

Sriram Narayanan

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EDUCATION

- 2002- 2007** Kenan-Flagler Business School, PhD. in Business Administration
(Expected) Operations, Technology and Innovation Management
- Dissertation Title** Operational Productivity and Customer Satisfaction in Offshore Software Projects
- Advisors** Prof. Jayashankar M. Swaminathan, Prof Sridhar Balasubramanian
- 1998- 2000** M.B.A, Faculty of Management Studies, University of Delhi, India
- 1992- 1996** Bachelor of Engineering – Mechanical Engineering, Delhi College of Engineering, India

RESEARCH INTERESTS

Learning, Productivity, Quality, and Customer Satisfaction issues in service operations, Contract Manufacturing and Service Outsourcing

SUBMITTED PAPERS

- Narayanan, Sriram., Sridhar Balasubramanian and Jayashankar M. Swaminathan. “Determinants of Project Performance and Customer satisfaction in Offshore Software Projects”, (2006), (Submitted -*Management Science*)
- Narayanan, Sriram., Ann Maruchek, and Robert Handfield “Electronic Data Interchange: Meta-Analysis, Research review and Future directions”, (2006), (Submitted – *MIS Quarterly*)

WORK IN PROGRESS

- Narayanan, Sriram, Sridhar Balasubramanian and Jayashankar M. Swaminathan, “Learning and Productivity in Software Maintenance: An Empirical Analysis”, (*Work in Progress – Target Journal Management Science*)
- Narayanan, Sriram, Jayashankar M. Swaminathan and Sridhar Balasubramanian, “Optimal Resource allocation policies in Software Maintenance”, (*Work in Progress – Target Journal Management Science*)
- Narayanan, Sriram, Wendell Gilland “Product Bundling under Budget Constraints”, (2005) (*Work in Progress*)

CONFERENCE PRESENTATIONS

- “Determinants of Project Performance and Customer satisfaction in Offshore Software Projects”, (2006) Production and Operations Management Society Annual Meeting, Boston, MA, April 20 – May 1, 2006.
- “Electronic Data Interchange: Meta-Analysis, Research Review and Future Directions”, (2004) Decision Sciences Institute Annual Meeting. Boston, MA. Nov 20-23, 2004

TEACHING

- Fall 2006 Core Undergraduate Operations Management Class – Scheduled to Teach starting 24th August
- Spring 2006 Administering and Facilitating a web based Quantitative Management Course for a class of 27 students
- Fall 2004 TA for the core Undergraduate Operations Management Class
- Spring 2005 TA for the core Undergraduate Operations Management Class
- Conducted Simulation Tutorials for M.B.A service operations elective
- Designed and conducted one day seminar on “Balanced Score Card” for senior managers at my work place

PROFESSIONAL EXPERIENCE

2000- 2002 HCL Technologies Limited, Chennai, India: Assistant Manager

Role involved leading a team of nine engineers doing verification testing. Activities included verification testing on a large software, project management, client interaction, team performance management and quality system implementation

1996-1998 Maruti Udyog Limited (Joint Venture between Suzuki Motor Corporation, Japan and The Government of India) Purchase Executive

Role involved planning sourcing strategy, implementing planned vendor development initiatives that included quality audits, cost reduction, pricing, component localization and managing logistics of incoming supplies

GRADUATE COURSES TAKEN

Probabilistic and Deterministic Modeling

- Stochastic Models: Discrete time and Continuous time Markov chains, Queueing systems and Renewal processes
- Markov Decision Processes
- Simulation Research
- Introduction to Probability and Statistical Inference
- Linear and Integer Programming

Economics Courses

- Advanced Microeconomic Theory
- Game Theory

Other Relevant courses at MBA level

- Project Planning, Analysis and Management
- Management Science
- Production and Operations Management
- Logistics Management
- Business Process Re-engineering

Operations Management

- Seminar on research in Management of Supply Chain
- Seminar on Empirical work in Operations Strategy
- Seminar on Analytical Models in Operations Management
- Seminar on Game Theoretic Models in Supply Chain (Duke University)
- Seminar on Inventory Theory

Research Methods

- Application of Empirical Methods to Social Science Research I and II
- Basic Econometrics (Audit)
- Longitudinal data Analysis (Audit Course)

Teaching and Presentation skills

- Oral and Presentation Skills Seminar
- Writing Skills Workshop
- Workshop on Effective Teaching

PROFESSIONAL AFFILIATIONS

INFORMS, POMS, Decision Sciences Institute, Academy of Management

REFERENCES

Prof. Jayashankar M Swaminathan

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