

HARI KRISHNA RAJAGOPALAN

Dean, School of Business
Eugene A. Fallon, Jr. Chair of Production Management
Associate Professor
Francis Marion University
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EDUCATION

- 2001-2006 **PhD, University of North Carolina Charlotte**
Information Technology: Operations and Quantitative Management Track (GPA 4.0)
- 2003-2004 **Masters of Science, University of North Carolina Charlotte**
Computer Science (GPA 4.0)
- 2003-2003 **Graduate Certificate, University of North Carolina Charlotte**
Advanced Databases and Knowledge Discovery (GPA 4.0)
- 1997-1999 **Masters in Business Administration, Faculty of Management Studies, Delhi University**
Concentration: Finance (Graduated first class)
- 1991-1995 **Bachelors of Engineering, College of Engineering Guindy, Anna University**
Mechanical Engineering (Graduated first class with distinction)

RESEARCH INTEREST AND DISSERTATION

- Research Interest* Location Analysis for Emergency Response Systems, Pricing of Digital Good, Supply Chain Management, Meta Heuristic and Evolutionary Search Methods, and Complex Adaptive Systems.
- Dissertation* Developing and Validating Realistic Dynamic Relocation Models for Emergency Medical Systems: A Hybrid Meta-Heuristic Approach

AWARDS AND HONORS

1. Eugene A. Fallon, Jr. Distinguished Chair of Production Management 2012 –
2. McNair Research Grant 2012 - 2013
3. Faculty Life Award for Excellence in Research and Scholarship 2010/2011
4. Francis Marion Summer Research Grant 2008
5. The Joanna R. Baker Memorial Graduate Fellowship 2005/2006

RESEARCH

Journal Articles Published

1. Hari Rajagopalan, Marie DeVincenzo, Caroliniana S. Padgett, and Johnathan G. Munn (2016) “Building Forecasting Models using Excel for Restaurant Owners” *American Journal of Entrepreneurship Vol 9 Issue 2, 84 - 109*
2. Hari Rajagopalan, Cem Saydam, Muhammad Adeel Zaffar, Elizabeth Sharer, Maria Mayorga 2016 “Coverage, Survivability or Response Time: A Comparative Study of Performance

- Statistics used in Ambulance Location Models via Simulation Optimization” *Operations Research for Health Care Vol 11, 1 – 12*
3. Hector Toro Diaz, Maria Mayorga, Laura McLay, Hari K Rajagopalan and Cem Saydam (2015) “Reducing disparities in large scale Emergency Medical Service Systems” *Journal of Operations Research Society Volume 66 Issue 7*
 4. Sanjay Mayadunne, Hari K Rajagopalan, Cem Saydam (2015) “Reformulation of Maximal Available Coverage Location Model: A Technical Note” *Journal of Applied Business and Economics, Volume 17, Issue 2.*
 5. Moutaz Khouja, Hari K Rajagopalan, and Jing Zhou (2013) “A Game Theoretic Approach for the Evaluation of Gift Cards in Supply Chains” *European Journal of Operations Research Vol 230, Issue 2, 2013, 333–347*
 6. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer and Kay Lawrimore-Belanger (2013) “The Dynamic Redeployment Coverage Location Model” *Health Systems Vol 2, 2013, 103 - 119*
 7. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer and Hubert Setzler (2011) “Ambulance Deployment and Shift Scheduling: An Integrated Approach” *Journal of Service Science Management Vol 4, 2011, 66 - 78*
 8. M. Khouja, H. K. Rajagopalan and E. Sharer (2010) “Coordination and Incentives in a Supplier-Retailer Rental Information Goods Supply Chain” *International Journal of Production Economics, Vol 123, Issue 2, February 2010, 279 – 289.*
 9. Hari K Rajagopalan and Cem Saydam (2009) “A Minimum Expected Response Model: Formulation, Heuristic Solution and Application” *Socio Economic Planning Sciences, Vol 43, Issue 4, December 2009, 253 – 262.*
 10. Moutaz Khouja and Hari K Rajagopalan (2009) “Can Piracy Lead to Higher Prices in the Music and Motion Picture Industries?” *Journal of Operational Research Society, Vol. 60, Issue 3, March 2009, Pages 372 – 374.*
 11. Susan J Winter, Connie Marie Gaglio, and Hari K Rajagopalan (2009) “The Value of IS to SMEs: ICT as Signal and Symbol of Legitimacy and Competitiveness” *International Journal of E-Business Research, Vol. 5, No 1, January 2009, Pages 65 – 91.*
 12. Hari K Rajagopalan, Cem Saydam, Jing Xiao (2008) “A Multi-period Expected Covering Location Model: Formulation, Heuristic Solution and Application” *Archives of Transport; International Journal of the Polish Academy of Sciences; Transportation Committee; Special Issue on "Advanced OR and AI Methods in Transportation; Vol. 20, No. 1-2, 2008*
 13. Moutaz Khouja, Stephanie S Robbins and Hari K Rajagopalan (2008) “Optimal Pricing and Delayed Incentives in a Heterogeneous Consumer Market” *Journal of Revenue & Pricing Management, Vol. 7, Issue 1, March 2008, Pages 85 – 105.*
 14. Hari K Rajagopalan, Cem Saydam, Jing Xiao (2008) “A Multi-period Set Covering Location Model for Dynamic Redeployment of Ambulances” *Computers and Operations Research, Vol. 35, Issue 3, March 2008, Pages 814 – 826.*
 15. Moutaz Khouja, Mirsad Hadzikadic, Hari K Rajagopalan, and Li-Shiang Tsay (2008) “Applications Of Complex Adaptive Systems To Pricing Of Reproducible Information Goods” *Decision Support Systems, Vol. 44, Issue 3, February 2008, Pages 725 – 739.*
 16. Hari K. Rajagopalan, F. E. Vergara, C. Saydam, J. Xiao (2007) “Developing Effective Hybrid Meta-Heuristics For A Probabilistic Location Model Via Experimental Design” *European Journal of Operational Research, Vol. 177, Issue 1, 16 February 2007, Pages 83 – 101.*

17. Moutaz Khouja, Cem Saydam, F. Elizabeth Vergara, and Hari K. Rajagopalan (2006) “Optimal Inventory Policy Under Continuous Unit Cost Decrease And Risk Of Sudden Obsolescence” *International Journal of Operations and Quantitative Management Vol. 12, Issue 2, Pages 1 – 18.*

Scholarly Book Chapters

1. Hari K Rajagopalan, Cem Saydam, Hubert Setzler and Elizabeth Sharer (2011) “Decision Making for Emergency Medical Services “ Ed. Michael Johnshon, “*Community Based Operations Research*” Springer International Series in Operations and Management Science
2. Susan J. Winter, Hari K Rajagopalan, Connie Marie Gaglio (2011) “Beyond Efficiency and Productivity: ICT Business Value and the Construction of Corporate Image” Ed. In Lee “*E-Business Applications for Product Development and Competitive Growth: Emerging Technologies*” IGI Global
3. Susan J. Winter, Hari K Rajagopalan, Connie Marie Gaglio (2010) “Managing Impressions of SME Legitimacy: Valuing Information and Communications Technologies as Signals and Symbols” Ed. Pratyush Bharati, In Lee, Abhijit Chaudhury. “*Global Perspectives on Small and Medium Enterprises and Strategic Information Systems: International Approaches*” IGI Global

Peer Reviewed Cases

1. Hari Rajagopalan, Marie DeVincenzo, Caroliniana S. Padgett, and Johnathan G. Munn (2016) “What’s for Dinner? The future of fine dining” *Southeast Case Research Journal Volume 13 Issue 2*
2. Elizabeth Sharer and Hari K. Rajagopalan (2015) “Who gets the Project they deserve” *Southeast Case Research Journal, Volume 12, Issue 1*
3. Cem Saydam, Hari K Rajagopalan and Marie DeVincenzo (2014) “Equality or Choice: Determining Optimal School Busing Strategies” *Southeast Case Research Journal, Volume 11, Issue 1.*

Conference Proceedings and Presentations

1. Shakiba Enyati, Maria Mayorga, Hari K Rajagopalan and Cem Saydam “Real-time Ambulance Redeployment Approach to Improve Service Coverage with Fair and Restricted Workload for EMS Providers” *INFORMS 2016*
2. Hubert Setzler, Hari K Rajagopalan, Cem Saydam, Sanjay Mayadunne “The Importance of Forecasting in Ambulance Deployment Models: Sensitivity Analysis” *The Association of European Operational Research Societies (EURO) 2016*
3. Amir Ali Nasrollahzadeh, Amin Khademi, Maria Mayorga, Cem Saydam and Hari K Rajagopalan “Ambulance Dispatching, Redeployment and Reallocation” *INFORMS 2015*
4. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer, and Marie DeVincenzo “Should EMS Managers frequently move their ambulances to meet the demand?” *The Association of European Operational Research Societies (EURO) 2015*
5. Elizabeth Sharer, Hari K Rajagopalan and Marie DeVincenzo “The Scheduling Conundrum” *South East Case Research Association 2015*
6. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer, Muhammad Adeel Zaffar, Maria Mayorga “Simulation-Optimization for Ambulance Location Models” *Production and Operations Management 2014*

7. Shakiba Enyati, Maria Mayorga, Hari K Rajagopalan, and Cem Saydam “Real-Time Ambulance Redeployment With Workload Restrictions” *Production and Operations Management 2014*
8. Elizabeth Sharer, Hari K Rajagopalan, Deborah Sharer “Student Assignment Problem” *South East Case Research Association 2014*
9. Hari Rajagopalan, Marie DeVincenzo, Caroliniana S. Padgett, and Johnathan G. Munn “Victor’s Bistro and Garden room” *South East Case Research Association 2014*
10. Hari K Rajagopalan, Cem Saydam and Elizabeth Sharer “A Spreadsheet Based Decision Support System For Production and Distribution Planning” *European Conference of Operations Research 2013*
11. Hari K Rajagopalan, Cem Saydam and Marie DeVincenzo “McBurg County: School Assignment” *South East Case Research Association 2013*
12. Hari K. Rajagopalan, Cem Saydam, Elizabeth Sharer, Muhammad Zaffar “Next Generation Emergency Location Tools: Heuristics with Simulation” *INFORMS Conference 2012*
13. Hari K. Rajagopalan, Cem Saydam, Elizabeth Sharer, Muhammad Zaffar “Survivability and Simulation: The next wave in emergency medical systems?” *INFORMS Conference 2012*
14. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer and Kay Lawrimore “Ambulance Redeployment: Fact or Fiction”. *SEINFORMS Conference 2012*
15. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer and Kay Lawrimore “Minimizing Redeployment in Ambulance Location Models” *INFORMS Conference 2011*
16. Sanjay Mayadunne, Cem Saydam, Hari K Rajagopalan “Reformulating the Maximum Available Location Problem: A case study on Charlotte Mecklenburg” *INFORMS Conference 2011*
17. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer and Hubert Setzler “Decision Making for Emergency Medical Services” *INFORMS Conference 2010*
18. Hari K Rajagopalan, Cem Saydam, Elizabeth Sharer and Kay Lawrimore “A Multi Objective Coverage Model” *INFORMS Conference 2010*
19. Sanjay Mayadunne, Cem Saydam, Hari K Rajagopalan “Review and Reformulation of Maximum Availability Location Problem” *SEINFORMS Conference 2010*
20. Hari K. Rajagopalan, Cem Saydam and F.E. Vergara “Reducing Workload Differences for Ambulances while maintaining available coverage” *INFORMS Conference 2008*
21. Hari K. Rajagopalan and Cem Saydam “Reducing Workload Differences for Ambulances while maintaining coverage” *INFORMS Conference 2007*
22. H. K. Rajagopalan and C. Saydam “Minimum Redeployment Model For Dynamic Location Of Ambulances With Alpha Reliable Coverage” *South East Decision Sciences Conference, 2007*
23. H. K. Rajagopalan and C. Saydam “Minimum Redeployment Model For Dynamic Location Of Ambulances” *11th EWGT Meeting And 17th Mini EURO Conference, Bari Italy, 2006*
24. Mirsad Hadzikadic, Moutaz Khouja, and Hari K Rajagopalan “Applications of Complex Adaptive Systems to Solving Business Problems” *Decision Sciences Conference 2005*
25. H. K. Rajagopalan, C. Saydam, and J. Xiao “A Multi-period Expected Covering Location Model For Dynamic Redeployment Of Ambulances” *10th EWGT Meeting And 16th Mini EURO Conference, Poznan Poland, 2005*
26. Susan J. Winter, Hari K. Rajagopalan, F. Elizabeth Vergara, Pamela Jackson, D. Scott Hunsinger “IT Adoption, Image, & Firm Support: A Study of Customer Expectations and

Social Meaning” *Academy of Management*, 2005

27. Hari K Rajagopalan and Cem Saydam “An Efficient and Accurate Hybrid Meta-heuristic for a Probabilistic Coverage Location problem for Dynamic Deployment” *International Conference on Computers and Industrial Engineering*, 2005
28. Hari K Rajagopalan and Cem Saydam “A Probabilistic Set Covering Location Model for Dynamic Redeployment of Ambulances” *South East Decision Sciences Conference*, 2005
29. Hari K Rajagopalan and Cem Saydam “An Efficient and Accurate Hybrid Meta-Heuristic for a Probabilistic Coverage Location Problem for Dynamic Deployment” *INFORMS Computing Society Conference 2005*.
30. Hari K Rajagopalan and Cem Saydam “An Efficient and Accurate Hybrid Meta-Heuristic for EMEXCLP and EMALP” *Decision Sciences Conference 2004*.
31. H. K. Rajagopalan, F. E. Vergara, C. Saydam, “A Review of Inventory Models With Obsolescence”, *South East Decision Sciences Conference*, 2003
32. H. K. Rajagopalan, F. E. Vergara, C. Saydam, “Heuristic Search Methods for Ambulance Location/Relocation problems: A comparison”, *INFORMS Conference*, 2003

Under Review

1. Shakiba Enyati, Maria Mayorga, Hari K Rajagopalan, Cem Saydam “Real-time Ambulance Redeployment Approach Considering Workload Restrictions for Emergency Medical Services Personnel” *INFORMS Journal on Computing*

Research Work in Progress

1. Elizabeth Sharer, Cem Saydam, and Hari K Rajagopalan “Integrated Production and Distribution Planning: A Spreadsheet Modelling Approach”
2. Susan J. Winter, Hari K Rajagopalan, Connie Marie Gaglio, Elizabeth Sharer, Pamela Jackson, D. Scott Hunsinger “ICT Use has Signal and Symbol Value in Construction of Corporate Image”
3. Hari K Rajagopalan and Muhammad Adeel Zaffar “Applications of Complex Adaptive Systems to Solving Pricing Problems”

SERVICE

Professional Development

- 1 Participated in Management Development Program at Harvard University 2015
- 2 Participated in Institutional Effectiveness workshop in Francis Marion University 2015
- 3 Participated in Maintenance of Accreditation Seminar in San Antonio Texas 2013
- 4 Attended the AACSB Annual Accreditation Conference in Atlanta 2012
- 5 Presented at the Southern Business Administration Association about Podcasting Lectures in 2009

Participation in Shared Governance

- 1 Dean of School of Business (2016 -)
- 2 Member of the University Committee of Deans and Chairs (2012 -)
- 3 Associate Dean of School of Business (2015 - 2016)
- 4 Coordinator for Assessment and Accreditation (2012 - 2016)
- 5 Chairing the Assurance of Learning Committee (2015 - 2016)
- 6 Chairing the Strategic Planning Committee (2015 - 2016)

- 7 Member of Institutional Review Board at McLeod Hospitals (2013 -)
- 8 Serving on the Information Technology Committee for the University (2009 – 2012, 2014 – 2016)
- 9 Coordinator for Management (2011 - 2015)
- 10 Serving on the Curriculum Committee for the School of Business (2010 – 2015)
- 11 Served in the Tenure and Promotion Committee (2011 – 2012, 2014 – 2015)
- 12 Served in the Ad Hoc Committee for Feasibility Study for the Masters in Education Administration and Specialist in Special Education Teacher Leadership Program. (2013 - 2014)
- 13 Chaired the Ad Hoc Committee to explore reorganization of the MIS major (2012)
- 14 Chaired the feasibility study in creating Continuing Education Certification Program for McLeod Hospitals (2011 – 2013)
- 15 Chaired the AACSB standards for Faculty Sufficiency Committee (2012)
- 16 Chaired the search for Visiting Professor in Computer Science (2013)
- 17 Chaired the Distance and Online Education Committee for School of Business (2012)
- 18 Treasurer for Phi Kappa Phi (2011 – 2013)
- 19 Served in the Industrial Engineering Curriculum Committee (2012) to set up the Industrial Engineering Program
- 20 Serving on the Honor Council Committee to develop a honor code for the University (2010 – 2011)
- 21 Helped conducting scholarship interviews in (2008 – 2016)
- 22 Served on the MBA committee for the School of Business (2006 – 2008)

Consulting

- 1 With Surrey County British Columbia to build a Decision Support System to optimize their ambulance locations
- 2 With Charlotte Mecklenburg County to analyze their ambulance location models

Membership and Participation in Scholarly Societies

1. The Association of European Operational Research Societies
2. Institute of Operations Research and Management Science
3. Production and Operations Management
4. Decision Sciences Institute

Reviewer for Scholarly Journals/Societies

- 1 Health Sciences
- 2 Annals of Operations Research
- 3 Computers and Operations Research
- 4 Institute of Industrial Engineering Transactions
- 5 Journal of Information Technology
- 6 European Journal for Operational Research
- 7 International Journal of Production Research
- 8 International Journal of Production Economics
- 9 Journal of Information Technology Theory and Application
- 10 Journal of Quantitative Finance
- 11 Optimization Letters

- 12 Socio Economics Planning Sciences
- 13 Decision Sciences Conference
- 14 South East INFORMS Conference
- 15 International Conference of Information Systems

MEMBERSHIPS

1. Institute of Operations Research and Management Science (INFORMS)
2. The Association of European Operational Research Societies (EURO)
3. Production and Operations Management Society (POMS)
4. Decision Sciences Institute (DSI)

EMPLOYMENT HISTORY

Dean, School of Business, Francis Marion University (2016 – Till Date)

Associate Dean, School of Business, Francis Marion University at Florence (2015 – 2016)

1. Responsible for coordination of all school level activities
2. Leading the school for ongoing accreditation activities including Assurance of Learning, Strategic Planning and Institutional Effectiveness

Coordinator of Management Department, School of Business, Francis Marion University at Florence (2012 – 2015)

1. Provided overall direction to the Management department specifically to the undergraduate program.
2. Helped in curriculum design and implementation of two new track in Management (Supply Chain Management and Human Resource Management).
3. Was also responsible in handling the scheduling of classes for the management department.

Associate Professor, Francis Marion University at Florence (2011 – till date)

1. BUS 305 Applied Business Statistics (Fall 11 - 14, Spring 12 - 16)
2. MGT 373 Management Science (Spring 12 - 17)
3. MGT 467 Supply Chain Management (Fall 11 - 16)
4. MGT 773 Management Science (MBA) (Fall 11 - 13)
5. MBA 710 Business Analytics (MBA) (Spring 15 - 17)

Assistant Professor, Francis Marion University at Florence (2006 – 2011)

1. BUS 205 Business Statistics (Fall 06 - 10, Spring 07 - 10 Late Spring 07 – 10, Summer 11)
2. MGT 355 Production and Operations Management (Fall 06, Summer 11)
3. MGT 373 Management Science (Spring 10)
4. MGT 467 Supply Chain Management (Fall 10)
5. BUS 503 Business Statistics (MBA)(Late Spring 07 - 09)
6. MGT 755 Production and Operations Management (MBA) (Spring 07- 09)
7. MGT 773 Management Science (MBA) (Fall 07 - 10)

Lecturer, University of North Carolina at Charlotte (2001- 2006)

1. OPER 3203 Management Science (Spring 05, 06 Fall 05)
2. MBAD 5141 Business Statistics (Fall 04, Spring 05)

3. MBAD 5142 Quantitative Analysis of Business (Fall 04, Spring 05)
4. MBAD 6121 Business Information Systems (Summer 06)
5. INFO 3130 Management Information Systems (Summer 03, 04, 05, 06 Fall 05, Spring 06)
6. INFO 2130 Introduction to Business Computing (Spring 03, 04, Fall 02, 03, 04)

Senior Manager Systems, HCL, Infosystems Ltd., India (1999-2001)

1. Project Manager for a designing and implementing Enterprise Resource Planning software.
2. Involved in the requirement analysis, design, customization and implementation of the product.
3. Also organized and taught Executive Training Programs in Software Systems Design and Implementation, Object Oriented Programming with JAVA, Database Design and Management, Web Based Application Development

Assistant Systems Analyst, Tata Consultancy Services Ltd, India (1995-1997)

1. Project Leader and Quality Assurance Leader in the GE-TCS Offshore Design Center.
2. Involved in designing steam turbines, gas turbines and aircraft engines for GE, USA.
3. Also taught in Executive Training Programs for 3D Modeling and Quality Control.

TEACHING INTERESTS:

Business Analytics, Management Science, Operations Management, Business Statistics, Quantitative Analysis of Business