

# SURESH K. NAIR

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## Work:

Associate Dean for Graduate Programs  
Professor and Ackerman Scholar  
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## Home:

22 Greenfield Lane  
Storrs, CT 06268-1250  
(860) 487-0230  
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## EDUCATION

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- Ph.D. Northwestern University, Evanston, IL  
Industrial Engineering and Management Sciences, 1988.
- M.S. Northwestern University, Evanston, IL  
Industrial Engineering and Management Sciences, 1986.
- M.S. Training Institute for Productivity and I.E.,  
Chennai, India, Industrial Engineering, 1981.
- B.S. Indian Institute of Technology, Kharagpur, India,  
Engineering, 1979.

## TRAINING

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Management and Leadership in Education (MLE) program for senior university administrators.  
Harvard University, Cambridge, MA, 2012.

## EMPLOYMENT

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- 2014- Associate Dean for Graduate Programs,  
School of Business, University of Connecticut, Storrs, CT.
- 1988- Professor (2001-), Associate Professor (1994), Asst. Professor  
School of Business, University of Connecticut, Storrs, CT
- 2012-13 Interim Associate Vice Provost for Institutional Effectiveness  
Office of the Provost, University of Connecticut, Storrs, CT
- 2011-12 Interim Executive Director, Office of Institutional Effectiveness  
Office of the Provost, University of Connecticut, Storrs, CT
- 2009-10 Executive Director of Accreditation, School of Business  
Dun & Bradstreet CITI Research Fellow
- 2009 F Visiting Consultant (*Sabbatic Leave*)  
Booz & Company, Health Practice, New York City.
- 2006-7 Associate Dean for Graduate Programs,  
School of Business, University of Connecticut, Storrs, CT.
- 2002 F Visiting Research Consultant (*Sabbatic Leave*)  
Management Science Group, US Private Client, Merrill Lynch, Plainsboro, New Jersey.
- 1998-01 Director of Research and Grant Development  
School of Business, University of Connecticut, Storrs, CT.

- 1995 S Visiting Research Fellow (*Sabbatic Leave*)  
General Electric Corporate Research and Development, Schenectady, New York.
- 1986-88 Research/Teaching Assistant,  
Northwestern University, Evanston, IL.
- 1984-85 Executive-Industrial Engineering and Process Planning,  
Siemens India Ltd., Bombay.
- 1981-84 Management Consultant, Asst. Director,  
National Productivity Council, Bombay.

## PAPERS

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"Analyzing Operational Risk-Reward Trade-offs for Start-ups," *European Journal of Operational Research* (with P. Basu), **247**, 2, 2015, pp. 596 - 609.

"Mass-Casualty Triage: Distribution of Victims to Multiple Hospitals Using the SAVE Model," in print *European Journal of Operational Research* (with M. D. Dean), **238**, 1, 2014, pp. 363–373.

"A Decision Support System for Mean-Variance Analysis in Multi-Period Inventory Control," (with P. Basu) *Decision Support Systems*, **57**, 1, 2014, 285-295.

"Supply Chain Finance enabled early pay: unlocking trapped value in B2B logistics," (with P. Basu), *International Journal of Logistics Systems and Management*, **12**, 3, 2012, 334-353.

"Analysis of back-office outsourcing contracts for financial services operations," *Journal of the Operational Research Society*, (with P. Basu), **63**, 2012, 1679–1692.

"A Stochastic Dynamic Programming Model for Valuing Exclusivity from Encroachment in Franchising" *Journal of Operational Research Society* (with S. Tikoo and S. Liu), **63**, 2011, 151-159.

"Operations in Financial Services – An Overview," *Production and Operations Management* (with M. Hatzakis, M. Pinedo), **19**, 6, 2010, 633-664.

"Improving Right Party Contact Rates at Outbound Call Centers," *Production and Operations Management* (with S. Bollapragada), **19**, 6, 2010, 769-779.

"Optimal Lot Sizing Policies for Sequential Online Auctions," *IEEE Transactions on Knowledge and Data Engineering*, **21**, 4, 2009, pp. 554-567 (with A. Tripathi and G. Karuga).

"Valuing Exclusivity from Encroachment in Franchising," *Journal of Retailing*, **85**, 2, 2009, pp. 206-210 (with S. Tikoo and S. Liu).

"A Specialized Inventory Problem in Banks: Optimizing Retail Sweeps," *Production and Operations Management*, **17**, 3, 2008, pp. 285-295. (with R. Anderson, Federal Reserve, St. Louis).

"Narrowcasting of Wireless Advertising in Malls" *European Journal of Operational Research*, **182**, 2007, pp. 1023-1038. (with A. Tripathi)

- "A Traffic Shaping Model for Optimizing Network Operations," *European Journal of Operational Research*, **180**, 2007, pp. 1358-1380. (with D. Novak)
- "Mobile Advertising in Capacitated Wireless Networks." *IEEE Transactions on Knowledge and Data Engineering*, **18**, 9, 2006, pp. 1284-1296. (with A. Tripathi)
- "Inventory Rationing: A Sensitivity Analysis," *European Journal of Operational Research*, **171**, 1, 2006, pp. 135-152. (with A. Ayanso and M. Diaby)
- "Credit Line and Price Management for First USA Credit Cards," *Interfaces*, **33**, 5, 2003, pp. 4-21. Winner of the **Daniel H. Wagner Prize** for Excellence in the Practice of Operations Research. (with M.S. Trench, S.P. Pederson, E.T. Lau, L. Ma, S. Wang)
- "A Model and Solution Methodology for Multi-Period Sales Promotion," *European Journal of Operational Research*, **150**, 3, 2003, pp. 672-687. (with P. Tarasewich)
- "Infrastructure Development for Conversion to Environmentally Friendly Fuel: A Math Programming Approach," *European Journal of Operational Research*, **142**, 3, 2002, pp. 480-496. (with R. Bapna and L.S. Thakur)
- "Product Line Design for Profit Maximization Using Common Parts, Features and Manufacturing Facilities," *OPSEARCH (Journal of the Operations Research Society of India)*, **38**, 6, 2002, 596-611. (with L.S. Thakur and K. Wen)
- "AdPalette: An Algorithm for Customizing Online Advertisements on the Fly," *Decision Support Systems*, **32**, 2, 2001, pp. 85-106. (with G. Karuga, A. Khraban, D. Rice).
- "Yield Management for Internet Service Providers," *Naval Research Logistics*, **48**, 5, 2001, pp. 348-362. (with R. Bapna).
- "Designer Moderated Product Design," *IEEE Transactions on Engineering Management*, **48**, 2, 2001, pp. 175-188. (with P. Tarasewich)
- "Course Design Using Instructor and Student Preferences," *Journal of Business and Economic Studies*, **6**(2), 2000, pp. 40-54. (with P. Tarasewich)
- "Designing for Quality" *IEEE Engineering Management Review*, **28**, 1, 2000, pp. 76-78. (P. Tarasewich). Reprinted from *Industrial Management* paper.
- "A New Model and Solution Method for Product Line Design and Pricing," *Journal of Operational Research Society*, **50**, 1999, pp. 90-101. (with L.S. Thakur, P. Tarasewich and K. Wen).
- "Variable Royalty Rates for Improving Franchise Channel Coordination," *Decision Science*, **30**, 2, Spring 1999, pp. 469-479. (with S. Tikoo).
- "Designing for Quality," *Industrial Management*, **41**, 1999, pp. 18-23. (P. Tarasewich).
- "Identifying Technology Horizons for Investment Decisions," *IEEE Transactions on Engineering*

*Management*, **44**, 3, 1997, pp. 227-236.

"Near Optimal Solutions for Product Line Design and Selection: Beam Search Heuristics," *Management Science*, **41**, 5, 1995, pp. 767-785 (with K. Wen and L.S. Thakur).

"Modeling Strategic Investment Decisions under Sequential Technological Change," *Management Science*, **41**, 2, 1995, pp. 282-297.

"Markovian Deterioration and Technological Change," *IIE Transactions*, **26**, No. 6, 1994, pp. 74-82 (with W.J. Hopp).

"A Model for Equipment Replacement due to Technological Obsolescence," *European Journal of Operational Research*, **63**, 1992, pp. 207-221 (with W.J. Hopp).

"Timing Replacement Decisions Under Discontinuous Technological Change," *Naval Research Logistics*, **38**, 1991, pp. 203-220 (with W.J. Hopp).

"Optimal Management of Sweeps to Reduce Sterile Reserves in Banks," Working Paper (with S. Luo, M. Wu, R. Labe and M. Hatzakis, Merrill Lynch).

"Catalog Design And Item Placement On Web Sites," Working Paper (with I. Robert Chiang).

"CANARY: A model for credit card acquisitions," Working Paper (with E. Lau, S. Pederson, M. Trench, B. Murphy and A. Lyke, Bank One).

## **DOCTORAL STUDENTS**

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1. Matthew Dean, Ph.D., May 2010, "Improving Decision Making in Healthcare Operations," First appointment - University of Southern Maine, Portland.
2. Preetam Basu, Ph.D., May 2010, "Essays at the Interface of Operations and Risk Management," First appointment - Indian Institute of Management, Calcutta, India.
3. Arvind K. Tripathi, Ph.D., April 2003, "Decision Models for Wireless Advertising," First appointment – University of Washington, Seattle.
4. Peter Tarasewich, Ph.D., August 1998, "Product Design using Consumer and Designer Preferences," First appointment – University of Maine, Orono.
5. Associate advisor to Gerson Goldberg, Ph.D. (Finance) August 1994, "Optimal Portfolio Allocation of a Lumpy Asset in the Presence of Transaction Costs."

## **COURSES TAUGHT**

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Operations Management (Core course – MBA and Executive MBA, Undergraduate).  
Business Decision Modeling (MS Business Analytics and Project Management)  
Analytic Consulting for Financial Services (MS Business Analytics and Project Management)  
Seminar in Operations Management (Ph.D.)

Advanced Project Management (MS Business Analytics and Project Management)  
Supply Chain and Business Process Analysis (MBA)  
Systems Simulation (MBA and Undergraduate MEM).  
Defense Resources Management (US Department of Defense Senior Executives)  
Service Operations Management (The Hartford Insurance Co., Northeast Utilities)

## GRANTS AND AWARDS

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**US Patent** 7720761 - Method and system for enhancing credit line management, price management and other discretionary levels setting for financial accounts, May 2010.

**Daniel H. Wagner Prize**, 2002, for Excellence in Operations Research Practice, Institute for Operations Research and Management Science.

**MBA Teacher of the Year – Operations Courses: 2010-2011**

**MBA Teacher of the Year – First Year Core Curriculum: 2005**

**MBA Teacher of the Year – Second Year OPIM Electives: 2005, 2006, 2007, 2008**

**Graduate Teacher of the Year**, 1999, School of Business Administration, University of Connecticut.

**MBA Teacher of the Year**, 1996-97, awarded by the Graduate Business Association, School of Business Administration, University of Connecticut.

Nominated for Business School Service Award, University of Connecticut, 2003.

**Dun & Bradstreet CITI Research Scholar, 2010-**

**Ackerman Scholar, School of Business Administration, University of Connecticut, 1996-2007, 2012-2013**

McNair Scholars Program Award for dedication and commitment to the advancement of underrepresented populations in the STEM fields, University of Connecticut, 2014.

Fellow, UCONN Academy of Global Economic Advancement, 1998-.

Chairman's Gold Medal for best M.S. student, 1981.

Murphy Fellowship, Northwestern University, 1985-86.

ORSA Doctoral Colloquium, Oct. 1988.

CITI Summer Research Grants, 2009-11

School of Business Summer Research Fellowship, 1991, 1992, 1993, 1995.

Center for Real Estate and Urban Economics Summer Fellowship, 1992.

Advanced Technology Center for Precision Manufacturing, University of Connecticut, project on evaluating alternative technologies. Awarded about \$28,000 per year for two years. Co-principal investigator.

U.S. Department of Education Grant for Programs in International Business, 1994-1996. Co-principal Investigator. \$75,000 per year for two years.

U.S. Department of Education Grant to set up a Center for International Business Education and Research (CIBER) at UCONN. 1995-1998. \$500,000 over three years.

U.S. Department of Education Grant for the Center for International Business Education and Research (CIBER) at UCONN. 1999-2002. \$660,000 over three years.

U.S. Department of Defense Grant for the design and delivery of the quantitative courses module of the Defense Leadership and Management Program (DLAMP). 1999. \$700,000.

## ENTREPRENEURIAL ACTIVITIES

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2004-2007 Founder, Provenditor and FinOpTrix, Inc., startup in the bank optimization software space with a product to reduce required reserves for banks. Supported by Phase I (\$100k) and Phase II (\$500k) Small Business Innovation Research (SBIR) funding from National Science Foundation (NSF).

## ADMINISTRATION

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**2014-** **Associate Dean for Graduate Programs, School of Business, University of Connecticut.**

2014- NEASC Accreditation Steering Committee, University of Connecticut.

2014- Provost's Diversity Task Force, Member.

2013 Search Committee Member, UCONN

Chief Information Officer and Vice Provost, 2013

Assistant Vice Provost for Institutional Research and Effectiveness, 2013

Vice Provost for Research and Graduate Education, 2000

**2011-13** **Associate Vice Provost for Institutional Effectiveness, Office of the Provost, University of Connecticut, Storrs, CT**

2011- Legislative Consulting Oversight Committee, State of Connecticut

2010-2012 Chair, School of Business Promotion, Tenure and Reappointment Committee (also 2008-09)

2010-2012 General Education Oversight Committee, University of Connecticut.

2009-2010 Executive Director of Accreditation.

**2006-2007** **Associate Dean for Graduate Programs, School of Business, University of Connecticut.**

2006-2010 Technology Transfer Committee, University of Connecticut.

2005-2006 Chair, School of Business Promotion, Tenure and Reappointment Committee

2004-2006 Chair, School of Business Teaching and Research Excellence Committee

1998-2001 Director of Research and Grant Development, School of Business, UCONN.

1998-2001 Chair, School of Business Research Committee.

1999-2001 Member, UCONN Graduate Faculty Council.

1999-2000	Member, School of Business Promotion, Tenure and Reappointment Committee (also 1995-97)
1998-1999	Member, School of Business MBA and EMBA Admissions Committee
1995-1998	Chair, OPIM Department Ph.D. Program
1995-2000	Member, School of Business Global Programs Committee

## PROFESSIONAL ACTIVITIES

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Member	Institute of Systems Genomics, University of Connecticut and Jackson Laboratory, 2014-16.
Visiting Professor	Indian Institute of Management, Calcutta, India, 2011-
Visiting Professor	Indian Institute of Management, Lucknow, India, 2012
Member	NEASC Reaccreditation Visit Team 2013 Bentley College, MA. 2014 University of New Hampshire.
<b>Senior Editor</b>	<b><i>Service Operations Management, Production and Operations Management, 2007-</i></b>
Associate Editor	<i>Decision Support Systems</i> , 2014-
Guest Editor	Operations in Financial Services special issue, <i>Production and Operations Management</i> , 2008-9.
Member	Editorial Board, <i>IEEE Transactions on Engineering Management</i> , 2001-2006.
Member	Editorial Board, Technology Management Department, <i>Production and Operations Management</i> , 2003-.
Chair	INFORMS Financial Services Section, 2003-2006.
Invited Speaker	UMASS INFORMS Speaker Series, UMass, Amherst, Nov 2005.
Invited Speaker	POMS Service Operations Conference, Columbia University, NY, Dec 2004.
Invited Speaker	INFORMS Practice Conference, Cambridge, MA, April 2004.
Cluster Chair	INFORMS Financial Services Section, 2003-06.
Chair	INFORMS Financial Services Section Best Presentation Competition, 2004-06.
Panelist	National Science Foundation, Engineering the Service Sector. May 2002.
Panelist	National Science Foundation, Small Business Innovation Research (SBIR)/ Small Business Technology Transfer (STTR) Phase I Grants on Information Technology, Enterprise Modeling and Optimization, Sept 2001, Sept 2003.
Panelist	National Science Foundation, Small Business Innovation Research (SBIR)/ Small Business Technology Transfer (STTR) Phase II Grants on Information Technology, Enterprise Modeling and Optimization, Sept

2002, Oct 2003.

Panelist	New Opportunities Fund, Canada Foundation for Innovation, March 2003.
Member	INFORMS Continuing Education/Workshops Committee, 1995-1997.
Member	Institute for Operations Research and Management Science (INFORMS)
Member	Production and Operations Management Society (POMS)
Referee	<i>Production and Operations Management, Management Science, Operations Research, Decision Support Systems, Naval Research Logistics, European Journal of Operational Research, IEEE Transactions on Engineering Management, IIE Transactions, Engineering Economist, Journal of Economic Dynamics and Control.</i>

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