

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 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

[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 (2020). When do Appointments of Corporate Sustainability Executives Affect Shareholder Value? *Journal of Operations Management* **66** (4), 464-487

[4] Arora, P., M. Rahmani, and K. Ramachandran (2020). Doing Less to Do More? Optimal Service Portfolio of Non-profits that Serve Distressed Individuals. Accepted at *Manufacturing & Service Operations Management*

Under Review/Revision

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

- Manuscript under revision for third round of review at *Production and Operations Management*

Work in Progress

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

[7] Formula- and Optimization-Based Fund Allocation Methods in Bilevel Subsidy Welfare Programs, with Wei Wei and Senay Solak.

Conference Proceedings (peer-reviewed)

[8] Arora, P., M. Rahmani, and K. Ramachandran (2020). The Impact of Scalability on Advisory and Service Delivery Efforts of Nonprofits. Accepted, Proceedings of 2020 INFORMS Service Science Conference (ICSS 2020)

Research Awards and Grants

- Finalist, 2020 INFORMS Service Science Conference Best Paper Award (*results awaited*)
- Winner, 2020 Research Excellence Award (Isenberg School of Management, UMASS Amherst)
- Recipient, 2020, 2019, and 2018 MSP Research Support Fund (UMASS Amherst)
- Finalist, 2019 INFORMS Service Science Best Paper Award
 - For the paper: “Doing Less to Do More? Optimal Service Portfolio of Non-profits that Serve Distressed Individuals”
- Winner, 2019 Public Service Endowment Grant (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; *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 (Previous title: “Service Design of Non-profits that Serve Distressed Individuals”)

- 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)*

[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) (*scheduled*)
- CORS 2020 (Toronto)*; Data Driven Supply Chain Conference at Rutgers (New Brunswick)*;

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

- INFORMS 2020 (Virtual)
- POMS 2019 (Washington DC); 2020 (Minneapolis)*; 2021 (Virtual) (*scheduled*)

[7] “Formula- and Optimization-Based Fund Allocation Methods in Bilevel Subsidy Welfare Programs”

- INFORMS 2020 (Virtual)[†]

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

- 2020: DSI 2020 (Virtual); INFORMS Service Science Conference 2020 (Virtual) (*scheduled*)

- 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

- Ad hoc reviewer for *Manufacturing & Service Operations Management*, *Production and Operations Management*, *Journal of Operations Management*, *Naval Research Logistics*, *IIE Transactions*, *Decision Sciences*
- Committee member, INFORMS Career Services Committee
 - Appointed by the INFORMS Board of Directors for a two years term (1/1/2021 to 1/1/2023)
- Judge for:
 - POMS College of Healthcare Operations Management Best Paper Award – 2019, 2020
 - POMS College of Sustainable Operations Best Student Paper Award – 2019, 2020
 - MSOM Sustainability SIG Conference – 2020
- Session Organizer at: POMS 2018 (Houston), 2020 (Minneapolis)*; INFORMS 2016 (Nashville)
- Discussant in the Emerging Economy Markets track at DSI 2020 (Virtual)
- Panelist at “Academic Job Search” sessions at:
 - INFORMS Annual Conferences in 2020 (Virtual), 2019 (Seattle)
 - 1st Doctoral Workshop on Supply Chain Analytics by Rutgers Business School in 2020 (Newark)
 - POMS Doctoral Consortium in 2018 (Houston)
 - PhD workshop by the Scheller College of Business’ Diversity and Inclusion Council in 2018 (Atlanta)
- Panelist at “Success in U.S. academia for international graduate students,” conducted by the UMASS Amherst Graduate Student Senate in Nov 2018

TEACHING EXPERIENCE

Courses Taught

At Isenberg School of Management:

- Service Industry Operations (undergraduate elective course OIM 305)
 - Fall 2020 (*Teaching Effectiveness survey was not administered due to COVID-19*)
 - Spring 2020; 2 sections (*Teaching Effectiveness survey was 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 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

- Doctoral seminar course on Socially Responsible Operations Management; *Starting in Fall 2021*
 - Designed and developed new doctoral seminar course focusing on unique and distinct components of socially responsible operations
 - Integrated topics that will help upcoming researchers conduct high quality and high impact research in this realm. This includes,
 - An overview of socially responsible practices and policies from various contexts in developed and emerging economies
 - An overview of state of the art frameworks and methodologies used by OM scholars
- Undergraduate elective course on Service Industry Operations; *Fall 2018 onward*
 - Designed and developed an 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, including
 - Process improvements, technology deployment, wait line management, demand and yield management, and experience design

PhD Student Guidance (Management Science concentration)

- 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 (Summer 2020 & 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/Attended training on:

- “Diversity, Equity, and Inclusion workshop,” conducted by the Isenberg School of Management
- “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

- Patent granted in India related to digital printing domain (#340961), listed as an “Inventor”