Priyank Arora

Associate Professor of Management Science
Darla Moore School of Business, University of South Carolina

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ACADEMIC APPOINTMENT

Associate Professor (with tenure)	*2024 – Present*
Faculty Fellow, Center for Sustainable Growth	*2024 – Present*
Assistant Professor	*2022 – 2024*

Department of Management Science
Darla Moore School of Business, University of South Carolina (USC), Columbia, SC

Assistant Professor	*2018 – 2022*
Honors Program Director	*2021 – 2022*

Department of Operations & Information Management
Isenberg School of Management, University of Massachusetts (UMASS) Amherst, Amherst, MA

EDUCATION

Doctor of Philosophy (PhD)   *2013 –18*

Scheller College of Business, Georgia Tech, Atlanta, GA
- Dissertation title: "Essays on Socially and Environmentally Responsible Operations"

Post-Graduate Program in Management (equivalent to MBA)   *2011 – 12*

Indian School of Business (ISB), Hyderabad, India
- Dean's List Scholar (awarded to the top 10% of the students)

Bachelor of Engineering   *2003 – 07*

University of Delhi, New Delhi, India
- Recipient of the University Merit Scholarship (2003–07; awarded to the top 10% of the students)

RESEARCH

Publications   *#Doctoral student (at start of the paper)*

[1] Devalkar, S. K., M. G. Sohoni, and P. Arora (2017). Ex-post Funding: How Should a Resource-Constrained Non-profit Organization Allocate its Initial Funds? *Production and Operations Management* **26** (6), 1035-1055

[2] Arora, P. and R. Subramanian (2019). Improving Societal Outcomes in the Organ Donation Value Chain. *Production and Operations Management* **28** (8), 2110-2131

[3] Arora, P., M. Hora, V. R. Singhal, and R. Subramanian (2020). When do Appointments of Corporate Sustainability Executives Affect Shareholder Value? *Journal of Operations Management* **66** (4), 464-487

[4] Arora, P., W. Wei[#], and S. Solak (2021). Improving Outcomes in Child Care Subsidy Voucher Programs under Regional Asymmetries. *Production and Operations Management* **30** (12), 4435-4454

[5] Arora, P., M. Rahmani, and K. Ramachandran (2022). Doing Less to Do More? Optimal Service Portfolio of Non-profits that Serve Distressed Individuals. *Manufacturing & Service Operations Management* **24** (2), 883-901

[6] Arora, P. (2023). Rainbow Operations: Let's Add LGBTQ+ Colors to "Doing Good with Good Operations." Published (available online) at *Production and Operations Management*

[7] Wei, W.[#], P. Arora, and S. Solak (2024). Allocation of Funds in Bilevel Subsidy Welfare Programs. *Manufacturing & Service Operations Management* **26** (4), 1435-1453

Under Review/Revision

[8] Adebola O., P. Arora, C. Zhang (2022). Farm Equipment Sharing in Emerging Economies. Under review at *Manufacturing & Service Operations Management*

Book Chapter

[9] Arora, P., M. Rahmani, and K. Ramachandran (2022). The Impact of Scalability on Advisory and Service Delivery Efforts of Nonprofits. In H. Yang, R. Qiu, and W. Chen, eds. *AI and Analytics for Public Health*, Springer Proceedings in Business and Economics, Springer: Cham, Switzerland, 205-213

[10] Arora, P. and S. K. Devalkar (2024). Linking Nonprofit Operations and Donor Preferences to Improve Societal Benefits. In G. Berenguer and M. G. Sohoni, eds. *Nonprofit Operations and Supply Chain Management: Theory and Practice*, Springer. *(Forthcoming)*

Research in Progress

[11] Wei, W.[#], P. Arora, and S. Solak. Subsidizing Social Welfare Programs: Contracted Slots or Vouchers?

[12] Arora, P., P. Dutta, and B. J. Elwood. Keeping Faculty in Front, Students at Center: Managing Operations of Mergers of Public Universities

Research Awards and Grants

- Winner, 2024 MSOM Best Paper Award
- Finalist, 2023 INFORMS Service Science Best DEIJ Paper Award
- Finalist, 2023 POMS College of Sustainable Operations Best Student Paper Award
- Finalist, 2022 INFORMS Public Sector Operations Research (PSOR) Best Paper Award
- Winner, 2022 People's Choice Award, Early-career Sustainable Operations Workshop
- Honorable Mention (top 3), 2021 MSOM Society Award for Responsible Research in OM
- Winner, 2020 INFORMS Conference on Service Science Best Paper Award
- Winner, 2020 Research Excellence Award (Isenberg School of Management, UMASS Amherst)
- Recipient, 2021, 2020, 2019, and 2018 MSP Research Support Fund (UMASS Amherst)

- Finalist, 2019 INFORMS Service Science Best Paper Award
- Winner, 2019 Public Service Endowment Grant (UMASS Amherst)
- Winner, 2017 Ashford Watson Stalnaker Memorial Prize (Georgia Tech)
- Winner, 2016 INFORMS Public Sector Operations Research (PSOR) Best Paper Award

PRESENTATIONS AT ACADEMIC CONFERENCES or WORKSHOPS

Invited and Contributed Presentations   [†]*Presented by a coauthor;* [*]*Cancelled due to COVID-19*

[1] "Ex-post funding: How should a resource-constrained non-profit organization allocate its initial funds?"
- INFORMS 2014 (San Francisco)

[2] "Improving Societal Outcomes in the Organ Donation Value Chain"
- INFORMS 2015 (Philadelphia); 2016 (Nashville); 2017 (Houston)
- MSOM 2017 (Chapel Hill)
- POMS College of Healthcare Operations Management (CHOM) mini-conference 2016 (Orlando)
- INFORMS-Healthcare Application Society (HAS) 2015 (Nashville)
- POMS 2015 (Washington DC); 2016 (Orlando)
- ISB-POMS Workshop 2014 (Hyderabad)

[3] "When do Appointments of Corporate Sustainability Executives Affect Shareholder Value?"
- ISOM Workshop 2018 at Emory University (Atlanta)[†]
- Ivey PhD Sustainability Academy 2017 (London)
- Academy of Management (AOM) 2017 (Atlanta)
- Early-career Sustainable Operations Workshop 2017 (Charlottesville)
- ISB-POMS Workshop 2016 (Hyderabad)
- POMS 2016 (Orlando)
- INFORMS 2015 (Philadelphia); 2016 (Nashville)

[4] "Doing Less to Do More? Optimal Service Portfolio of Non-profits that Serve Distressed Individuals"
- INFORMS Conference on Service Science 2020 (Virtual)
- Early-career Sustainable Operations Workshop 2019 (San Diego)
- UMASS Amherst INFORMS Student Chapter Speaker Series 2018 (Amherst)
- MSOM 2018 (Dallas)[†]; 2020 (Banff)[*]
- INFORMS 2016 (Nashville); 2017 (Houston); 2019 (Seattle)
- POMS 2016 (Orlando); 2017 (Seattle); 2018 (Houston)[†]; 2020 (Minneapolis)[*]; 2021 (Virtual)[†]

[5] "Improving Outcomes in Child Care Subsidy Voucher Programs under Regional Asymmetries"
- Early-career Sustainable Operations Workshop 2020 (Washington DC)
- INFORMS 2019 (Seattle); 2020 (Virtual)[†]
- POMS 2020 (Minneapolis)[†*]; 2021 (Virtual)
- CORS 2020 (Toronto)[*]; 2021 (Virtual)
- Data Driven Supply Chain Conference at Rutgers 2020 (New Brunswick)[*]

[6] "Farm Equipment Sharing in Emerging Economies"
- Center for Applied Research and Innovation in Supply Chain – Africa Summit 2022 (Virtual)
- Early-career Sustainable Operations Workshop 2022 (Virtual)[†]
- INFORMS 2020 (Virtual); 2021 (Virtual); 2022 (Indianapolis); 2023 (Phoenix); 2024 (Seattle)
- POMS 2019 (Washington DC); 2020 (Minneapolis)[*]; 2021 (Virtual); 2022 (Virtual)

[7] "Allocation of Funds in Bilevel Subsidy Welfare Programs"
- INFORMS Conference on Service Science 2022 (Virtual)[†]
- MSOM 2021 (Virtual)[†]
- POMS 2021 (Virtual)[†]; 2022 (Virtual)[†]; 2023 (Orlando)[†]
- INFORMS 2020 (Virtual)[†]; 2021 (Virtual)[†]; 2022 (Indianapolis)[†]
- Crossing Disciplines: Studying Fairness, Bias, and Inequality in Management and Decision Sciences Research Workshop at Harvard Business School 2021 (Virtual)

[8] "Subsidizing Social Welfare Programs: Contracted Slots or Vouchers?"
- INFORMS 2023 (Phoenix)[†]; 2024 (Seattle)[†] *(scheduled)*
- POMS 2023 (Orlando)[†]; 2024 (Minneapolis)[†]

Invited Seminars at Universities/Colleges

- MIT Center for Transportation & Logistics (Cambridge), Aug 2024
- Fisher College of Business, The Ohio State University (Columbus), Mar 2024
- Gies College of Business, University of Illinois Urbana-Champaign (Champaign), Supply Chain Management Conference, Feb 2024
- Scheller College of Business, Georgia Tech (Atlanta), Oct 2023
- Carlson School of Management, University of Minnesota (Minneapolis), Oct 2023
- Indian School of Business (Hyderabad), Dec 2022
- Darla Moore School of Business, University of South Carolina (Columbia), Dec 2021
- College of Business, University of Nebraska-Lincoln (Virtual), Sept 2021
- Mount Holyoke College (Virtual), Apr 2021
- Indian School of Business (Hyderabad), Nov 2019
- Isenberg School of Management, UMASS Amherst, Feb 2022, Sept 2019, Oct 2018, and Dec 2017
- C.T. Bauer College of Business, University of Houston (Houston), Dec 2017
- Ivey Business School, Western University (London), Dec 2017
- Fisher College of Business, The Ohio State University (Columbus), Dec 2017

Participation in Other Conferences

- 2023: Early-career Sustainable Operations Workshop (Amherst); AOM (Boston); DSI (Atlanta)
- 2022: DSI (Houston); Early-career Sustainable Operations Workshop (Virtual)
- 2021: DSI (Virtual); 3rd Healthcare Operations Symposium at The Johns Hopkins University Carey Business School (Virtual); INFORMS Service Science Conference (Virtual)
- 2020: DSI (Virtual); INFORMS Service Science Conference (Virtual)

- 2019: Healthcare Operations Symposium at The Johns Hopkins University (Baltimore); Emerging Scholars Program at POMS (Washington DC); 65th Anniversary of *Management Science* (Boston)
- 2018: Early-career Sustainable Operations Workshop (Atlanta), Emory ISOM Workshop (Atlanta)
- 2017: POMS Doctoral Consortium (Seattle); POMS CHOM Synapse Mini-conference (Seattle); MSOM Healthcare SIG conference (Chapel Hill)
- 2016: Healthcare Operations Symposium at The Johns Hopkins University (Baltimore); POMS CHOM Synapse Mini-conference (Orlando)
- 2015: Purdue CIBER 7th Doctoral Consortium (W. Lafayette); ISB-POMS Workshop (Hyderabad); POMS CHOM Synapse Mini-conference (Washington DC)

SERVICE

- Editorial Roles
  - Senior Editor, *Production and Operations Management* (Aug 2024–)
  - Member, Editorial Review Board, *Journal of Operations Management* (Apr 2021–)
  - Ad hoc reviewer: *Management Science, Manufacturing & Service Operations Management, Production and Operations Management*, *Journal of Operations Management, Naval Research Logistics, IISE Transactions*
- President
  - INFORMS Pride Forum; founding President of this new forum (Apr 2023–)
- Track Chair/Co-Chair
  - Diversity, Equity and Inclusion (inaugural) track at POMS 2024 (Minneapolis)
  - Diversity, Equity and Inclusion track at DSI 2023 (Atlanta)
  - Diversity, Equity and Inclusion (inaugural) track at DSI 2022 (Houston)
  - Not-for-profit Operations Management track at POMS 2022 (Virtual)
- Committee Chair/Co-Chair
  - Marketing and Communications Taskforce, Darla Moore School of Business (2024)
  - INFORMS Pride Spirit Award – 2023, 2024
- Organizer (organizing and program committees)
  - 2024 Early-career Sustainable Operations Workshop (Lincoln)
  - 2023 Early-career Sustainable Operations Workshop (Amherst)
- Member
  - INFORMS Career Services Committee (Jan 2021–)
  - INFORMS Chapters and Forums Committee (Jan 2024–)
  - Sustainability Taskforce, Darla Moore School of Business (Sep 2022–)
  - Management Science PhD Program Committee, Darla Moore School of Business (Apr 2024–)
- Judge
  - INFORMS Public Sector Operations Research (PSOR) Best Paper Award – 2021, 2023, 2024
  - INFORMS Conference on Service Science Best Paper Award – 2021
  - INFORMS Poster Session Competition – 2024
  - POMS College of Healthcare Operations Management Best Paper Award – 2019, 2020
  - POMS College of Humanitarian Operations and Crisis Management Best Paper Award – 2024
  - POMS College of Sustainable Operations Best Student Paper Award – 2019 to 2023
  - MSOM Sustainability SIG Conference – 2020, 2022, 2023, 2024

- o AOM OSCM Division Best Student Paper Award – 2024
- Session Organizer/Co-organizer
  - o DEI Panels (with journal editors and industry experts) at POMS 2024 (Minneapolis)
  - o Professional Development Workshop at DSI 2021 (Virtual)
  - o POMS 2018 (Houston), 2020 (Minneapolis)*, 2021 (Virtual), 2022 (Virtual)
  - o INFORMS 2016 (Nashville), 2021 (Virtual), 2023 (Phoenix), 2024 (Seattle)
- Moderator/Co-Moderator
  - o DEI Panels at DSI 2023 (Atlanta)
    - ▪ "DEI matters in Academia: Now and Beyond" | "Voices of Industry Experts and Practitioners on DEI Matters" | "Funding Opportunities for DEI Research"
  - o "Social Sustainability Through Decision Sciences Lens" panel at DSI 2021 (Virtual)
  - o "Academic Job Search" panel at INFORMS 2021 (Virtual), 2022 (Indianapolis), 2023 (Phoenix), 2024 (Seattle) *(scheduled)*
- Panelist
  - o "UNITE: Uplifting Networks for Inclusive Transformation and Equity" session hosted by INFORMS in Sep 2024 (Virtual) *(scheduled)*
  - o "LGBTQ+ Research in ORMS – A Webinar by the Pride Forum" in Aug 2024 (Virtual)
  - o "Workshop On Sustainable Operations and Supply Chain Management: What about Diversity, Equity, and Inclusion?" by *IJOPM* in Jan 2024 (Virtual)
  - o "Sipping on Sustainability: Connecting SDGs and the 3BL" at RICOH in Aug 2023 (Virtual)
  - o "Putting the worker first: A Conversation around DEI" at AOM 2023 (Boston)
  - o "DEI Panel" at POMS 2023 (Orlando)
  - o "DEI: A Decision Sciences Perspective" at DSI 2022 (Houston)
  - o "INFORMS DEI Dialog Session: LGBTQ+ Issues," organized by Drs. Christopher Tang and Tinglong Dai in Nov 2021 (Virtual)
  - o "Pioneering Social & Economic Justice" at the Inclusive Leadership Summit at Isenberg School of Management in Nov 2021 (Virtual)
  - o "Academic Job Search" at:
    - ▪ UMASS INFORMS 2021 (Virtual)
    - ▪ INFORMS Annual Conferences in 2019 (Seattle), 2020 (Virtual)
    - ▪ Doctoral Workshop on Supply Chain Analytics by Rutgers Business School in 2020
    - ▪ POMS Doctoral Consortium in 2018 (Houston)
    - ▪ PhD Workshop, Scheller College of Business' Diversity & Inclusion Council in 2018
  - o "Integrating Social Justice Topics in Pedagogic Materials" at DSI 2021 (Virtual)
  - o "Success in U.S. Academia for International Graduate Students," conducted by the UMASS Amherst Graduate Student Senate in Nov 2018 (Amherst)
- Paper Discussant
  - o Emerging Economy Markets track at DSI 2020 (Virtual), 2021 (Virtual)
- INFORMS Diversity, Equity, and Inclusion (DEI) Ambassador
  - o *Adding Wings to the PRIDE Forum at INFORMS*, with Dwaipayan Roy in 2023
  - o *LGBTQIA+ Breakfast Reception at INFORMS 2022 (Indianapolis)*, with Pritha Dutta in 2022
- Search Committee Member
  - o Tenure-track Faulty Position in Management Science, Darla Moore School of Business – Fall 2024, Fall 2023
  - o Diversity Operations Director, Darla Moore School of Business – Spring 2023
  - o Lecturer in Information Systems, Isenberg School of Management – Spring 2022

TEACHING EXPERIENCE

Courses Taught

At Darla Moore School of Business:
- Operations Management (undergraduate core course)
  - Spring 2024*;* Instructor Performance = 4.6 / 5 (Section#1); 4.6 / 5 (Section#2)
  - Spring 2023*;* Instructor Performance = 4.7 / 5 (Section#1); 4.6 / 5 (Section#2); 4.8 /5 (Section#3)
- Socially Responsible Operations (Ph.D. seminar course)
  - Spring 2024 (*Survey not administered for classes with fewer than ten students*)

At Isenberg School of Management:
- Socially Responsible Operations Management (graduate seminar course)
  - Spring 2022; Teaching Effectiveness Score = 5 / 5

- Service Industry Operations (undergraduate elective course)
  - Spring 2022; Teaching Effectiveness Score = 4.4 / 5
  - Fall 2021; Teaching Effectiveness Score = 4.7 / 5 (Section#1) and 4.7 / 5 (Section#2)
  - Spring 2021; Teaching Effectiveness Score = 5 / 5 (Section#1) and 4.9 / 5 (Section#2)
  - Fall 2020 (*Survey not administered due to COVID-19*)
  - Spring 2020; 2 sections (*Survey not administered due to COVID-19*)
  - Fall 2019; Teaching Effectiveness Score = 4.8 / 5
  - Spring 2019; Teaching Effectiveness Score = 4.5 / 5 (Section#1) and 4.8 / 5 (Section#2)
  - Fall 2018; Teaching Effectiveness Score = 4.4 / 5

At Scheller College of Business:
- Operations Management (undergraduate core course)
  - Spring 2018; Teaching Effectiveness Score = 4.6 / 5
  - Spring 2017; Teaching Effectiveness Score = 4.4 / 5
  - Spring 2016; Teaching Effectiveness Score = 4.9 / 5

Curricular Contribution

- Graduate seminar course on Socially Responsible Operations Management
  - Designed and developed a new doctoral seminar course focusing on unique and distinct components of socially responsible operations
- Undergraduate elective course on Service Industry Operations
  - Designed and developed an elective course covering qualitative and quantitative approaches to understanding operations management within service industry

PhD Student Guidance (Management Science concentration)

At Darla Moore School of Business:

- Faculty Advisor/Co-Advisor
  - Katelyn Thompson (Fall 2023 onward)
- Dissertation Committee Member
  - Jie Lian (Summer 2024)
- Core Exam Committee Member
  - Jaewoo Lee (Fall 2023), Yingru Han (Fall 2022)

At Isenberg School of Management:

- Dissertation Advisor/Co-Advisor
  - Wei Wei (Summer 2023)
    - Assistant Professor at Peter T. Paul College of Business and Economics, University of New Hampshire (first tenure-track job appointment)
- Dissertation Committee Member
  - Pritha Dutta (Spring 2019), Deniz Besik (Spring 2020), Mojtaba Salarpour (Spring 2022), Zhangchen Hu (Summer 2023)
- Core Exam Committee Member
  - Mojtaba Salarpour (Fall 2019 & Fall 2018), Wei Wei (Summer 2021, Summer 2020, & Fall 2019), Gulten Busra Karkili (Summer 2021)

Graduate/Undergraduate Student Guidance

- MBA Practicum / Internship
  - James Hokonya (Fall 2021)
- Honors Thesis / Independent Study
  - Olivia Callahan (Fall 2024 onward), Molly McCarthy (Fall 2024 onward), Jacob Stokes (Fall 2021 & Spring 2022), Hanna Bergman (Fall 2021)

Teaching Awards and Trainings

- Recipient of the Mutual Mentoring Micro Grant (AY 2019-20), which is awarded by the Institute for Teaching Excellence & Faculty Development at UMASS Amherst
- Winner of the "Graduate Student Instructor of the Year" Award (2017) at the Scheller College of Business
- Finalist for the "Outstanding Graduate Teaching Assistant" Award (2015) – a Georgia Tech-wide award by the Center for the Enhancement of Teaching and Learning
- Successfully completed / attended training on:
  - "Inclusive Excellence at USC," by USC Center for Teaching Excellence and Office of Diversity
  - "Inclusive Teaching is Just Good Teaching! The Sustaining Power for Our Disciplines, Our Students, and Ourselves – Dr. Brandy Bryson," by USC Center for Teaching Excellence (Oktoberbest: A Symposium on Teaching)
  - "Safe Zone Ally Program," by USC Office of Organizational and Professional Development

- o "Where to Go for Help with Responding to Graduate Students' Emotional & Behavioral Concerns," by UMASS Amherst OFD
- o "Writing an Inclusive Syllabus," by UMASS Amherst CETL
- o "Diversity, Equity, and Inclusion Workshop," by the Isenberg School of Management
- o "Inclusion & Diversity Workshop," by UMASS Amherst TEFD
- o "Leveraging Diversity in the Classroom: Understanding Intercultural Communication and Implicit Bias," by the Georgia Tech Office of Diversity Programs
- o "Safe Space," by the Georgia Tech LGBTQIA Resource Center

Pedagogical Contributions (Management Case Studies)

- Gambhir J., S. Deo, M. G. Sohoni, and P. Arora (2013). Aahan: Diagnosing Tuberculosis in Rural India. *Harvard Business School Case,* HBS Publishing, Cambridge, MA.
- Kannan S., S. Mehrotra, P. Arora, and G. Shah (2014). Moser Baer and OM&T - Choosing a Strategic Partnership Mode. *Harvard Business School Case,* HBS Publishing, Cambridge, MA.
  - o Winner, 2014 European Foundation for Management Development Case Writing Competition

PAST EMPLOYMENT

Research Associate *2012 – 13*
Indian School of Business, Hyderabad, India

Senior Software Engineer *2007 – 11*
Samsung Electronics (Samsung India Software Operations), Bangalore, India
- Patent granted in India related to digital printing domain (#340961), listed as an "Inventor"