

## Curriculum Vitae

**Jeffery S. Smith**

### GENERAL INFORMATION

University Contact: Department of Marketing  
The College of Business  
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Florida State University  
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### Professional Preparation

May 2007 Doctor of Philosophy, University of South Carolina, Columbia, SC  
Major: Operations Management  
Minor: Management Information Systems  
Dissertation: An Examination of the Relationship Between Service Recovery  
System Structure, Service Operating Environment, and  
Recovery Performance.  
Dissertation supervisors: Dr. Kirk R. Karwan and Dr. Robert E. Markland

May 2000 Masters in Business Administration, University of Southern Indiana,  
Evansville, IN

July 1995 Bachelor of Science, University of Evansville, Evansville, IN  
Major: Mechanical Engineering

### Professional Experience

Since Fall 2006 Assistant Professor of Operations Management  
Department of Marketing  
The College of Business  
Florida State University  
Tenure track faculty member specializing in operations management

Fall 2002-  
Summer 2006 Research/Teaching Assistant  
Management Science Department  
Moore School of Business  
University of South Carolina, Columbia, SC  
Responsible for carrying out several research projects, teaching courses, and  
assisting faculty as a doctoral student

- Fall 1999- Instructor  
Fall 2002 Ivy Tech State College/Community College of Indiana, Evansville, IN  
Responsible for development, delivery, and administration of courses in basic mechanics and engineering while also being required to participate in organizational activities (e.g., hiring committees, student advisement, faculty advisement of student organizations).
- Summer 2000- Adjunct Instructor  
Spring 2001 University of Evansville, Evansville, IN  
Assisted in the development and delivery of a course in introductory engineering with an emphasis on preparing international students for a traditional engineering program.
- Fall 1995- Product/Design Engineer  
Fall 1999 Hansen Corporation, Princeton, IN  
Responsible for the design of electric motors while also being expected to oversee various parts of the production of the motors. Other responsibilities included participation in committees charged with generating documentation required for certification in ISO and QS quality programs.
- Fall 1992- Co-op Engineer  
Spring 1994 Mid-States Rubber Products, Princeton, IN  
Responsible for assisting the head plant engineer in all duties required to maintain production of rubber and plastic products.

### **Fellowship(s)**

- Fall 2002- Darla Moore Doctoral Student Fellowship  
Spring 2006 Management Science Department.  
Moore School of Business  
University of South Carolina, Columbia, SC

### **Honors and Awards**

- Awarded FSU College of Business Research Grant, Funded \$14,000, 2010  
Awarded Best Paper at Southeast Decision Sciences Conference, 2008  
Nominated for Graduate Mentoring award, Florida State University, 2007  
First Year Assistant Professor (FYAP) Summer Grant, Florida State University, Funded \$16,000, 2007  
Recognized for Excellence in Scholarly Achievement as a doctoral student in the Moore School of Business, University of South Carolina, 2005  
Decision Sciences Institute Doctoral Student Consortium, 2005  
Academy of Management Doctoral Student Consortium, 2005

### **Membership in Professional Organizations**

- Decision Sciences Institute

Production and Operations Management Society  
Licensed Professional Engineer, State of Indiana

## TEACHING

### **Courses Taught** (only while at Florida State University)<sup>1</sup>

Service Operations Management (MAN 3504), Fall 06, Spring and Fall 07, Spring and Fall 08,  
Fall 09  
Operations Management (MAN 5501), Fall 07, Summer and Fall 08, Summer and Fall 09,  
Spring 10

### **Member of Doctoral Dissertation Supervisory Committees**

Gavin Fox, Marketing, The College of Business, Florida State University, completed in May  
2009, placed at Texas Tech University  
Mike Giebelhausen, Marketing, The College of Business, Florida State University, completed in  
May 2009, placed at Cornell University  
Edward Ramirez, Marketing, The College of Business, Florida State University, completed in  
May 2010, placed at University of Texas, El Paso  
Mark R. Gleim, Marketing, The College of Business, Florida State University, expected  
completion in May 2011  
Jeremy Wolter, Marketing, The College of Business, Florida State University, expected  
completion in May 2012

## SCHOLARLY OR CREATIVE ACTIVITIES

### Publications

#### **Refereed Journal Articles Published or In-Press**

Smith, Jeffery S., Kirk R. Karwan, and Robert E. Markland, (2007) "A Note on the Growth of  
Research in Service Operations Management," *Production and Operations Management*,  
16 (6), 780-790.

Smith, Jeffery S., Gavin Fox, Sung-Hee Park and Lorraine Lee, (2008) "Institutional  
Antecedents to Research Productivity in Operations: The US Perspective," *International  
Journal of Operations and Production Management*, 28 (1), 7-26.

Lee, Lorraine, Kirk Fiedler, and Jeffery S. Smith, (2008) "Radio Frequency Identification  
(RFID) Implementation in the Service Sector: A Customer-Focused Diffusion Model,"  
*International Journal of Production Economics*, 112 (2), 287-600.

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<sup>1</sup> A summary of teaching effectiveness is provided in my Statement on Teaching

- Smith, Jeffery S., Kirk R. Karwan, and Robert E. Markland, (2009) "An Empirical Investigation of the Structural Dimensions of the Service Recovery System," *Decision Sciences*, 40 (1), 165-186.
- William Kettinger, Sung-Hee Park and Jeffery S. Smith, (2009) "Understanding the Behavioral Consequences of Information Systems Service Quality on IS Service Reuse: A Behavioral Intentions Model," *Information and Management*, 46 (6), 335-341.
- Smith, Jeffery S., Lorraine Lee, and Mark Gleim, (2009) "The Impact of RFID on Service Organizations: A Service Profit Chain Perspective," *Managing Service Quality*, 19 (2), 179-1940
- Smith, Jeffery S., and Kirk R. Karwan, (2010) "Empirical Profiles of Service Recovery Systems: The Maturity Perspective," *Journal of Service Research*, 13 (1), 111-125.
- Smith, Jeffery S., Gavin Fox, and Edward Ramirez, (Forthcoming) "An Integrated Perspective of Service Recovery: A Socio-Technical Systems Approach," *Journal of Service Research*.
- Cronin Jr., J. Joseph, Jeffery S. Smith, Edward Ramirez, Mark Gleim, and Jennifer Martinez, "Sustainability-Oriented Marketing Strategies: An Examination of Stakeholders and the Opportunities," accepted at the *Journal of the Academy of Marketing Science*.

### **Refereed Journal Articles in the Review Process**

- Markland, Robert E., Kirk R. Karwan, and Jeffery S. Smith, "Service Operations Management Research: A Reflective Review and Analysis," under review at *International Journal of Operations and Production Management*.
- Gleim, Mark R., Jeffery S. Smith, and J. Joseph Cronin, Jr., "Against the Green: A Multi-Method Examination of the Barriers to Green Consumption," under review at the *Journal of Marketing*.
- Fox, Gavin, Jeffery S. Smith, and J. Joseph Cronin, Jr., "Weaving Webs of Innovation," under revision at *International Journal of Operations and Production Management*.
- Martinez, Jennifer, J. Joseph Cronin, Jr., and Jeffery S. Smith, "Consumers Green Orientation: Conceptualizing and Measuring the Effect of Green Marketing Strategies," under review at the *Journal of the Academy of Marketing Science*.
- Smith, Jeffery S., Paul F. Nagy, and Kirk R. Karwan, "The Contingent Nature of Service Recovery System Structure," under revision at *International Journal of Operations and Production Management*.

### **Conference Proceedings and Presentations**

- Karwan, Kirk R. and Jeffery S. Smith (2010), "The Realities of Corporate Sustainability," Decision Sciences National Conference, San Diego, CA
- Smith, Jeffery S. and Kirk R. Karwan (2009), "The Effectiveness of Service Recovery Systems: An Investigation of Structures and Practices," Decision Sciences National Conference, New Orleans, LA
- Smith, Jeffery S., Mark Gleim, and Sung-Hee Park (2009), "Consumer Acceptance of RFID: A Test of Competing Models," Southeast Decision Sciences Conference, Charleston, SC
- Smith, Jeffery S., Gavin Fox, and Edward Ramirez (2008), "An Empirical Analysis of the Barriers to Service Recovery," Decision Sciences National Conference, Baltimore, MD
- Park, Sung-Hee, Andy Borchert, and Jeffery S. Smith (2008), "Business Value of IS Security Quality: The Effect of Data Breaches on the Market Value of the Firm," Decision Sciences National Conference, Baltimore, MD
- Karwan, Kirk R., Jeffery S. Smith and Robert E. Markland (2008), "Service Operations Management Research: Who, What, When, Where, and How," Production and Operations Management Society National Conference, La Jolla, CA
- Smith, Jeffery S. and Kirk R. Karwan (2008), "The Contingent Nature of Service Recovery System Structures," Southeast Decision Sciences Conference, Orlando, FL – This paper was recognized with the Best Paper Award.
- Fiedler, Kirk, Lorraine Lee, and Jeffery S. Smith (2007), "RFID in Services: An Alternate Diffusion Model," Decision Sciences National Conference, Phoenix, AZ
- Smith, Jeffery S. and Kirk R. Karwan (2006), "An Integrative Model of the Individual and Organizational Factors Affecting Service Recovery," Decision Sciences National Conference, San Antonio, TX
- Smith, Jeffery S. and Kirk R. Karwan (2005), "The Impact of Culture on Service Recovery: An Exploratory Investigation," Decision Sciences National Conference, San Francisco, CA
- Smith, Jeffery S. and Jayanth Jayaram (2003), "Green Procurement in Public Organizations," Decision Sciences National Conference, Washington, DC

### **Working Papers and Projects**

- "An Empirical Assessment of Service Recovery System Effectiveness," with Kirk Karwan and Robert Markland. To be submitted to *Operations Management Research* in the Summer of 2010.

“Service Recovery System Development: The Environmental Contingency Perspective.” To be submitted to *Journal of Operations Management* in the Fall of 2010.

“The Contingent Nature of Service Recovery Expectations,” with David Ding. Expected completion and submission in the Fall of 2010 with the journal to be determined.

“An Empirical Examination of the Barriers to Service Recovery,” with Gavin Fox and Mike Brusco. To be submitted to *Journal of Operations Management* in the Summer of 2010.

“Understanding Consumer Acceptance of RFID: Drivers Versus Enablers,” with Mark Gleim. To be submitted to *Decision Sciences* in Fall of 2010.

“An Empirical Examination of the Factors that Affect RFID Utilization,” with Sung-Hee Park, Mark Gleim, and William Kettinger. To be submitted to the *Journal of Management Information Systems*.

“Internal and External Drivers of Innovation: A Spatial Econometrics Approach,” with Gavin Fox, Joe Cronin, and Mike Brusco. To be submitted to *International Journal of Production Research*.

## **SERVICE**

### **Florida State University**

#### **Department of Marketing**

Member, Departmental Undergraduate Curriculum Committee, Department of Marketing  
Member, First year Ph.D. student assessment committee  
Participant, Marketing Department mock interview session  
Graduation representative, Marketing Department

#### **College of Business**

Participant, Hall of Fame Leadership Activities  
Member, College Diversity Committee

## **The Profession**

### **Editorial Experience**

Area Editor – *Operations Management Research*

### **Ad-Hoc Reviewer for Refereed Journals**

*International Journal of Operations and Production Management*

*European Journal of Operational Research*

*Operations Management Research*

*International Journal of Engineering Management and Economics*

*International Journal of Information Technology and Management*

*Journal of International Marketing*

Decision Sciences National Conference

Academy of Management National Conference

### **Miscellaneous Activities**

Sustainability Track Chair – Academy of Marketing Science

Session Chair, Decision Sciences National Conference

Session Chair, Southeast Decisions Sciences Conference

Invited Panel Discussant, Southeast Decisions Sciences Conference

External book reviewer, Heizer and Render (Introduction to Operations Management, 9<sup>th</sup> ed.)

Member, Production and Operations Management Society Library Promotion Committee

## REFERENCES

Kirk R. Karwan  
Robert E. Hughes Professor of Business Administration  
Department of Business and Accounting  
201-M Hipp Hall  
Furman University  
3300 Poinsett Highway  
Greenville, SC 29613  
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Robert E. Markland  
Distinguished Professor Emeritus  
Management Science Department  
The Moore School of Business  
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Columbia, SC 29208  
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