Mohammad Rahimi

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EDUCATION

Fox School of Business, Temple University, Philadelphia, PA   2019 - Present
PhD Candidate, Management Information Systems
Co-President of the Doctoral Student Association at Fox and STHM   June 2021 - Present

W. P. Carey School of Business, Arizona State University, Tempe, AZ   2016 - 2018
Master of Business Administration, (Full-Time MBA)   [Merit-Based Full Tuition and Fees Scholarship, plus Stipend]
Master of Science, Business Analytics (Dual Degree)

CERTIFICATES:

- Certified Project Management Professional (PMP)
- Fox Virtual Teaching Academy Certificate
- Online Teaching Certificate (Fox Online & Digital Learning)

RESEARCH

Research Interests:

Healthcare IT, conversational AI, and digital medicine

RELEVANT SKILLS: Stata, R, Mplus, SPSS, AMOS, Statistical Modeling, SAS Enterprise Miner, Tableau, SQL, Excel, VBA

Journal Publication(s):

Dennis, A. R., Kim, A., **Rahimi, M.,** Ayabakan, S. (2020). "User reactions to COVID-19 screening chatbots from reputable providers." *Journal of the American Medical Informatics Association*. https://doi.org/10.1093/jamia/ocaa167
(Co-authors: Alan Dennis, Antino Kim, and Sezgin Ayabakan)

Papers Under Review / Working Paper(s):

Rahimi, M., Kim A., Ayabakan S., Dennis A. "Deployment of AI Chatbots in Mental Health." Invited for resubmission to *Management Information Systems Quarterly*. (Co-authors: Antino Kim, Sezgin Ayabakan, and Alan Dennis)

Rahimi, M., Straub D. "So, You Trust the Doctor; How about the Technology?" Conditionally accepted at *ICIS 2021 Proceedings* (Final target outlet: MISQ) (Co-author: Detmar Straub)

Rahimi, M., Ayabakan S., Kumar S., Mahoney K. "The Role of Patient Portals in Electronic Health Records' Error Discovery and Reporting: A Field Experiment" Conditionally accepted at *ICIS 2021 Proceedings* (Final target outlet: Management Science)
(Co-authors: Sezgin Ayabakan, Subodha Kumar, and Kevin Mahoney)

Yildiz H., Wiedmer R., **Rahimi, M.,** "Transportation and Process Planning for Beverage Container Recycling in Michigan: A Vehicle Routing Problem" Pending submission to *European Journal of Operational Research*. (Co-authors: Hakan Yildiz, and Robert Wiedmer)

Work in Progress:

Rahimi, M., Ayabakan S., Nguyen E., Dada M., Chambers Ch. "GasCrowd: A Crowdsourced Mobile Application for Anesthesiology" (Target outlet: TBD). (Co-authors: Sezgin Ayabakan, Ed Nguyen, Maqbool Dada, and Chester Chambers)

Conference Presentations:

INVITED TALK: "The Role of Patient Portals in Electronic Health Records' Error Discovery and Reporting." *POMS 31st Annual Conference,* Online (April 2021)

INVITED TALK: "Deployment of AI Chatbots in Mental Health." *INFORMS Annual Meeting, Virtual/*Washington, DC, USA (November 2020)

"Transportation and Process Planning for Beverage Container Recycling in Michigan." *INFORMS Annual Meeting,* Phoenix, AZ, USA (November 2018)

SERVICE
CIST 2021: Ad-hoc reviewer
HICCS 2021: Ad-hoc reviewer

HONROS & AWARDS
Fox School of Business, Temple University   2019 – Present
- **Winner**, Big Ideas Competition in Healthcare and Biopharma Industry, Fox School of Business, Temple University, Grant up to $10,000. December 2019. [Note: This was a competition among Fox and STHM faculty. Dr. Sezgin Ayabakan submitted my proposal.]
- **Winner**, Three Minute Dissertation (3MT) Competition (First place among all second-year PhD students at Fox and STHM) - $500 prize. November 2020.
- **Grant $2000**. 20th Young Scholars Interdisciplinary Forum, April 2020.
- **Grant ≈ $1000**. 22nd Young Scholars Interdisciplinary Forum, March 2021.

W. P. Carey School of Business   2016 – 2018
- Forward Focus Scholarship (Merit-Base Full Tuition and Fees scholarship)
- W. P. Carey MBA Achievement Scholar
- Network Scholar (competitive program for select business students, conducting independent research on emerging technologies)

Arizona State University   2017
- Selected as one of the 4 finalists for Change Maker award for Entrepreneur of the Year (a university-wide competition)

Mabna Modiran Co.   2015
- Entrepreneur of the Year

Iran Language Institute (I.L.I.)   2013
- Teaching Excellence Award

RESEARCH EXPERIENCE

Temple University - Fox School of Business, Philadelphia, PA   Aug 2019 – Present
Graduate Research Assistant
- Working as a research assistant   Aug 2019 – Present

Arizona State University - W. P. Carey School of Business, Tempe, AZ   Aug 2018 – Aug 2019
Graduate Research Associate
- Worked on a Markowitz VRP (vehicle routing problem) project with Profs. Robert Wiedmer, and Hakan Yildiz
- Used a heuristic approach through tools like MATLAB, and Excel to determine optimal routes based on multi-objective solutions; trying to minimize overall distance and demand variation by optimally combining demand points in different routes
- Changed the MATLAB code to minimize computation, using matrices; assisted in preparing the presentation
- Accompanied Dr. Wiedmer in presenting the results at INFORMS annual meeting in Phoenix (November 2018); article to be submitted to peer-reviewed journal in the next few months
- Helped in the article writing process, in order to gain insights into the full life cycle of a Ph.D. level research project

Arizona State University - W. P. Carey School of Business, Tempe, AZ   Aug 2016 – Aug 2018
Graduate Research and Teaching Assistant
- Published 3 articles (online) on the role of data analytics and new technologies (Digital Twins/AI) in supply chain management and business results
- Co-authored an article on supply chain digitalization and Blockchain with thought leaders from Intel, Flextronics, Elementum, CGE, ZTE, ASU, and USC published on Gartner Executive Supply Chain, and ASU Supply Chain Department Webpage
- Studied various business (undergrad) courses with high levels of scrutiny, demonstrating intellectual curiosity and ability to learn new information quickly, for exam and case study evaluation & scoring purposes; provided tutoring and class support
- Participated in the assessment process, using a variety of methods and techniques and provided effective, timely, and appropriate feedback to students to support their learning during my office hours (for Global Operations, and Supply Chain Mgmt. courses)

Arizona State University - W. P. Carey School of Business, Tempe, AZ   Jul 2017 – Aug 2017
Graduate Research Assistant - Data Analyst
- Assisted in data collection, data entry, and data mining for a large data set including financial data of a considerable number of nonprofit North American organizations, working with ASU's Professor Mahyar Eftekhar, and Iman Parsa (Ph.D. student)
- Automated the data entry process through an Excel macro, facilitating data recording for all other members of the project
- Performed data manipulation and analysis, running regressions and other tools and techniques in order to identify meaningful financial implications and statistically significant positive correlations among the relevant indicators

Other Publications:

Books:
Unraveled Petunias: The book "Unraveled Petunias" is a collection of modern Persian poems written by Sahar Paryazani. I translated the book to English in 2012, by the author's request.

Articles (Published Online):

Streaming Analytics on the Rise	Apr 2018
Supply Chain Digitalization (Artificial Intelligence, Blockchain, Predictive Analytics)	Jul 2017
Digital Twin – Combining Digital & Lean	May 2017
Data Analytics: Revolutionizing Supply Chain Management	Dec 2016

TEACHING EXPERIENCE

Iran Language Institute (I.L.I.), Karaj, Iran   Jan 2011 – Jun 2016
English Instructor   (worked during evening and night shifts)

- Developed cross-cultural communication skills, teaching in the adults' department of the most reputable language institute in the country and educated more than 4000 students in various levels; generated the highest average class GPA in 2012 and 2013
- Promoted based on the satisfaction of institute performance evaluators and made it to the 12th level (12/18) in almost 5 years
- Gained considerable popularity among students by adding spirit to the syllabus; grasped organizational behavior and discipline
- Assisted in the development of syllabi and gained valuable experience in teaching methodologies, public classes & exam monitoring
- Managed public classes of up to 30 students and gained the necessary skills to convey knowledge to various audiences

Tutoring Experience: 2003 – 2008

- Held private classes and instructed students (from different age groups, ranging from teenagers to adult professionals) in Mathematics, Computer Science, English, French, and German, interacting with people from different social classes, educational, and professional backgrounds.

PROFESSIONAL EXPERIENCE

P.F Chang's China Bistro Inc., Scottsdale, AZ   Jan 2018 – May 2018
Operations Consultant   (Capstone Project)

- Streamlined P.F. Chang's maintenance and repair operations through strategic supplier management, vendor consolidation per category, developing and utilizing scorecards, integrating asset tags, and data visualization to identify blind spots in expenditures

Genuine Parts Company, Atlanta, GA, *Fortune 200 Company, Operating in North America, Europe, and Asia-Pacific*   Jul – Dec 2017
Supply Chain Analytics Program Manager – MBA Intern   (worked remotely during the academic year)

- Led a team of 6 MBA interns (from different U.S. universities - 4 nationalities) on 3 parallel projects focusing mainly on MRO of Amazon from conception to execution, negotiating with suppliers and multiple stakeholders at different levels of the company
- Assisted our business development managers in the process of proving the concept and obtaining historical data from clients
- Improved the overall sourcing team's RFX completion rate from 62% to 89%, maximizing internal resources in order to hit target program costs, KPIs & deadlines. Hosted weekly executive meetings. (Implemented for Motion Industries, a GPC subsidiary)
- Built a draft version of an optimized transportation and inventory buildup network model for all Motion/Amazon locations in North America. Worked with OEM partners and suppliers to set product purchase order costs and ensure proper inventory level
- Visualized the enormous data set and facilitated strategic managerial decision making by providing a big picture of the Amazon project which led to a final project valuation of approximately $100M, significantly higher than the initial estimations of $10-15M
- Presented the results of the Amazon project to our Operations Vice President and Amazon executives in Seattle
- Presented the proposed changes to the inventory build-up model for major corporate accounts like Amazon to our Senior Vice President (to be passed on to the company's C-suite executives) in Birmingham, Alabama

Dana Del Commercial Group L.L.C., Tehran, Iran **–** Turkey, China,   Feb 2015 – Aug 2016
Founder & C.E.O.

- Developed a comprehensive and innovative business plan and raised $1 million in capital to establish a transnational company
- Leveraged an extensive network of professional contacts and hired 6 highly motivated experts in different areas of imports/exports. Conducted market research, segmented customers, and offered transformative customized products accordingly
- Spearheaded an international quest for identifying potential suppliers through multilingual purchasing & supplier negotiations, which led to robust relationships with 3 committed suppliers in Turkey, and one world famous manufacturer in China
- Led a team of 7, through strategic planning and execution, initiating negotiations with 5 domestic manufacturers in Iran, increasing pivotal professional touch points via advertisements, regular meetings, and implementing a B2B marketing model
- Convinced, and established strong relationships with, 4 well-known clients to order products in all categories, by offering a wide range of unprecedented incentives that assisted in establishing the company's competitive advantage and respected image
- Penetrated a new market and generated positive cash flows (and ~300K USD net profit) in the first fiscal year
- Utilized customers' historical data and predictive analytics, analyzing a large data set to identify unfulfilled orders, root causes, and order consolidation opportunities, which resulted in 20% revenue growth in the first two quarters of the second fiscal year

Eli Gasht Tour & Travel Company, Tehran, Iran, *Industry Leader, Largest Travel Company in the Country*   Mar 2011 – Sep 2015
Asia Pacific Area Manager (2014-2015)

- Excelled in designated responsibilities and won a place on the "Senior Team" working with high-value clients as the youngest member; effectively worked with colleagues at all levels, performed impressively & became the area manager in less than 3 years

- Increased company's revenue by 12% through innovative combo packages, competitive pricing, and expanding the customer base
- Planned, and managed different events, hosting internal and external executives, service providers and clients; invited guest speakers
- Collaborated with team members from Europe to the Middle East and South East Asia, identifying growth opportunities and effectively communicated proposals to executives

International Tour Leader (2011-2014) [Iran, China, India, Turkey, U.A.E.]   (worked seasonally: spring/summer)
- Managed groups of 150+ and developed advanced presentation skills, getting exceptionally good at public speaking and pitching
- Achieved the highest sales record reported, established a network of professionals, using communication and interpersonal skills
- Promoted within company because of demonstrated leadership skills, crisis management capabilities, and excellent ratings

Hamun Exports & Services, Tehran, Iran,   Jan 2008 – Feb 2011
Assistant Director of International Affairs (2010-2011) [Iran, Western Europe]   (recession: company went bankrupt in 2011)
- Reduced expenditure by 35% through demand planning, inventory management, leaner operations vendor/supplier relationships
- Developed in-depth knowledge of diverse business functions (Operations, Finance, CRM, and Marketing), wearing multiple hats

Procurement Manager (2008-2010); **Procurement Manager Trainee** (Jan-Jul, 2008)
- Consolidated supplier base by 25% through the elimination of subpar suppliers, while improving total costs and efficiencies, keeping risk levels constant; coordinated procurement & sourcing initiatives for 8 new product introductions; built scalable, dynamic managerial reports
- Reduced active inventory by 8% by implementing collaborative planning with Sales, and Procurement. Developed score cards
- Collaborated with IT to transition purchasing/inventory system form an outdated custom system to Microsoft Dynamics

Mehr Cultural Institute, Tehran, Iran,   Sep 2006 – Jan 2008
IT Administrator / Supervisor of Foreign Languages Department
- Administered network and computer systems, maintaining network LANs, WANs, and Intranets; diagnosed/solved network problems
- Initiated a foreign languages department; interviewed 100+ applicants; hired 12 instructors for English, French, German divisions
- Established a leadership structure to ensure effective operations through contracts, responsibility clarification & direct supervision
- Coordinated agendas & activities for the supervised divisions (English, German & French sub-departments); taught public classes

Other SEMINARS & EVENTS

Oregon State University   Nov 2017
Corporate Presentation   Corvallis, OR
Invited by Motion Industries' executives to present the company along with other colleagues, in an effort to hire new talent & share with MBA and other graduate students, the data analytics challenges that we were facing in our business

Sourcing Industry Group (SIG)   Oct 2017
Global Executive Summit   Carlsbad CA
Selected from a large pool of students by the C.E.O. Dawn Tiura to present ASU at SIG's Fall Global Executive Summit in California. Invitees are mostly top sourcing&procurement executives from Fortune500 companies, discussing breakthrough trends &technologies

W. P. Carey School of Business (ASU)   Jul 2017
Supply Chain Digitalization Conference   Tempe, AZ
Invited along with thought leaders from ASU, USC, Intel, ZTE, Elementum, Flextronics, and CGE. The conference led to the publication of an article on Gartner Executive Supply Chain, and ASU Supply Chain Department Webpage

PERSONAL DEVELOPMENT & LEADERSHIP

- AHIMA, AIS, INFORMS, APICS, CSCMP, ISM: Student Member   2018 – Present
- AIS Special Interest Group: IT in Healthcare   2021 - Present
- Full-Time MBA Ambassador (ASU)   2017 – Present
- Vice President of Graduate Business Information Management Association (ASU)   2017 – 2018
- Mabna Modiran Co. (President of Entrepreneurship Club)   2015 – 2016

VOLUNTEER EXPERIENCE

Red Crescent Society of the Islamic Republic of Iran   May 2010 – Present
Blood Donor (Cause: Health)

Wall of Kindness Grassroots "Divar-e Mehrbani"   Apr 2014 – Aug 2016
Regional Coordinator (Cause: Poverty Alleviation)

Used clothes are hanged on certain walls to be taken by the poor in particular predetermined parts of town. The slogan of the grassroots is: "take some if you need, leave some if you don't!" All activities are supervised and approved by municipalities in every city.