

# CAROLINE SWIFT

University of Delaware

Alfred Lerner College of Business and Economics

Department of Business Administration

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## ACADEMIC POSITIONS

**University of Delaware, Alfred Lerner College of Business and Economics**

Assistant Professor of Operations Management

**2020 – Present**

## EDUCATION

<b>Doctor of Philosophy – Business Administration, Supply Chain &amp; Information Systems</b>	<b>2020</b>
The Pennsylvania State University, Smeal College of Business, University Park PA	
– Dissertation Title: “Firm Performance under Government Regulations”	
– Advisory Committee: V. Daniel R. Guide, Jr. (chair), Saurabh Bansal, Suresh Muthulingam, Margaret G. Meloy (marketing)	
<b>Master of Business Administration – Operations Management</b>	<b>2014</b>
The University of Scranton, Scranton PA	
<b>Bachelor of Science – Accounting, <i>summa cum laude</i></b>	<b>2012</b>
The University of Scranton, Scranton PA	

## RESEARCH PAPERS

### Publications

Swift, C., V.D.R. Guide, Jr., and S. Muthulingam. 2019. “Does Supply Chain Visibility Affect Operating Performance? Evidence from Conflict Minerals Disclosures.” *Journal of Operations Management* 65(5), 406-429.

#### **\*\*Journal of Operations Management's Jack Meredith 2020 Best Paper Finalist\*\***

Sebastianelli, R., C. Swift, and N. Tamimi. 2015. “Factors Affecting Perceived Learning, Satisfaction, and Quality in the Online MBA: A Structural Equation Modeling Approach.” *Journal of Education for Business* 90(6), 296-305.

### Working Papers

Schuster, S. and C. Swift. “The Carrot isn’t Attached to the Stick: The Misalignment between Firms’ Sustainability Practices and the Rating Indices that Reward Them.”

Nawathe, S. and C. Swift. “Research Opportunities in Supply Chain Resilience.”

Kaur, N., R. Sanders, and C. Swift. “Implications of Study Abroad on Critical Thinking Skills.”

### Work in Progress

Swift, C. “The Role of Narrative-Based Gamification in Student Engagement and Outcomes.”

Swift, C. “The Role of AI in Student Engagement.”

## CONFERENCE PRESENTATIONS & PROCEEDINGS

Swift, C.\*, V.D.R. Guide, Jr. and S. Muthulingam. “Market Effects of Mandated Innovation: The Case of Corporate Average Fuel Economy Standards.”

- POMS Annual Meeting, Minneapolis MN, April 23-27, 2020 (abstract accepted – conference cancelled due to COVID-19)
- DSI Annual Meeting, New Orleans LA, November 23-25, 2019 (session chair)
- INFORMS Annual Meeting, Seattle WA, October 20-23, 2019

Swift, C.\*, V.D.R. Guide, Jr. and S. Muthulingam. “Does Supply Chain Visibility Affect Operating Performance? Evidence from Conflict Minerals Disclosures.”

- Academy of Management Annual Meeting, Virtual Conference, August 5-9, 2020

- Invited Talk, Tilburg University Department of Management, June 25, 2019
- POMS Annual Meeting, Washington DC, May 2-6, 2019
- DSI Annual Meeting, Chicago IL, November 17-19, 2018
- INFORMS Annual Meeting, Phoenix AZ, November 4-7, 2018
- POMS Annual Meeting, Houston TX, May 4-7, 2018
- 4<sup>th</sup> Annual Smeal Student Scholar Symposium, University Park PA, March 30, 2018
- Early-Career Sustainable Operations Workshop, Atlanta GA, March 2-4, 2018
- INFORMS Annual Meeting, Houston TX, October 22-25, 2017

Sebastianelli, R.\*, C. Swift, and N. Tamimi. "Structural Equation Models Exploring What Impacts Student Perceptions about Quality and Satisfaction in an Online MBA Program." 4<sup>th</sup> International Conference on Educational and Information Technology, Florence Italy, March 19-20, 2015.

Sebastianelli, R.\*, C. Swift, and N. Tamimi. "Developing an Index for Measuring Online Education Quality." 45<sup>th</sup> Annual Meeting of the Decision Sciences Institute, Tampa FL, November 22-25, 2014.

Swift, C.\*, R. Sebastianelli, and N. Tamimi. "How E-Tailer Attributes Affect Online Shopping Intention: The Moderating Effects of Age, Gender, and Prior Experience." Proceedings of the 43<sup>rd</sup> Annual Meeting of the Western Decision Sciences Institute, Napa CA, April 1-4, 2014, Paper #177, Internet & e-Business Track.

\* denotes presenter

## TEACHING EXPERIENCE

**University of Delaware**

***Instructor***

- BUAD 306 – Introduction to Service and Operations Management (UG)
  - In Person: S22, F25, S26
  - Online, Synchronous: S21
  - Online, Asynchronous: F21, S22, S23, F23, S24, F24, S25, F25, S26
- BUAD 446 – Planning Operations and Supply Chains (UG)
  - In Person: F21, F22, F23, F24
  - Online, Synchronous: F20
- BUAD 447 – Data Analysis and Quality Control (UG)
  - In Person: F22, F23
  - Online, Synchronous (SWUFE Partnership): S23
- BUAD 625 – Business Analytics Capstone (MS/MBA)
  - Hybrid: Summer 2021, Summer 2022, Spring 2023, Summer 2023

***Advisor***

Mark Rigor, High School Scholar

Yifan Ding (UG 2026), Undergraduate Research Program Winter Fellow Faculty Advisor

Sanika Nawathe (UG 2024), Honors Thesis Advisor

Kerem Gumus (UG 2024), Dean's Scholar Faculty Advisor

**The Pennsylvania State University**

***Instructor***

- SCM 404 – Demand Fulfillment – Summer 2017
- SCM 405 – Manufacturing & Services Strategies – Fall 2019

***Teaching Assistant***

- SCM 404 – Demand Fulfillment – Spring 2017

**The University of Scranton**

***Teaching Assistant***

- STAT 251/252 – Statistics for Business I/II

August 2012 – May 2014

- OIM 351 – Introduction to Management Science
- OIM 352 – Introduction to Operations Management
- OIM 363/OM 545 – Quality Management
- OIM 484/OM 544 – Business Forecasting Models (both in-person and online asynchronous)
- ACC 363/512 – Federal Taxes
- ACC 502 – Accounting for Management (online asynchronous)

## SERVICE & EXTRACURRICULAR ACTIVITIES

### University of Delaware

Member, Faculty Senate Coordinating Committee on Education	August 2022 – Present
Board Member, Lerner Diversity Council	August 2023 – Present
LGBTQ+ Caucus Chair, Lerner Diversity Council	August 2023 – Present
Faculty Advisor, Operations Management Club	November 2022 – Present
Co-Chair, W.L. Gore Lecture Series in Management Science	January 2023 – Present
BUAD Operations Management Faculty Search Committee	2021, 2022
UD Decision Days Faculty Representative	2022, 2023, 2024

### The Pennsylvania State University

President, Smeal Ph.D. Association (SPA)	May 2016 – May 2017
Executive Board, Smeal Ph.D. Association (SPA)	November 2014 – May 2017
Member, Smeal Honor & Integrity Committee	October 2014 – August 2015

### The University of Scranton

President, MBA Association	August 2013 – May 2014
Member, Library Advisory Committee	August 2012 – May 2014

### Ad-hoc Reviewer

*Journal of Operations Management*  
*Production and Operations Management*  
*Decision Sciences*  
*Proceedings of the Academy of Management*

## CONFERENCES, COURSES, AND WORKSHOPS

Annual Meeting of the Mid-Atlantic Faculty Teaching Alliance – Philadelphia – Spring 2025  
 Putting Learning Theories into Teaching Practice – UD CTAL – Fall 2024  
 Annual Meeting of the Mid-Atlantic Faculty Teaching Alliance – Camden, New Jersey – Spring 2024  
 International Trade Commission Go Global Conference – Providence, Rhode Island – November 2023  
 Harvard Business School’s Seminar on Case Teaching – Online Synchronous – Summer 2023  
 University of Delaware’s Professional Learning Community on Documenting Engaged Learning – Spring 2023  
 Erasmus University Purchasing & Supply Management Summer School – Rotterdam, Netherlands – June 2018  
 POMS Doctoral Student Consortium – Houston, Texas – May 2018  
 18<sup>th</sup> Annual Closed-Loop Supply Chain Workshop – Oslo, Norway – September 2018  
 17<sup>th</sup> Annual Closed-Loop Supply Chain Workshop – Bloomington, Indiana – October 2017  
 16<sup>th</sup> Annual Closed-Loop Supply Chain Workshop – Graz, Austria – September 2016  
 15<sup>th</sup> Annual Closed-Loop Supply Chain Workshop – Houston, Texas – October 2015  
 Tobyhanna Army Depot Lean Workshop – Tobyhanna, Pennsylvania – June 2014

## INVITED PRESENTATIONS & MEDIA MENTIONS

Digital Teaching Tools & Platforms – UD CTAL PLC on Student Engagement – Spring 2023  
 “Documenting the Effective Use of Digital Tools” – UD CTAL PLC on Student Engagement – April 4, 2023  
 “Using Google Tools for Assessment” – Lerner Faculty Teaching Showcase – March 7, 2023  
 “Boosting Student Motivation” – Lerner Female Faculty Connections – September 7, 2022  
 “Job Hunting, Networking, and Careers” – The Lattice Project, LGBTQ+ Teach-In – October 2022 (ppd)  
“Baby formula shortage in Delaware adds up to concern for parents” – *Delaware State News* – May 13, 2022

[“Supply chain bottleneck will continue without intervention, change in consumer behavior,” Newsweek, Nov 18, 2021](#)

## **AWARDS & SCHOLARSHIPS**

Lerner College Outstanding Teacher Award, 2025  
International Trade Commission Go Global Award Finalist (Innovative Education), 2023  
Journal of Operations Management's Jack Meredith Best Paper Finalist, 2020  
Edward & Susan Wilson Graduate Scholarship in Business, 2019-2020  
Frank P. and Mary Jean Smeal Endowment Fund Scholarship, 2015-2017  
Excellence in Operations Management Award, University of Scranton MBA Class of 2014  
Weinberg Memorial Library Research Prize Winner, 2014  
Outstanding Senior Award, Pennsylvania Institute of Certified Public Accountants, 2013

## **HONOR SOCIETY MEMBERSHIPS**

Beta Gamma Sigma (Second Level Member) – Honor Society for AACSB Accredited Business Programs  
Alpha Sigma Nu – International Honor Society for Jesuit Colleges and Universities  
Alpha Lambda Delta – National First Year Honor Society  
Omega Beta Sigma – Women in Business Honor Society  
Who's Who Among Students in American Universities & Colleges

## **PROFESSIONAL AFFILIATIONS**

INFORMS – Institute for Operations Research and the Management Sciences  
AOM – Academy of Management  
POMS – Production and Operations Management Society  
DSI – Decision Sciences Institute  
ASQ – American Society for Quality  
– Six Sigma Yellow Belt Certified  
APICS/ASCM – The Association for Supply Chain Management  
– Progress toward CPIM (Production & Inventory Manager) certification: 1 of 5 exams passed  
Mid-Atlantic Teaching Alliance

## **INDUSTRY EXPERIENCE**

Business Analyst, Integrated Capital Management – Scranton, PA	August 2012 – August 2014
Tax Associate, Tatulli & Associates, LLC – Scranton, PA	December 2011 – August 2012
Assistant Controller, Classic Properties – Clarks Summit, PA	April 2011 – January 2012