

Priyank Arora

Assistant Professor of Operations Management
Isenberg School of Management, UMASS Amherst
parora[.]@isenberg[.]umass[.]edu

+1 413-545-5053

[Webpage](#) | [LinkedIn](#)

ACADEMIC APPOINTMENT

Assistant Professor

2018 – Present

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 Institute of Technology, 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 (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

[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

- Mention in popular press: *Forbes India* (November 6, 2017)

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

- Mention in popular press: *ORMS Tomorrow Fall/Winter 2019* (February 5, 2019)

[3] Arora, P., M. Hora, V. R. Singhal, and R. Subramanian (2019). When do Appointments of Corporate Sustainability Executives Affect Shareholder Value? *Forthcoming in Journal of Operations Management* (accepted in October 2019)

Under Review/Revision

[4] Arora, P., M. Rahmani, and K. Ramachandran (2017). Doing Less to Do More? Optimal Service Portfolio of Non-profits that Serve Distressed Individuals.

- Manuscript under second round of review (first-round decision: *major revision*) at *Manufacturing & Service Operations Management*

[5] Arora, P., W. Wei, and S. Solak (2020). Improving Outcomes in Child Care Subsidy Voucher Programs under Regional Asymmetries

- Manuscript under revision for second round of review (first-round decision: *major revision*) at *Production and Operations Management*

Work in Progress

[6] Improving Societal Outcomes of Sharing of Farm Equipment in Emerging Economies, with Can Zhang and Adebola Olufunke.

[7] Formula-based resource allocation in a multi-stage subsidy program, with Wei Wei and Senay Solak.

Research Awards and Grants

- Winner, 2020 Research Excellence Award (Isenberg School of Management, UMASS Amherst)
- Recipient, 2019 MSP Research Support Fund (UMASS Amherst)
- Finalist, 2019 INFORMS Service Science Best Paper Award
- Winner, 2019 Public Service Endowment Grant (UMASS Amherst)
- Recipient, 2018 MSP Research Support Fund (UMASS Amherst)
- Winner, 2017 Ashford Watson Stalnaker Memorial Prize (GA Tech Scheller College of Business)
- Winner, 2016 INFORMS Public Sector Operations Research (PSOR) Best Paper Award
 - For the paper: “Improving Societal Outcomes in the Organ Donation Value Chain”

PRESENTATIONS AT ACADEMIC CONFERENCES

Invited and Contributed Presentations

[†]*Presented by a coauthor*

[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 (Previous title: “Service Design of Non-profits that Serve Distressed Individuals”)

- Frontiers in Service 2020 at Babson College (Wellesley) (*scheduled*)
- Early-career Sustainable Operations Workshop 2019 (San Diego)
- UMASS Amherst INFORMS Student Chapter Speaker Series 2018 (Amherst)
- MSOM 2018 (Dallas)[†]
- INFORMS 2016 (Nashville); 2017 (Houston); 2019 (Seattle)
- POMS 2016 (Orlando); 2017 (Seattle); 2018 (Houston)[†]

[5] “Improving Outcomes in Child Care Subsidy Voucher Programs under Regional Asymmetries”

- *Accepted in invited sessions (cancelled due to COVID-19):* CORS 2020 (Toronto); Research Conference 2020 at Rutgers Business School (New Brunswick); POMS 2020 (Minneapolis)[†]
- Early-career Sustainable Operations Workshop 2020 (Washington DC)
- INFORMS 2019 (Seattle)

[6] “Improving Societal Outcomes of Sharing of Farm Equipment in Emerging Economies”

- POMS 2019 (Washington DC); 2020 (Minneapolis) (*cancelled due to COVID-19 situation*)

Invited Seminars at Universities/Schools

- Indian School of Business (Hyderabad); Nov 2019
- Isenberg School of Management, UMASS Amherst (Amherst); 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

- 2019: 2nd Healthcare Operations Symposium at The Johns Hopkins University Carey Business School (Baltimore); Emerging Scholars Program at POMS 2019 (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: 1st Healthcare Operations Symposium at The Johns Hopkins University Carey Business School (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

Academic Service

- Ad hoc reviewer for *Production and Operations Management*, *Journal of Operations Management*, *Naval Research Logistics*, *IIE Transactions*
- Judge for: POMS College of Sustainable Operations Best Student Paper Award – 2019, 2020; POMS College of Healthcare Operations Management Best Paper Award – 2019, 2020; MSOM Sustainability SIG Conference – 2020
- Session Organizer at: POMS 2018 (Houston), INFORMS 2016 (Nashville), POMS 2020 (Minneapolis)
- Panelist at “Academic Job Search” sessions at INFORMS Annual Conference in 2019 (Seattle), POMS Doctoral Consortium in 2018 (Houston)

University Service

- Panelist at the event on success in US academia for international graduate students, conducted by the UMASS Amherst Graduate Student Senate in November 2018
- Panelist at the PhD workshop on academic job search, conducted by the Scheller College of Business Diversity and Inclusion council in April 2018

TEACHING EXPERIENCE

Courses Taught

At Isenberg School of Management:

- Service Industry Operations (undergraduate elective course OIM 305)
 - Spring 2020 (*in progress*)
 - 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 MGT 3501)
 - 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

- Undergraduate elective course on Service Industry Operations (OIM 305)
 - Designed and developed new elective course covering qualitative and quantitative approaches to understanding operations management within service industry.
 - Integrated topics that will provide managers in the service sector with knowledge and tools to make informed decisions, such as process improvements, technology deployment, wait line management, demand and yield management, and experience design.

PhD Student Guidance

- Advisor/Co-Advisor
 - Wei Wei (Spring 2019 onward)
- Dissertation Committee Member
 - Pritha Dutta (Spring 2019), Deniz Besik (Spring 2020)
- Core Exam Committee Member
 - Mojtaba Salarpour (Fall 2019 & Fall 2018), Wei Wei (Fall 2019)

Teaching Awards and Grants

- 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, “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 training on:
 - “Inclusion & Diversity Workshop,” conducted by UMASS Amherst TEFD
 - “Leveraging Diversity in the Classroom: Understanding Intercultural Communication and Implicit Bias,” conducted by the Georgia Tech Office of Diversity Programs
 - “Safe Space,” conducted 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.
 - Winner, “2014 European Foundation for Management Development Case Writing Competition”

PAST EMPLOYMENT

Research Associate **2012 – 13**
Indian School of Business (Department of Operations Management), Hyderabad, India

Senior Software Engineer **2007 – 11**
Samsung Electronics (Samsung India Software Operations), Bangalore, India

- Filed two patents in India related to digital printing domain (2009)