

Syed Aamir Ali Shah

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ACADEMIC RECORD

Lahore University of Mgmt Sciences (LUMS), Pakistan		(2015 – cont.)
<i>PhD Management (Operations Management)</i>	CGPA: 3.63	
Cleveland State University, OH, USA		(2014-15)
<i>Master of Arts in Economics</i>	CGPA: 4.00	
Lahore University of Mgmt Sciences (LUMS), Pakistan		(2013-14)
<i>Master of Science in Economics</i>	CGPA: 3.84	
Lahore University of Mgmt Sciences (LUMS), Pakistan		(2009-13)
<i>Bachelor of Science (Honors) in Economics</i>	CGPA: 3.68	
Maryville College, TN, USA		(2012)
<i>A Semester Exchange Program to USA</i>	CGPA: 4.00	

PROFESSIONAL EXPERIENCE

- **Sukkur Institute of Business Administration University (SIBAU), Pakistan.** (2014-cont.)
Working as a lecturer in Economics
- **Lahore University of Management Sciences (LUMS), Pakistan.** (2016-17)
Worked as a teaching and research assistant: helping faculty in their research.
- **Cleveland State University, OH, USA.** (2014-15)
Worked as a graduate assistant: helping faculty and students in their research & class management and learning, respectively.

HONORS & AWARDS

- Session Chair in the service design & innovation track at 12th annual Global (2017)
- Awarded Fully funded **LUMS PhD Scholarship** (2015)
- Awarded **Fulbright 2014 Masters' Scholarship** to study in USA. (2014)
- MSc Economics Degree with distinction – Deans' Honor List and 3rd position. (2014)
- Awarded Merit Scholarship for MSc Economics at LUMS. (2013-14)
- B.Sc Economics Degree with distinction – Deans' Honour List Award. (2013)
- Awarded Fully Funded Scholarship for a Semester Exchange to USA. (2012)
- Awarded NOP Scholarship for BSc(Hons) program in Economics at LUMS. (2009-13)

RESEARCH INTERESTS

Service Operations Management; Service Supply Chains, Servitization, Service Modularity; Customer Participation in Service Processes; Healthcare Operations Management among others.

PEER-REVIEWED JOURNAL PUBLICATIONS

- **Shah, S. A. A., Jajja, M. S. S., Chatha, K. A., & Farooq, S.** (2020). Servitization and supply chain integration: An empirical analysis. *International Journal of Production Economics*, 229, 107765. doi: <https://doi.org/10.1016/j.ijpe.2020.107765> (ABDC: A, ABS: 3, HEC: Platinum, Impact Factor: 5.134, Scopus Quartile = Q1)
- Jajja, M. S. S., Asif, M., **Shah, S. A. A., & Chatha, K. A.** (2019). Supply chain innovation research: content analysis based review. *Benchmarking: An International Journal*, 27(2), 666-694. doi: 10.1108/BIJ-09-2018-0297 (ABDC: B, ABS: 1, HEC: Honorable Mention, Non-Impact Factor, Scopus Quartile = Q2)
- **Shah, S. A. A., & Jajja, M. S. S.,** (2020). Nayatel – Quality in DNA. *Asian Journal of Management Cases* (Accepted) (ABDC: C, HEC: Y, Scopus Quartile = Q4)

PROCEEDINGS OF INTERNATIONAL CONFERENCES

- Shah, S. A. A., & Jajja, M. S. S. (2019, May 2-6, 2019). *Designing Service Processes for Effective Customer Participation: Modular Service Approach*. Paper presented at the Production and Operations Management Society (POMS) 30th Annual Conference, Washington DC, USA.
- Shah, S. A. A., & Jajja, M. S. S. (2019, May 2-6, 2019). *Typology of Suppliers in Service Firms: Effects on Service Supply Chain Design*. Paper presented at the Production and Operations Management Society (POMS) 30th Annual Conference, Washington DC, USA.
- Shah, S. A. A. (2018, October 2-5, 2018). *The Process of Qualitative Data Analysis Based on Gioia Methodology*. Global Conference on Business, Hospitality, and Tourism Research, Ho Chi Minh City, Vietnam.
- Shah, S. A. A. (2017, October 3-7, 2017). *Role of Neo-institutionalism and Organizational Culture in Service Innovation Exploitation and Exploration*. Global Conference on Services Management (GLOSERV), Volterra, Italy.

CONFERENCE/ COLLOQUIUM PRESENTATIONS

- Shah, S. A. A., & Jajja, M. S. S. (June 4-8, 2018). *Design for Participation: Modular Service Approach*. Paper presented at the Global Conference on Services Management (GLOSERV) under the umbrella of GLOBE (Global conference on Business and Economics), Sarasota, FL, USA.
- Shah, S. A. A. (March 29, 2018). *Theory of Servitization Process: A Conceptual Study*. Paper presented at the SDSB Doctoral Colloquium, Lahore University of Management Sciences, Pakistan.

ACADEMIC ENGAGEMENT ACTIVITIES

- Managing MBA Program, Department of Business Administration, Sukkur IBA University: Feb 07, 2020 – present.
- Session Chair in the service design & innovation track at 12th annual Global Conference on Services Management at Volterra, Italy on Oct 3-7, 2017.
- Conducted a Research Seminar at SDSB, LUMS - Dec 7, 2018, on the topic, “Role of Servitization Orientation and Supply Chain Integration in Servitization”
- Conducted a Research Seminar at SDSB, LUMS – March 16, 2018 on the topic, “Designing Service Process for Effective Customer Participation: Modular Service Approach”

WORKSHOPS & SKILLS

- SDSB Grant Writing Workshop, LUMS, Pakistan (2017)
- SDSB Qualitative Research Workshop, LUMS, Pakistan (2016)
- SDSB Journal Writing Workshop, LUMS, Pakistan (2016)
- ‘English as a Second Language’ Course at Maryville College, USA (2012)
- Proficient with SPSS 22, AMOS 21, Endnote X5, Smart PLS and MOS certified (Word, PPT, Excel)