

## HIGHLIGHTS

- PhD in Business administration from *HEC Montreal* (Completed October 2016)
- Current research in using big data and analytics in operations management
- Seasoned practitioner with over 12 years of industry experience
- Over 8 years of entrepreneurial experience (developed and sold a product company)
- Consulted for fortune 500 companies
- Research focused on delivery model for business model innovation and blockchain
- Academic and industry teaching experience

## SKILLS

- R programming
- Tableau
- Machine learning methods
- Game Theory
- Blockchain architecture
- Smart Contracts in Blockchain
- Crypto-economics model design

## PROFESSIONAL EXPERIENCE

### PROJECT MANAGER/PROGRAM MANAGER • **TEKSYSTEMS INC.** **(MONTREAL SOLUTION CENTRE) •**

**JAN 2012 – TO JAN 2013**

- Managed client engagement. Multiple projects
- Worked in a pure scrum environment and play the role as the Product Owner for the team.

### MANAGEMENT CONSULTANT • **RYMA TECHNOLOGIES INC. MONTREAL •** **SEPT 2010 – TO OCT 2011**

- Worked with product managers to device better products to align management focus with development direction.

### CO-FOUNDER AND CHIEF IT MANAGER • **INTELIGAN TECHNOLOGIES INC •** **JAN 2007 – AUG 2010**

- Managed several product developments strategically by providing them price advantage (local-offshore service delivery model)

### CO-FOUNDER & PROGRAM MANAGER • **VOLANSA TECHNOLOGIES INC •** **MAR 2004 – JAN 2007**

- The intellectual property generated from one of the programs resulted in a sale of this company to a public company
- Managed investment management/allocation to the different programs
- Prime presenter to the different VCs

### ASSOCIATE SYSTEMS ENGINEER • **MPHASIS •** **JAN 2000 – FEB 2002**

- Worked in cutting edge R&D in embedded technologies for clients like Samsung and NEC
- Worked on-site with clients in Australia as on-site coordinator



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CURRICULUM VITAE  
OF  
NIKHIL VARMA

# NIKHIL VARMA

ASSISTANT PROFESSOR | ANISFIELD SCHOOL OF BUSINESS,  
RAMAPO COLLEGE OF NEW JERSEY

## EDUCATION BACKGROUND

PH.D. ( BUSINESS ADMINISTRATION) • HEC MONTREAL, MONTREAL, CANADA • 2013- 2017

M.B.A. • HEC MONTREAL, MONTREAL, CANADA • 2009- 2010

MA.SC ( COMPUTER ENGINEERING) • CONCORDIA UNIVERSITY, MONTREAL, CANADA • 2002- 2004

B.E.(COMPUTER SCIENCE) • BIRLA INSTITUTE OF TECHNOLOGY, MESRA, INDIA • 1995- 1999

## COURSES

COURSES FROM THE TEACHING SCHEDULE: MANAGEMENT SCIENCE , OPERATIONS MANAGEMENT (UNDERGRADUATE LEVEL) , OPERATIONS MANAGEMENT (MBA LEVEL), BUSINESS AND SUSTAINABILITY, BUSINESS ANALYTICS(MBA LEVEL), STORYTELLING WITH DATA (MBA LEVEL)

## SCHOLARSHIP

### Refereed Articles

Upadhyay A, Nur S, Adams L, Kumar V and Varma N(2018). Investigating 'Circular Business Models' in Manufacturing and Service Sectors. *Journal Of Manufacturing Technology Management (Forthcoming)*

Tyagi, R., Varma, N., & Vidyarthi, N. (2013). An Integrated Framework for Service Quality: SQBOK Perspective. *Quality Management Journal, 20 (2)*.

### Refereed Proceedings

Varma, N, Irene Helgheim Berit, Dutta S (2018) " Healthcare Call Triage Process". *Decision Sciences Institute, Annual Meeting, Chicago, USA.*

Varma, N. & Woodley, J. (in press, 2017). "Aaliya: An adaptive online learning platform". *Decision Sciences Institute, Annual Meeting, Washington DC, USA.*

Varma, N. & Paquette, J. (in press, 2017). "Dynamic Service Design Using Behavioral Analytics." *Production and Operations Management (POMS) annual meeting, Seattle.*



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Varma, N. & Paquette, J. (in press, 2016). "Using neural networks trained with crowdsourced data to study the service impact and its design in a servitized environment". *Decision Sciences Institute, Annual Meeting, Austin, Texas, USA.*

Varma, N., Pasin, F., & Paquette, J. (in press, 2015). "Servitization and its antecedents: a grounded-theory approach". *Decision Sciences Institute, Annual Meeting, Seattle, WA, USA.*

Varma, N., Paquette, J., & Tyagi, R. (in press, 2015). "Servitization- A literature review ". *Production and operations Management (POMS) Annual Meeting, Washington DC, USA.*

Varma, N., Tyagi, R., Pasin, F., & Ponce, S. (in press, 2014). "Maximizing Customer Experience through Artificially Trained Technology Delivery Systems." *Decision Sciences Institute, Annual Meeting, Tampa, FL, USA.*

Varma, N., Paquette, J., & Rebolledo, C. (in press, 2014). "Using Attitudinal Theory to Identify the Antecedents of Servitization." *Production and operations Management (POMS) Annual Meeting, Atlanta, GA, USA.*

Tyagi, R., Varma, N., & Vidhyarthi, N. (in press, 2013). "An Integrated Framework for Service Quality: SQBOK (Service Quality Body of Knowledge) Perspective." *Academy of Management, Annual Meeting, Lake Buena Vista, FL, USA.*

## Book Chapters

### Refereed

Varma, N. & Tyagi, R. (2017). Government of India prepares for big data analytics using Aadhaar card unique identification system. In Gregory Richards (Ed.), *Big Data and Analytics Applications in Government: Current Practices and Future Opportunities..* CRC press New York (part of Taylor and Francis) [B].

## AWARDS

### Scholarship

2014 – 2016: FQRSC –Quebec, Province of Quebec. Province wide competitive Doctoral scholarships

2014: Bursary Hydro Quebec, HEC Montreal. Scholarship awarded to students at the Ph. D. program with excellent academic results, working on a research project that fall within the scope of an energy research chair.

2013: HEC PhD Scholarship, HEC Montreal. Bursary offered by HEC to PhD students.

2013: Bursary Henry Laureys, HEC Montreal. Bursaries offered to the two best students registered in phase II (coursework stage).



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