refereed Conference Proceedings		1	1	2
Books, Monographs, Compilations, Manuals, Supplements, Chapters, Cases, Readings			2	2
Presentations of Refereed Papers	7	1	2	10
Presentations of Non-Refereed Papers		1	3	4
Research Report, Refereed and Publicly Available			1	1
Other Research, Non-refereed	10		4	14

Refereed Articles

Applied or Integrative/application Scholarship

Beqiri, M. S., Ardita, B., Begani, A., & Dergjini, A. (2014). An Empirical Study of Service Quality Factors Impact on Tourist Satisfaction and Loyalty: Velipoja Tourist Destination. *TMC Academic Journal*, 8 (2), 36-48, doi: ISSN: 1793-6020.

Beqiri, M. S., Chase, N., & Bishka, A. (2010). Online course delivery: An empirical investigation of factors affecting student satisfaction. *Journal of Education for Business*, 85 (2).

Beqiri, M. S., & Chase, N. M. (2008). Effects of degree of uncertainty and criticality on perception of waiting time: An empirical investigation in an educational setting. *The Journal of Learning in Higher Education*, 1-9.

Basic or Discovery Scholarship

Dupler, A., Crogan, N., & Beqiri, M. S. (2015). Medication Assistant-Certification program in Washington State: Barriers to implementation. *Geriatric Nursing*.

Kurpis, L. H.V., Beqiri, M. S., & Helgeson, J. (2007). The effects of commitment to moral self-improvement and religiosity on ethics of business students. *Journal of Business Ethics*, 80, 447-463.

Teaching and Learning Scholarship

Beqiri, M. S., & Leithauser, A. (2017). Project-based service learning – A tool for educational enrichment. *Journal of Jesuit Business Education*.

Beqiri, M. S. (2015). Delivering quantitative courses online vs. face-to-face: Insights and reactions. *International Journal of Science, Innovation, & New technology*, 1 (13), 19-25.

Beqiri, M. S., Kurpis, L. H.V., & Helgeson, J. (2007). Business ethics education: The service quality perspective. *The Journal of Learning in Higher Education*, 3 (1), 51-58.

Refereed Proceedings

Applied or Integrative/application Scholarship

Beqiri, M. S., & Hoxha, O. (in press, 2016). An empirical study of service quality factors impacting student satisfaction in higher education. *EUROMA*.

Teaching and Learning Scholarship

Beqiri, M. S., Bishka, A., & Borici, A. (in press, 2015). Delivering quantitative courses online vs. face-to-face: Insights and reactions. *Information Systems and Technology Innovations Conference: Inducting Modern Business Solutions*.

Books, Monographs, Compilations, Manuals

Books

Terpening, W., Beqiri, M. S., & Schwering, S. (2013). *Statistical Analysis for Business: Concepts and Practice* Hercher Publishing Inc..

Chapters, Cases, Readings, Supplements

Chapters

Pulliam, V. F., Ballesteros, C., & Beqiri, M. S. (2015). Reflections on teaching a global market course through Jesuit Commons: Higher Education at the Margins. In Dr. Brent Smith (Ed.), *Global Perspectives on Contemporary Marketing Education* (pp. 30).

Presentations of Refereed Papers

International

Beqiri, M. S. & Hoxha, G. (2019-2020). *Service quality factors impacting student satisfaction in higher education*. Decision Sciences Institute Meeting, New Orleans, United States of America.

Beqiri, M. S., Nexhipi, O., & Sabrija, E. (2018-2019). *Service recovery as an approach to retain customers in the restaurant industry: Durres Case*. Dynamics of Sustainable Economic & Social Development International Conference, Conference, Shkoder, Albania.

Beqiri, M. S. & Hoxha, G. (2018-2019). *Service quality factors impacting student satisfaction in higher education*. Production and Operations Management Society Conference, Granada, Spain.

Beqiri, M. S., Borici, A., Begani, A., & Dergjini, A. (2017-2018). *The Impact of waiting time on customer satisfaction: Banking industry*. Production and Operations Management Society Conference, Sydney, Australia.

Beqiri, M. S., Tufi, K., & Dragusha, B. (2017-2018). *The impact of operational risk factors on financial performance: The Case of Albania*. Production and Operations Management Society Conference, Sydney, Australia.

Beqiri, M. S., Bishka, A., & Borici, A. (2015-2016). *Delivering Quantitative Course Online vs. Face-Face*. Proceedings of the International Systems and TEchnology Innovation Conference: Inducting Modern Business Solutions, Tirana, Albania.

Beqiri, M. S., Borici, A., Begani, A., & Dergjini, A. (2013-2014, October). *An Empirical study of service quality factors impacting tourist satisfaction and loyalty: Velipoja tourist destination*. International Conference: Cultural tourism across borders, Shkoder, Albania.

National

Beqiri, M. S. & Jazecko, M. (2020-2021). *An empirical analysis of the Behavioral Model of the Health Services Use*. Production and Operations Management Society Conference, Miami, Virtual.

Beqiri, M. S., Ayers, M., & Medina, A. (2017-2018). *Bringing your knowledge to work with campuses: Building campus-community research partnerships*. International Conference on Hate Studies, Spokane, Washington.

Beqiri, M. S. & Leithauser, A. (2013-2014, July). *Service Learning for MBA's*. CJBE Conference, San Francisco, California.

Presentations of Non-Refereed Papers

International

Beqiri, M. S., Dardha, V., & Dragusha, B. (2018-2019). *Educating for Development: New Approaches, Tools, and Models*. Invited presentation at European Regional Conference, Tirana, Albania.

Beqiri, M. S. (2018-2019). *Landscape of Higher Education: Challenges & Opportunities*. Invited presentation at Dynamics of Sustainable Economic & Social Development International Conference, Conference, Shkoder, Albania.

Beqiri, M. S., Chase, N. M., & Hasi, S. (2011-2012, November). *Outsourcing in Albania: Opportunities and Challenges*. Decision Sciences Institute Meeting, Boston, Massachusetts.

Local

Beqiri, M. S., Melendy, S., & Pepper, M. (2011-2012, April). *New Horizons in Service Learning across Gonzaga University's School of Business Administration*. Continuum of Service Conference, Seattle, Washington.

Research Reports

2020-2021: Colorafi, K. J., Beqiri, M.S., & Yumang-Ross, D., 1Data for Good: Using population health data to teach justice at a Jesuit college., submitted to Best Practices in Jesuit Higher Education.

Working Papers

Beqiri, M. S. & Bishka, A. (2015). "Comparing students' performance and instructor effectiveness in classroom vs. web setting," targeted for Journal of Education for Business.

Beqiri, M. S. & Leithauser, A. (2015). "Incorporating Project-based Service Learning in an MBA Quantitative and Statistical Analysis course," targeted for Decision Sciences Journal of Innovative Education.

Beqiri, M. S. & Katraggada, M. (2015). "Perception of waiting time: Effects of personality types, level of uncertainty, and criticality of service.," targeted for Journal of Services Research.

Dupler, A., Crogan, N., & Beqiri, M. S. (2015). "Transition from law to clinical practice: Implementation of the Medication Assistant-Certification Program in Washington State."

Beqiri, M. S. (2015). "Waiting stages, perception of waiting time, & perceived service quality.," targeted for International Journal of Business and System Research.

Beqiri, M. S. (2015). "The impact of degree of uncertainty and criticality of service on perception of waiting time: An empirical investigation in a hospital setting.," targeted for Journal of Services Research.

Other Research

2020-2021: Beqiri, M. S., Chase, N., & Bishka, A., *Online course delivery: An empirical investigation of factors affecting student satisfaction*. 180 Citations; 2009-2021

2020-2021: Kurpis, L., Beqiri, M.S., & Helgeson, J., *The effects of commitment to moral self- improvement and religiosity on ethics of business students*. 137 citations; 2008-2021

2020-2021: Beqiri, M. S., *Dissertation Committee Chair - Creighton University, DBA*.

2020-2021: Beqiri, M. S., *Dissertation Committee Member - School of Nursing and Human Physiology*.

2019-2020: Beqiri, M. S., *Quality Assurance and Standard Assessment*. Invited as a workshop facilitator at University of Shkoder "Luigj Gurakuqi", Albania.

2019-2020: Beqiri, M. S., *Supply Chain Meet Up*. Invited Presentation

2018-2019: Beqiri, M. S., *Dissertation Committee Member - School of Nursing and Human Physiology*.

2018-2019: Beqiri, M. S., *Dissertation Committee Member - School of Leadership Studies, Ph.D.*

2018-2019: Beqiri, M. S., *Challenges in Higher Education*. Interview with "Mapo" Newsletter.

2018-2019: Beqiri, M. S., *Landscape of Higher Education: Challenges & Opportunities*. Comillas Universidad Pontifica, Invited Presentation

European University of Tirana, Tirana, Albania, Invited Presentation.

2017-2018: Beqiri, M. S., *Dissertation Committee Member - School of Nursing and Human Physiology*.

2015-2016: Beqiri, M. S., *Dissertation Committee, Chair - Ph.D. in Business Administration; University Aleksander Moisiu, Durres, Albania*.

2015-2016: Beqiri, M. S., *Dissertation Member - Ph.D. in Leadership Studies; GU*.

2015-2016: Beqiri, M. S., *Dissertation Committee, Member- DNP; School of Nursing & Human Physiology, GU*.

2014-2015: Beqiri, M. S., *Dissertation Chair - Ph.D. in Business Administration; University Aleksander Moisiu, Durres*.

2014-2015: Beqiri, M. S., *Dissertation Committee, Member- DNP; School of Nursing & Human Physiology, GU*.

Conference Presentations

Beqiri, M. S. & Jazecko, M. (2020-2021). *An empirical analysis of the Behavioral Model of the Health Services Use*. Production and Operations Management Society Conference, Miami, Virtual.

Beqiri, M. S. & Hoxha, G. (2019-2020). *Service quality factors impacting student satisfaction in higher education*. Decision Sciences Institute Meeting, New Orleans, United States of America.

Beqiri, M. S., Dardha, V., & Dragusha, B. (2018-2019). *Educating for Development: New Approaches, Tools, and Models*. Invited presentation at European Regional Conference, Tirana, Albania.

Beqiri, M. S. (2018-2019). *Landscape of Higher Education: Challenges & Opportunities*. Invited presentation at Dynamics of Sustainable Economic & Social Development International Conference, Conference, Shkoder, Albania.

Beqiri, M. S., Nexhipi, O., & Sabrija, E. (2018-2019). *Service recovery as an approach to retain customers in the restaurant industry: Durres Case*. Dynamics of Sustainable Economic & Social Development International Conference, Conference, Shkoder, Albania.

Beqiri, M. S. & Hoxha, G. (2018-2019). *Service quality factors impacting student satisfaction in higher education*. Production and Operations Management Society Conference, Granada, Spain.

Beqiri, M. S., Borici, A., Begani, A., & Dergjini, A. (2017-2018). *The Impact of waiting time on customer satisfaction: Banking industry*. Production and Operations Management Society Conference, Sydney, Australia.

Beqiri, M. S., Tufi, K., & Dragusha, B. (2017-2018). *The impact of operational risk factors on financial performance: The Case of Albania*. Production and Operations Management Society Conference, Sydney, Australia.

Beqiri, M. S., Ayers, M., & Medina, A. (2017-2018). *Bringing your knowledge to work with campuses: Building campus-community research partnerships*. International Conference on Hate Studies, Spokane, Washington.

Beqiri, M. S., Bishka, A., & Borici, A. (2015-2016). *Delivering Quantitative Course Online vs. Face-Face*. Proceedings of the International Systems and TEchnology Innovation Conference: Inducting Modern Business Solutions, Tirana, Albania.

Beqiri, M. S. & Leithauser, A. (2013-2014, July). *Service Learning for MBA's*. CJBCE Conference, San Francisco, California.

Beqiri, M. S., Borici, A., Begani, A., & Dergjini, A. (2013-2014, October). *An Empirical study of service quality factors impacting tourist satisfaction and loyalty: Velipoja tourist destination*. International Conference: Cultural tourism across borders, Shkoder, Albania.

Beqiri, M. S., Melendy, S., & Pepper, M. (2011-2012, April). *New Horizons in Service Learning across Gonzaga University's School of Business Administration*. Continuum of Service Conference, Seattle, Washington.

Beqiri, M. S., Chase, N. M., & Hasi, S. (2011-2012, November). *Outsourcing in Albania: Opportunities and Challenges*. Decision Sciences Institute Meeting, Boston, Massachusetts.

SERVICE

Service to the Institution

College Assignments

Faculty Advisor:

2013-2014: Collegiate DECA Student Chapter

Chair:

2014-2015: SBA Globalization Task Force

Member:

2013-2014: Mission-related Initiative Champion

2013: MBA Director Search Committee

2012: SBA Executive Committee

University Assignments

Committee Member:

2013-2014: Academic Freedom and Tenure Committee

2013-2014: Service Learning Advisory Board

2013-2014: University Mission Advisory Council

2012-2013: Faculty Search Committee, Doctoral Program of Leadership Studies

2012: Faculty Working Group on Gonzaga Globalization

Gonzaga University

Department Assignments

Other Institutional Service Activities:

2016-2017 – 2017-2018: Operations Management Department: Discipline Lead

College Assignments**Chair:**

2017-2018: Undergraduate Curriculum Committee

Club Advisor:

2019-2020: Gonzaga University Supply Chain Association

Faculty Advisor:

2018-2019: Gonzaga University Supply Chain Association

2016-2017 – 2018-2019: Collegiate DECA Student Chapter

Member:

2018-2019: Graduate Committee

2018-2019: Continuous Improvement Committee

2017-2018 – 2018-2019: Committee on Reappointment, Promotion, and Tenure (CRPT)

2013-2014 – 2015-2016: Graduate Committee

Mentoring Activities:

2019-2020: Collegiate DECA Student Chapter

Other Institutional Service Activities:

2019-2020: ACG Finance Cup Competition - Liason

2012-2013: Alternate Member - Committee on Reappointment, Promotion, and Tenure (CRPT)

Writing Student Recommendations:

2018-2019: Students Recommendations

Chair:

2019-2020: Graduate Committee

2011-2012 – 2012-2013: Graduate Committee

Member:

2020-2021: Graduate Committee

2019-2020 – 2020-2021: MBA Advisory Board

2019-2020 – 2020-2021: Continuous Improvement Committee

2019-2020: Committee on Reappointment, Promotion, and Tenure (CRPT)

2010-2011: Graduate Committee

University Assignments**Committee Chair:**

2019-2020: Graduate Programs Committee of the Academic Council

2018-2019 – 2019-2020: Academic Council Curriculum Committee

2018-2019 – 2019-2020: Academic Committee, Faculty Senate

Committee Member:

2021-2022: Academic Preparedness sub-Committee - PRTF
2020-2021: Pandemic Response Task Force, Academic Instruction and Learning sub-Committee
2019-2020 – 2020-2021: Native American Programming Committee
2019-2020 – 2020-2021: Board of Regents
2018-2019 – 2020-2021: International Education Council
2018-2019 – 2020-2021: Academic Council
2017-2018 – 2019-2020: Academic Technology Advisory Council
2017-2018 – 2019-2020: Faculty Senate
2018-2019: LMS Specialist Search Committee
2018-2019: Community Engagement Advisory Board
2016-2017 – 2018-2019: Core Executive Committee

Faculty Advisor:

2015-2016: Collegiate DECA Student Chapter

Unassigned**Department Assignments****Chair:**

2016-2017: SBA POM - Faculty Search Committee - Co-Chair

College Assignments**Member:**

2013: MIS/POM Faculty Search Committee

University Assignments**Committee Chair:**

2014-2015 – 2017-2018: Academic Council Curriculum Committee
2013-2014: Academic Council - Curriculum Committee

Committee Member:

2016-2017 – 2017-2018: Service Learning Advisory Board Committee
2014-2015 – 2016-2017: Academic Council
2014-2015 – 2016-2017: Faculty Handbook Revision: Task Force of Reappointment Promotion & Tenure (RPT) Procedures
2014-2015 – 2015-2016: Core Implementation Committee
2014-2015: Academic Freedom and Tenure Committee
2014-2015: Gonzaga in Florence Curriculum Committee
2012-2013: Unity Multicultural Education Center (UMEC) Advisory Board
2012-2013: Curriculum Review Graduate Sub-Committee of Academic Council
2011-2012 – 2012-2013: Academic Council - Graduate Programs

State-wide Assignments

Writing Student Recommendations:

2013-2014: Internships, Job Search, MBA, Ph.D. & Law School Applications

Dissertation Assignments**Chair:**

2016: University A. Moisiu Durres, Albania - Ph.D. - Kledi Tufi

2014-2015: University A. Moisiu Durres, Albania - Ph.D. - Armela Anamali

Thesis Assignments**Other Institutional Service Activities:**

2014-2015: Amy Doneen, Gonzaga University, DNP Dissertation Committee, Member

Service to the Profession**Academic Conference: Moderator / Facilitator**

2020-2021: Women's Rights as Human Rights - Gonzaga University's School of Law's 4-th Annual Human Rights Conference (International).

Chair: Committee / Task Force

2020-2021: Instructional Innovation Award, Decision Sciences Institute (International).

2017-2018: Instructional Innovation Award, Decision Sciences Institute (International).

Reviewer - Article / Manuscript

2015-2016: The Asia-Pacific Education Researcher Journal (International).

Reviewer - Book / Textbook

2015-2016: Global Perspectives on Contemporary Marketing Education (National).

Editor: Guest Editor of Journal

2014-2015: Electronic Journal of Applied Statistical Analysis: Decision Support Systems & Services Evaluation, Special Issue – Increasing innovation opportunities by unlocking the value of Big Data, Lecce, Italy (International). Special Issue

Member: Committee/Task Force

2017-2018: National Business Education Award Committee (National).

Officer: Organization / Association

2013-2014: International Conference: Cultural tourism across borders, Shkoder, Albania (International).

Other Professional Service Activities

2016-2017: Ruane Award for Business Education Innovation Selection Committee (National).

Reviewer: Conference Paper

2017-2018: Community Engagement Peer Review Board, Spokane, Washington (Local).

2014-2015 – 2015-2016: Community Engagement Peer Review Board, Spokane, Washington (Local).

Service to the Community**Other Community Service Activities**

2020-2021: Jesuit Worldwide Learning: Higher Education at the Margins, Virtual

2019-2020 – 2020-2021: IMPACT: Gonzaga University
2019-2020: Jesuit Worldwide Learning: Higher Education at the Margins
2016-2017 – 2017-2018: IMPACT: Gonzaga University
2011-2012 – 2013-2014: IMPACT: Gonzaga University

Positions Held in Civic Organizations

2020-2021: Rotary 21 - International Service Committee
2019-2020 – 2020-2021: Big Brothers Big Sisters of Inland Northwest
2016-2017 – 2017-2018: Big Brothers Big Sisters of Inland Northwest, Board of Directors member
2014-2015 – 2017-2018: Jesuit Commons: Higher Education at the Margins, Volunteer Faculty: Teaching "Global Issues" & "Introduction to Business"
2014-2015: Ronald McDonald House of Charity: Non Revenue Committee
2013-2014: Jesuit Commons: Higher Education at the Margins, Volunteer Faculty
-Teaching "Global Issues" and "Introduction to Business"
-Admission Essays Grader
2013-2014: Ronald McDonald House Charity, Volunteer
2012-2013: Jesuit Commons: Higher Education at the Margins, Volunteer Faculty:
-Teaching "Global Issues" & "Introduction to Business"
-Admission Essays Grader
2011-2012: Jesuit Commons: Higher Education at the Margins, Admission Essays Grader
2010-2011: Jesuit Commons: Higher Education at the Margins, Volunteer Faculty:
-Reading admission essays for JC:HEM Diploma in Liberal Studies.

Honors/Awards

Award

2016-2017: Centioli Faculty Scholars Excellence, Gonzaga University.
2015-2016: Faculty Exemplary Award, Gonzaga University.
2015-2016: Wilfrid and Patricia Loeken SBA Excellence, Gonzaga University - School of Business.
2014-2015: Jepson Faculty Fellowship, Gonzaga University - School of Business.
2013-2014: Wilfrid and Patricia Loeken SBA Vision and Values Award, Gonzaga University - School of Business.
2012-2013: Faculty Exemplary Award, Gonzaga University.
2011-2012 – 2012-2013: Outstanding MBA Professor of the Year, Gonzaga University - Graduate School of Business.

Honor

2013-2014: Gratitude of University of Shkodra for Distinguished contribution in the establishment, sustainment and advancement of the School of Economics, Universiteti i Shkodres Luigj Gurakuqi, Shkoder, Albania.

Scott R. Hedin, Ph.D.
Assistant Professor
Operations
School of Business Administration
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Academic Background

Ph.D. University of South Carolina.

Title: *Development of Shop Floor Control and Tool Loading Policies for a General Flexible Manufacturing System*

M.B.A. University of Idaho.

B.S. University of Idaho.

WORK EXPERIENCE

Employment Experience

Academic

Visiting Professor, Georgetown University (January, 2006 - December, 2006), Washington D.C., United States of America.

Deirector, Business Internships, Gonzaga University (September, 2001 - September, 2007), Spokane, Washington.

Summer Fellowship, Boeing (May, 1997 - September, 1997), Seattle, Washington.

Assistant Professor (tenured), Gonzaga University (September, 1992 - Present), Spokane, Washington.

TEACHING

Courses Taught

Courses from the Teaching Schedule: Business Statistics (Bachelors), Global Oper & Supply Chain Management (Bachelors), Operations Management (Bachelors), Project & Process Managem (Bachelors)

Intellectual Contributions

SERVICE

Service to the Institution

Gonzaga University

College Assignments

Member:

2017-2018 – 2018-2019: Undergraduate Curriculum Committee

2013-2014 – 2015-2016: Undergraduate Curriculum Committee

2013-2014: Strategic Mission and Planning Committee (Fall)

2010-2011 – 2012-2013: Strategic Mission and Planning Committee

University Assignments

Committee Member:

2011-2012 – 2012-2013: Academic Council - Academic Policy and Planning

Service to the Community

Positions Held in Civic Organizations

2014-2015: Spokane AIDs Network, Board Member

2014-2015: Spokane AIDs Network, Board Member

2014-2015: Spokane AIDs Network, Board Member

Ashish Thatte, Ph.D.
Associate Professor
Operations
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thatte@gonzaga.edu

Academic Background

Ph.D. University of Toledo.

Title: *Competitive Advantage of a Firm through Supply Chain Responsiveness and SCM Practices*

M.S. University of Toledo.

M.B.A. University of Pune.

B.S. University of Pune.

Professional Certifications

Certified in Production and Inventory Management (CPIM), 2001, APICS (American Production & Inventory Control Society, now ASCM), USA.

Professional Memberships

Society of Manufacturing Engineers (SME), USA, 2008-present

Decision Science Institute, USA, 2003-present

American Production & Inventory Control Society (APICS), USA, 2001-present

The Institution of Engineers, India, 1996-present

WORK EXPERIENCE

Employment Experience

Academic

Associate Professor, Operations Management, Gonzaga University (2012 - Present), Spokane, Washington.

Assistant Professor, Operations Management, Gonzaga University (2006 - 2012), Spokane, Washington.

Graduate Teaching Assistant, Operations Management, University of Toledo, OH (2002 - 2006), Toledo, Ohio.

TEACHING

Courses Taught

Courses from the Teaching Schedule: Current Issues in Operations (MBA), Directed Study (Masters), Global Operations & Supply Chain Management (MBA), Lean Thinking (MBA), Lean Thinking (Bachelors), Operations Management (Bachelors), Special Topic Seminar (Bachelors), Special Topics (MBA)

Teaching Activities

Course (Existing) - Compensated Redesign

2020-2021 - *Operations Management*.

2019-2020 - *Supply Chain Management*.

2019-2020 - *Lean Thinking*.
 2019-2020 - *Operations Management*.
 2018-2019 - *Supply Chain Management*.
 2018-2019 - *Lean Thinking*.
 2018-2019 - *Operations Management*.
 2017-2018 - *Supply Chain Management*.
 2017-2018 - *Lean Thinking*.
 2017-2018 - *Operations Management*.
 2016-2017 - *Lean Thinking*.
 2016-2017 - *Operations Management*.

Course (New) - Creation/Delivery: Conventional

2016-2017 - *Supply Chain Management*. Based on the feedback student interns received from Boeing and Amazon the Operations discipline is pleased to offer a new 3 cr. hr course in Supply Chain Management (OPER 489) starting spring 2017. I developed and taught this course in spring 2018.

Intellectual Contributions

Intellectual Contributions Grid

Category	BDS	AIS	TLS	Total
Articles in Refereed Journals	11	3		14
Articles in Refereed Journals (in Press)	1			1
Articles-in-Progress (All)	2			2
Publications in Refereed Conference Proceedings	20	2		22
Presentations of Refereed Papers	13			13

Refereed Articles

Applied or Integrative/application Scholarship

Hallac, A., Applebury, D., Myers, K., Dhumal, P., Thatte, A., Hallac, et al. (2019) (2019). The Value of Quick Sepsis-Related Organ Failure Assessment Scores in Patients With Acute Pancreatitis Who Present to Emergency Departments: A Three-Year Cohort Study. *Gastroenterology Research*, 12 (2), 67-71.

Hallac, A., Srikureja, W., Liu, E., Dhumal, P., & Thatte, A. (2018). Economical Effect of Lumen Apposing Metal Stents for Treating Benign Foregut Strictures. *World Journal of Gastrointestinal Endoscopy*, 10 (10), 294-300.

Agrawal, V., Diamond, M., & Thatte, A. (2017). WAR: A Predictor of MLB Team's Salary and Success. *International Journal of Interdisciplinary Research*, 6 (2), 31-40.

Basic or Discovery Scholarship

Thatte, A., & Dhumal, P. (in press, 2020). Insights Into Responsiveness Criteria Impacting Firm Competitiveness. *Journal of Competitiveness Studies*.

Thatte, A., Agrawal, V., & Dhumal, P. (2020). A Dimension Level Exploratory Study of Supply Chain Responsiveness and SCM Practices. *Journal of International Business Disciplines*.

Thatte, A., Dhumal, P., & Agrawal, V. (2018). Competitive Advantage through Operations System and Supplier Network Responsiveness. *Journal of International Business Disciplines*, 13 (1), 34-55.

- Thatte, A., & Agrawal, V. (2017). Exploring Supply Chain Responsiveness Effects on Competitive Advantage of a Firm. *Quarterly Review of Business Disciplines*, 4 (3), 211-228.
- Thatte, A. (2013). Supply Chain Responsiveness through Modularity Based Manufacturing Practices: An Exploratory Study. *Journal of Applied Business Research*, 29 (3), 743-763.
- Thatte, A., Rao, S., & Ragu-Nathan, T. S. (2013). Impact of SCM Practices of a Firm on Supply Chain Responsiveness and Competitive Advantage of a Firm. *Journal of Applied Business Research*, 29 (2), 499-530.
- Henrickson, K. E., Thatte, A., & Johnson, E. H. (2009). Factors Influencing the Intensity of Mass Customization and the Effects on Competitive Trade-offs. *International Journal of Business Strategy*, 9 (2), 58-68.
- Thatte, A., Agrawal, V., & Muhammed, S. (2009). Linking Information Sharing and Supplier Network Responsiveness with Delivery Dependability of a Firm. *Journal of Applied Business Research*, 25 (3), 37-56.
- Henrickson, K., & Thatte, A. (2008). Outsourcing and Organizational Practices: The Effects on Firm Competitiveness. *International Journal of Business Strategy*, 8 (3), 37-49.
- Darley, W., Luethge, D., & Thatte, A. (2008). Exploring the Relationship of Perceived Automotive Salesperson Attributes, Customer Satisfaction and Intentions to Automotive Service Department Patronage: The Moderating Role of Customer Gender. *Journal of Retailing and Consumer Services*, 15 (6), 469-479.
- Agrawal, V., Muhammed, S., & Thatte, A. (2008). Enabling Knowledge Sharing through Intrinsic Motivation and Perceived IT Support. *Review of Business Information Systems*, 12 (3), 21-35.
- Thatte, A., Muhammed, S., & Agrawal, V. (2008). Effect of Information Sharing and Supplier Network Responsiveness on Time-to-Market Capability of a Firm. *Review of Business Research*, 8 (2), 118-131.

Refereed Proceedings

Applied or Integrative/application Scholarship

- Thatte, A., Agrawal, V., & Dhupal, P. (2019). Supporting Supply Chain Responsiveness through SCM Practices: Exploring Dimension Level Effects. *Industry, Engineering, & Management Systems Conference*.
- Hallac, A., Sahin, S., Liu, E., Srikureja, W., & Thatte, A. (2017). The Use of Fully Covered Lumen-Apposing Self-expandable Metallic Stents for Treatment of Benign Strictures of the Upper Gastrointestinal Tract: A Retrospective Case-Controlled Study. *World Congress of Gastroenterology at ACS*.

Basic or Discovery Scholarship

- Thatte, A., & Dhupal, P. (2018). Assessing Operations Responsiveness and Supplier Responsiveness Effects on Competitive Advantage. *Asia Pacific International Conference on 'Changing Business Practices in Current Environment', Mumbai, India*.
- Thatte, A., Ragu-Nathan, T. S., & Rao, S. (2011). Modularity Based Manufacturing Practices, Supply Chain Responsiveness, and Competitive Advantage of a Firm. *Decision Sciences Institute Meeting*.
- Agrawal, V., Muhammed, S., & Thatte, A. (2008). Motivation and Knowledge Sharing: Role of Perceived IT Support. *Decision Sciences Institute Meeting*.
- Jitpaiboon, T., Dangol, R., & Waters, J. (2008). The Comparative Study of Supply Chain Relationships and Mass Customization (MC): SME(s) Vs. LE(s). *Decision Sciences Institute Meeting*.
- Thatte, A., & Jitpaiboon, T. (2008). Firm Competitiveness through Supplier Responsiveness and Supplier Partnerships. *Decision Sciences Institute Meeting*.

- Jitpaiboon, T., Dangol, R., Truong, D., & Thatte, A. (2007). Comparative Effects of Supply Chain Integration on Performance Between SMEs And LEs Using Hierarchical Linear Modeling. *Decision Sciences Institute Meeting*.
- Thatte, A., Rao, S., & Ragunathan, T. S. (2007). Competitive Advantage, Supply Chain Responsiveness and SCM Practices of a Firm. *Decision Sciences Institute Meeting*.
- Lipkin, I., Thatte, A., & Lim, J. (2007). Expert Systems Model for Optimization of Inventory Classification. *Decision Sciences Institute Meeting*.
- Thatte, A., Rao, S. S., & Ragunathan, T.S. (2006). Competitive Advantage of a Firm through Supply Chain Responsiveness and SCM Practices. *Decision Sciences Institute Meeting*.
- Thatte, A., Rao, S., & Ragunathan, T. S. (2005). Conceptual Model of Inter-organizational System Use and Supply Chain Flexibility: A Resource Based View. *Decision Sciences Institute Meeting*.
- Thatte, A., & Lipkin, I. (2005). Moderating Roles of Employee Empowerment, Effective Change Leadership and Benchmarking in the Success of Lean Manufacturing – A Fuzzy Logic Approach. *Decision Sciences Institute Meeting*.
- Thatte, A. (2004). The Effect of Benchmarking Lean System on Supply Chain Integration. *Decision Sciences Institute Meeting*.
- Thatte, A. (2004). Strategic Supplier Partnership and Lean System Practices as Antecedents of Supply Chain Integration - The Moderating Effects of Benchmarking. *Decision Sciences Institute Meeting*.
- Thatte, A. (2004). Statistical Analysis to Help Boost Employment in the Private Sector-Durable Goods Manufacturing Industry. *Decision Sciences Institute Meeting*.
- Muhammed, S., Thatte, A., Dhumal, P., & Agrawal, V. (2004). Role of Knowledge Management Initiatives & Outsourcing in the Effect of Turnover on Organizational Performance. *Decision Sciences Institute Meeting*.
- Lim, J., & Thatte, A. (2004). Factors Influencing Corporate E-Supply Chain Adoption. *Midwest Business Administration Association Conference*.
- Thatte, A., & Kim, K. (2004). Role of Organizational Culture and Human Resource Management in Effective Strategic Global Sourcing. *Proceedings of the Midwest Business Administration Association (MBAA) Conference*.
- Thatte, A., Muhammed, S., Agrawal, V., & Dhumal, P. (2004). Factors Influencing the success of Lean Manufacturing. *Decision Sciences Institute Meeting*.
- Thatte, A. (2004). Factors Influencing the Success of Lean Manufacturing – Moderating Roles of Employee Empowerment, Effective Change Leadership, and Benchmarking. *Decision Sciences Institute Meeting*.
- Dhumal, P., Thatte, A., Sundarraghavan, P. S., & Nandkeolyar, U. (2003). Effect of Benchmarking on Strategic Supplier Partnership. *Decision Sciences Institute Meeting*.

Presentations of Refereed Papers

National

- Thatte, A., Ragunathan, T. S., & Rao, S. (2011-2012). *Modularity Based Manufacturing Practices, Supply Chain Responsiveness, and Competitive Advantage of a Firm*. Decision Sciences Institute Meeting, Boston, MA, United States of America.
- Agrawal, V., Muhammed, S., & Thatte, A. (2008-2009). *Motivation and Knowledge Sharing: Role of Perceived IT Support*. Applied Business Research (ABR) Conference, Orlando, FL, United States of America.

Jitpaiboon, T., Dangol, R., Walters, J., & Thatte, A. (2008-2009). *The Comparative Study of Supply Chain Relationships and Mass Customization (MC): SME(s) Vs. LE(s)*. Decision Sciences Institute Meeting, Baltimore, MD, United States of America.

Jitpaiboon, T., Dangol, R., Truong, D., & Thatte, A. (2007-2008). *Comparative Effects of Supply Chain Integration on Performance Between SMEs And LEs Using Hierarchical Linear Modeling*. Academy of International Business (AIB)-U.S. Midwest Region Conference, Chicago, IL, United States of America.

Lipkin, I., Thatte, A., & Lim, J. (2007-2008). *Expert Systems Model for Optimization of Inventory Classification*. Decision Sciences Institute Meeting, Phoenix, AZ, United States of America.

Thatte, A., Rao, S. S., & Rangunathan, T.S. (2005-2006). *Conceptual Model of Inter-organizational System Use and Supply Chain Flexibility: A Resource Based View*. Decision Sciences Institute Meeting, San Francisco, CA, United States of America.

Thatte, A. (2005-2006). *Moderating Roles of Employee Empowerment, Effective Change Leadership and Benchmarking in the Success of Lean Manufacturing – A Fuzzy Logic Approach*. Decision Sciences Institute Meeting, San Francisco, CA, United States of America.

Muhammed, S., Thatte, A., Dhumal, P., & Agrawal, V. (2004-2005). *Role of Knowledge Management Initiatives & Outsourcing in the Effect of Turnover on Organizational Performance*. Midwest Decision Science Institute (MWDSI) Conference, Cleveland, OH, United States of America.

Thatte, A. (2004-2005). *Factors Influencing the Success of Lean Manufacturing – Moderating Roles of Employee Empowerment, Effective Change Leadership, and Benchmarking*. Decision Sciences Institute Meeting, Boston, MA, United States of America.

Thatte, A. (2004-2005). *The Effect of Benchmarking Lean System on Supply Chain Integration*. Midwest Decision Science Institute (MWDSI) Conference, Cleveland, OH, United States of America.

Thatte, A. (2004-2005). *Strategic Supplier Partnership and Lean System Practices as Antecedents of Supply Chain Integration - The Moderating Effects of Benchmarking*. Decision Sciences Institute Meeting, Boston, MA, United States of America.

Thatte, A. & Kim, K. (2004-2005). *Role of Organizational Culture and Human Resource Management in Effective Strategic Global Sourcing*. Midwest Business Administration Association Conference, Chicago, IL, United States of America.

Dhumal, P., Thatte, A., Sundarraghavan, P. S., & Nandkeolyar, U. (2003-2004). *Effect of Benchmarking on Strategic Supplier Partnership*. Decision Sciences Institute Meeting, Washington D.C, United States of America.

Working Papers

Thatte, A., Agrawal, V., & Dhumal, P. (2021). "The Impact of Demographics on Outsourcing and Performance."

Thatte, A., Dhumal, P., & Agrawal, V. (2021). "The Interactions of Mass Customization, Product and Process Modularity, and Postponement with the Extent of Outsourcing."

Conference Presentations

Thatte, A., Rangunathan, T. S., & Rao, S. (2011-2012). *Modularity Based Manufacturing Practices, Supply Chain Responsiveness, and Competitive Advantage of a Firm*. Decision Sciences Institute Meeting, Boston, MA, United States of America.

Agrawal, V., Muhammed, S., & Thatte, A. (2008-2009). *Motivation and Knowledge Sharing: Role of Perceived IT Support*. Applied Business Research (ABR) Conference, Orlando, FL, United States of America.

Jitpaiboon, T., Dangol, R., Walters, J., & Thatte, A. (2008-2009). *The Comparative Study of Supply Chain Relationships and Mass Customization (MC): SME(s) Vs. LE(s)*. Decision Sciences Institute Meeting, Baltimore, MD, United States of America.

Jitpaiboon, T., Dangol, R., Truong, D., & Thatte, A. (2007-2008). *Comparative Effects of Supply Chain Integration on Performance Between SMEs And LEs Using Hierarchical Linear Modeling*. Academy of International Business (AIB)-U.S. Midwest Region Conference, Chicago, IL, United States of America.

Lipkin, I., Thatte, A., & Lim, J. (2007-2008). *Expert Systems Model for Optimization of Inventory Classification*. Decision Sciences Institute Meeting, Phoenix, AZ, United States of America.

Thatte, A., Rao, S. S., & Ragunathan, T.S. (2005-2006). *Conceptual Model of Inter-organizational System Use and Supply Chain Flexibility: A Resource Based View*. Decision Sciences Institute Meeting, San Francisco, CA, United States of America.

Thatte, A. (2005-2006). *Moderating Roles of Employee Empowerment, Effective Change Leadership and Benchmarking in the Success of Lean Manufacturing – A Fuzzy Logic Approach*. Decision Sciences Institute Meeting, San Francisco, CA, United States of America.

Muhammed, S., Thatte, A., Dhumal, P., & Agrawal, V. (2004-2005). *Role of Knowledge Management Initiatives & Outsourcing in the Effect of Turnover on Organizational Performance*. Midwest Decision Science Institute (MWDSI) Conference, Cleveland, OH, United States of America.

Thatte, A. (2004-2005). *Factors Influencing the Success of Lean Manufacturing – Moderating Roles of Employee Empowerment, Effective Change Leadership, and Benchmarking*. Decision Sciences Institute Meeting, Boston, MA, United States of America.

Thatte, A. (2004-2005). *The Effect of Benchmarking Lean System on Supply Chain Integration*. Midwest Decision Science Institute (MWDSI) Conference, Cleveland, OH, United States of America.

Thatte, A. (2004-2005). *Strategic Supplier Partnership and Lean System Practices as Antecedents of Supply Chain Integration - The Moderating Effects of Benchmarking*. Decision Sciences Institute Meeting, Boston, MA, United States of America.

Thatte, A. & Kim, K. (2004-2005). *Role of Organizational Culture and Human Resource Management in Effective Strategic Global Sourcing*. Midwest Business Administration Association Conference, Chicago, IL, United States of America.

Dhumal, P., Thatte, A., Sundarraghavan, P. S., & Nandkeolyar, U. (2003-2004). *Effect of Benchmarking on Strategic Supplier Partnership*. Decision Sciences Institute Meeting, Washington D.C, United States of America.

Professional Development

DS: Research-Related Conference/Seminar

2011-2012: Decision Sciences Institute Meeting. Modularity Based Manufacturing Practices, Supply Chain Responsiveness, and Competitive Advantage of a Firm

2008-2009: Decision Sciences Institute Meeting. Motivation and Knowledge Sharing: Role of Perceived IT Support

2008-2009: Decision Sciences Institute Meeting. Firm Competitiveness through Supplier Responsiveness and Supplier Partnerships

2008-2009: Decision Sciences Institute Meeting. The Comparative Study of Supply Chain Relationships and Mass Customization (MC): SME(s) Vs. LE(s) - Abstract only

2007-2008: Decision Sciences Institute Meeting. Expert Systems Model for Optimization of Inventory Classification

2007-2008: Decision Sciences Institute Meeting. Competitive Advantage, Supply Chain Responsiveness and SCM Practices of a Firm

2006-2007: Decision Sciences Institute Meeting. Comparative Effects of Supply Chain Integration on Performance Between SMEs And LEs Using Hierarchical Linear Modeling

2005-2006: Decision Sciences Institute Meeting. Competitive Advantage of a Firm through Supply Chain Responsiveness and SCM Practices - Abstract only

Other Professional Development

2017-2018 – 2019-2020: Plant Tour - Supply Chain Management. 1 plant tour each spring semester with OPER 489 (Supply Chain Mgmt.) course students

2017-2018 – 2018-2019: Lean Manufacturing - Professional Development Workshops & Plant Tours. 1 Plant tour each fall semester with OPER 347 course students

2017-2018: Plant Tour - Supply Chain Management. 1 plant tour in spring 2018

2017-2018: Lean Manufacturing - Professional Development Workshops & Plant Tours. 1 plant tour in fall 2017

2016-2017: Lean Manufacturing - Professional Development Workshops & Plant Tours. Attended 2 plant tours

2016-2017: Lean Manufacturing - Professional Development Workshops & Plant Tours. Attended 2 plant tours

2016-2017: Lean Manufacturing - Professional Development Workshops & Plant Tours.
Attended 2 workshops / plant tours

2007-2008 – 2015-2016: Lean Manufacturing - Professional Development Workshops & Plant Tours. Attended 2-3 workshops / plant tours per year to organizations in the greater Spokane, WA area to learn and keep abreast of the Lean practices implemented by firms.

SERVICE

Service to the Institution

Gonzaga University

Department Assignments

Chair:

2019-2020 – 2020-2021: Operations Management, Discipline Lead, Spring 2020

2018-2019: Operations Management, Discipline Lead

Mentoring Activities:

2016-2017: Advised and mentored OPER 340 instructors Robert Howe, Alida Tei, and Jamie Estrada

Other Institutional Service Activities:

2017-2018: Completed (with Drs. Beqiri and Hedin) SCM curriculum assessment tool developed by Boeing, 2017-2018

2017-2018: Reviewed (with Drs. Beqiri and Hedin) and reported OPER 340 exams to ensure alignment with rigor expectations, increase transparency, and allow for comparison between sections.

2017-2018: Staffed (with Dr. Mirjeta Beqiri) one section of OPER 340 course for Spring 2018, through community outreach, Feb. 2018

2017-2018: Formed (with Dr. Mirjeta Beqiri) a panel of industry professionals for the 'Careers in Operations Event', Apr. 2018

College Assignments

Assurance of Learning - Institutional Service:

2016-2017: Assurance of Learning, Gonzaga University, School of Business, OPER 340, S'08, F'09, S'11, F'14, F'16

2014-2015: Assurance of Learning, Gonzaga University, School of Business, OPER 340, S'08, F'09, S'11, F'14, F'16

2011-2012: Assurance of Learning, Gonzaga University, School of Business, OPER 340, S'08, F'09, S'11, F'14, F'16

2008-2009 – 2009-2010: Assurance of Learning, Gonzaga University, School of Business, OPER 340, S'08, F'09, S'11, F'14, F'16

Chair:

2018-2019: Information Technology Committee

Member:

2017-2018: Information Technology Committee

2015-2016: Information Technology Committee

2015-2016: Committee on Reappointment, Promotion, and Tenure (CRPT)

2014-2015: Information Technology Committee

2014-2015: Committee on Reappointment, Promotion, and Tenure (CRPT)

2013-2014: Information Technology (Spring)

2013-2014: Information Technology (Fall)

Other Institutional Service Activities:

2018-2019 – 2019-2020: Faculty Outreach Telephone Calls

2017-2018: Contributed to - Gonzaga University, School of Business, Strategic Mission and Planning Committee's working lunch meeting, Apr. 4, 2018

2016-2017: Faculty Outreach Telephone Calls

2013-2014 – 2014-2015: Faculty Outreach Telephone Calls

2009-2010 – 2011-2012: Faculty Outreach Telephone Calls

2006-2007: Faculty Outreach Telephone Calls

Chair:

2020-2021: Information Technology Committee

2019-2020: Information Technology Committee, Spring 2020

2016-2017: Committee on Reappointment/Promotion/Tenure (CRPT)

Member:

2016-2017 – 2017-2018: Information Technology Committee

2016-2017: Committee on Reappointment/Promotion/Tenure (CRPT)

2016-2017: Operations Management, New Faculty Recruitment Committee

2013-2014 – 2014-2015: Information Technology Committee

2013-2014: BMIS / Operations New Faculty Recruitment Committee

2011-2012: Undergraduate Curriculum Committee

2010-2011: Undergraduate Curriculum Committee

2008-2009 – 2009-2010: Student Services Committee

2007-2008: Undergraduate Curriculum Committee

2006-2007: Student Services Committee

University Assignments

Committee Member:

2017-2018: IT Project Review Committee

2014-2015 – 2016-2017: Grievance Committee

2014-2015: Faculty Awards Committee

2010-2011 – 2012-2013: Academic Council: Policy and Planning Committee

2011-2012: Academic Standing Committee

2009-2010 – 2011-2012: Research Council

Service to the Profession

Reviewer - Article / Manuscript

2009-2010 – 2010-2011: Decision Sciences Institute Meeting (National). Refereed research paper reviewer (2011, 2010, 2004), Track: Supply Chain Management, Decision Science Institute (DSI) Conference

2003-2004: Decision Sciences Institute Meeting (National). Refereed research paper reviewer (2011, 2010, 2004), Track: Supply Chain Management, Decision Science Institute (DSI) Conference

Service to the Community

Member of a Committee

2010-2011 – 2012-2013: Gonzaga University, Advisory Council on Stewardship and Sustainability (ACSS), Volunteer, Gonzaga University, Advisory Council on Stewardship and Sustainability (ACSS) – General Member, 2010-2012

Other Community Service Activities

2010-2011: Gonzaga University, Campus Kitchen Program, Gonzaga University, Campus Kitchen Program, Volunteer – Food Delivery, Fall 2010

2009-2010 – 2010-2011: Spokane Humane Society, Volunteer

Honors/Awards

Award

2019-2020: Barnes Research Award, Gonzaga University - School of Business.

2018-2019: Barnes Research Award, Gonzaga University - School of Business. *Barnes Research Award, Gonzaga University, 2019, 2018*

2017-2018: Barnes Research Award, Gonzaga University - School of Business. *Barnes Research Award, Gonzaga University, 2019, 2018*

2012-2013: Jepson Fellowship, Gonzaga University.

2007-2008 – 2009-2010: Jepson Fellowship, Gonzaga University.

2007-2008: Best paper award, Applied Business Research (ABR) Conference. Best paper award for peer-reviewed paper "Motivation and Knowledge Sharing: Role of Perceived IT Support" presented and published at Applied Business Research (ABR) Conference, Orlando, FL., Jan. 2008 (co-authored with Drs. Agrawal, V. and Muhammed, S.)

2006-2007: Student pacemaker award, The University of Toledo, OH. Student pacemaker award for outstanding academic and service achievements, College of Business Administration, The University of Toledo, OH., May 2007

Miscellaneous

2010-2011 - Pro-Bono Work in Discipline: Aslin-Finch Inc., Spokane, WA : • Assessed inbound and outbound supply chain and logistics processes, made recommendations on economic and accurate in-sourcing / outsourcing decisions

- Assessed existing information sharing practices with current and potential customers, made recommendations on efficient outbound logistics and downstream supply chain management