

Erfan Rezvani

Education

Ph.D. in Business Administration University of Massachusetts <i>Dissertation title: Essays on firm behaviors in on-line markets platforms.</i>	August 2015- August 2019 Amherst, MA
M.S. in Business Management University of Delaware <i>Thesis title: Evaluating financial performance of hotels in vicinity of well-known medical facilities.</i>	August 2012- May 2014 Newark, DE
M.S. in Industrial Engineering Chalmers University of Technology <i>Thesis title: Managing capacity and quality. A search for the impact of service delivery in healthcare: A system dynamics approach.</i>	August 2007- May 2009 Goteborg, Sweden
B.S. in Industrial Engineering Mazandaran University of Science and Technology	September 2001- May 2006 Babol, Iran

Research interests

E-commerce and Platforms design; Reputation Management, Price Competition, Organizational Learning

Teaching interests

Applied Statistics and Analytics; Information Technology; Operations & Supply Chain Management

Academic Appointments

Assistant Professor of Business Analytics Siena College, School of Business	September 2022-January 2023 Loudonville, NY
Visiting Assistant Professor of Business Clark University, Graduate School of Management	August 2019- June 2022 Worcester, MA
Instructor, Teaching & Research Assistant University of Massachusetts, Isenberg School of Management	August 2015- May 2019 Amherst, MA

Teaching

Siena College (School of Business) Operations Management (Undergraduate level), two sessions Business Statistics (Undergraduate level), two sessions	Fall 2022 Fall 2022
Clark University (School of Management) Operations & Supply Chain Management (Graduate level) Quantitative Methods for Managers (Undergraduate level) Operations Management (Undergraduate level)	Fall 2019- Spring 2022 Fall 2019- Spring 2022 Spring 2020, 2021, 2022
University of Massachusetts, Amherst (Isenberg School of Management) Lodging Operations Management. (Undergraduate level) Social Media Marketing and Analytics (Undergraduate level)	Spring 2019 & Fall 2018 Spring 2018

Research publication and Presentations

Rezvani, E., & Rojas, C. (2022). Firm responsiveness to consumers' reviews: The effect on online reputation. *Journal of Economics & Management Strategy*, 31(4), 898-922.

Rezvani, E., & Rojas, C. (2020). Spatial Price Competition in Manhattan Hotel Market: The Role of Location, Quality, and Online Reputation. *Managerial and Decision Economics*, 41(1), 49-63.

Rezvani, E., Assaf, A., Uysal, M., & Lee, M. (2019) Learning from Own and Others: The Moderating Role of Customer-Evaluated Performance Gap. *International Journal of Hospitality Management*, 81 (2019): 113-119.

Rezvani, E. (July 2018). Quantity of Customers' Feedback and Quality of Organizational Attention: An Organizational Learning Perspective. The 2018 Annual International Council on Hotel, Restaurant, and Institutional Education (ICHRIE), Palm Spring, CA, USA.

Rezvani, E. (January 2018). Hotel Learning Curves for Online Customer Complaints: Differences and the Moderating Role of Performance Gap. The 22nd Annual Graduate Student Research Conference in Hospitality and Tourism, Huston, TX, USA.

Rezvani, E, & Fredrick DeMicco (September 2014). Evaluating the Performance of the Hotels in Vicinity of the Selected Worlds' Prominent Hospitals: Empirical Research. Presented at Medical Tourism and Healthcare congress, Washington, DC, USA.

Rezvani, E, & Beldona, S. (January 2014). Merging HealthCare and Hospitality: A System Dynamic Approach. The 19th Annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, USA.

Professional Experience

Internal Consultant, Operational continuous improvement KICCC Inc.	July 2010-June 2012 Tehran, Iran
Graduate Researcher, Operational efficiency study Skaraborg Hospital	January 2009-May 2009 Skövde, Sweden
Graduate Researcher , Six Sigma Project Volvo 3P	January 2008-May 2008 Goteborg, Sweden
Graduate Researcher, Six Sigma Project Uddevalla Hospital	January 2008-May 2008 Uddevalla, Sweden

Honors and Awards

Dissertation Fellowship, University of Massachusetts, 2019.

Summer Research Fellowship, University of Massachusetts, 2018.

Recipient of Professional Development Award, University of Delaware, 2015.

Full Tuition Scholarship, University of Delaware, 2014.

Service and Outreach

Member, Program Review Committee, School of Management, Clark University August 2019-Present

Member, Faculty Teaching Award Committee, Isenberg School of Management. March 2018.