

## SHENEETA W. WHITE

The University of St. Thomas  
Department of Operations and Supply Chain Management  
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### EDUCATION

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**Virginia Polytechnic Institute and State University**, Blacksburg, VA

*Ph.D., Management Science*, July 2009

Dissertation: Planning and Scheduling of Complex, High Value-Adding Service Operations

**North Carolina State University**, Raleigh, NC

*Master of Business Administration*, December 2002

**Xavier University of Louisiana**, New Orleans, LA

*B.S. in Computer Science* May 1998

### ACADEMIC APPOINTMENTS

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**University of St. Thomas, Opus College of Business**, St. Paul, MN

Associate Professor, Operations and Supply Chain Management Department

(September 2009 – present)

### REFEREED JOURNAL ARTICLES

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Finnegan, Amy C.; Klein, Michael C.; Michaelson, Christopher M.; **White, S.W.** (2016) “Can Business Help to Cultivate Peace and Wellbeing? A Pedagogical Case Study”, *Business, Peace and Sustainable Development*, Vol 2016, No. 8, pp. 55-69.

Russell, R., Johnson, D.M., and **White, S.W.** (2016) “Perceptions of Care Quality and the Effect on Patient Satisfaction”, *International Journal of Quality & Reliability Management*, Vol. 33, No.8, pp. 1202 – 1229.

Russell, R., Johnson, D.M., and **White, S.W.** (2015) “Patient perceptions of quality: Analyzing patient satisfaction surveys”, *International Journal of Operations and Production Management*, Vol. 35, No.8, pp. 1158 – 1181.

**White, S.W.** and Bordoloi, S.K. (2015) “A review of DEA-based resource and cost allocation models: implications for services,” *International Journal of Services and Operations Management*, Vol. 20, No.1, pp. 86-101.

Grimm, S.D. and **White, S.W.** (2014) “A Simulation Study of the Influences of PCAOB Regulatory Guidance on the Internal Control Audit Process: An Analysis of Relationships, Risk and Information Sharing,” *Research on Professional Responsibility and Ethics in Accounting*, Vol. 18, pp. 33-67.

**White, S.** (2013) “An experimentally confirmed manpower planning model of services under production function uncertainties,” *International Journal of Production Economics*, Vol. 141, No.2, pp. 478-484.

Sanders-Jones, J., **White, S.**, and Olson, J. (2013) “University of St. Thomas uses AHP to grow Operations Management Major,” *International Journal of Information and Operations Management Education*, Vol. 5, No.2, pp. 130-153.

**White, S.**, and Badinelli, R. (2012) “A model for efficiency-based resource integration in services,” *European Journal of Operational Research*, Vol. 217, No.2, pp. 439-447.

## OTHER INTELLECTUAL CONTRIBUTIONS

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**White, Sheneeta.** (2013) “GroBaby Foods: Green Sourcing “. Ed. Steven M. Leon. *Sustainability in Supply Chain Management Casebook: Applications in SCM*. New Jersey: Pearson, pp. 197-205.

## PAPERS IN PROGRESS

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**White, S.**, “A Decision Support System for Analyzing Patient Perceptions of Quality in Healthcare”. Status: In preparation for *Decision Support Systems Journal*.

Jones Sanders, J. and **White, S.** “ Supplier Diversification for the Common Good”. Status: Working Paper

## CONFERENCE PRESENTATIONS AND PROCEEDINGS

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Jones Sanders, J., and White, S., “Supplier Diversification for the Common Good,” *Opus College of Business Research Forum*, Minneapolis, MN: March 2018.

Jones Sanders, J., and White, S., “Examining the Role of Academic Research in the Development and Improvement of a Supplier Diversification Programs,” *The Decision Sciences Institute Annual Conference*, Washington DC: November 2017.

White, S., Johnson, D., and Russell, R., “A Decision Support System for Analyzing Patient Perceptions of Quality in Healthcare,” *POMS Annual Conference*, Orlando, FL: May 2016. Acceptance#: 065-0489.

Johnson, D., Russell, R., and White, S., “Multi-Year Multivariate Modeling of Service Quality and Patient Satisfaction,” *POMS Annual Conference*, Washington, DC: May 2015.

Johnson, D., Russell, R., and White, S., “Analyzing Patient Satisfaction Surveys for Process Improvement,” *POMS Annual Conference*, Atlanta, GA: May 2014.

Grimm, S., and White, S., “A simulation study of the effects of perceived risk and information sharing on the internal control process,” *Annual Meeting of the American Accounting Association*, Denver, CO: August 2011.

White, S., and Badinelli, R., “Resource integration in services,” *The Grand Challenge in Service Conference*, Cambridge, UK: September 2010.

White, S., and Badinelli, R., “The impact of co-production on workforce planning decisions,” *The Institute for Operations Research and the Management Sciences Annual Conference*, San Diego, CA: October 2009.

White, S., and Badinelli, R., “Applying technology functions in service operations,” *The Institute for Operations Research and the Management Sciences Annual Conference*, Washington DC: October 2008.

White, S., and Badinelli, R., “Business-to-business service-operations planning with client involvement,” *The Decision Sciences Institute Annual Conference*, Phoenix: November 2007.

## TEACHING EXPERIENCE

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### **Associate Professor, University of St. Thomas**

Undergraduate courses taught:

- Introduction to Operations Management
- Service Operations Management

Graduate courses taught:

- Introduction to Operations Management
- Quality Management and Six Sigma

Executive Education courses taught:

- Introduction to Business Analytics
- Mini-MBA – Operations Management

### **Guest Lecturer, Michigan Tech**

Invited to teach a Service Operations lecture in the following courses:

- Operations Strategy (March 2011)

- Operations Management (March 2011)
- Service Systems Operations (March 2011)

## PROFESSIONAL EXPERIENCE

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### **IBM Research**, Yorktown Heights, NY

Summer 2006

#### Research Intern - Mathematical Sciences Department

Applied optimization techniques to problems in workforce management for IBM Global Business Services. This work was part of IBM's focus towards providing decision analytic resources for the Services sector.

### **IBM**, Research Triangle Park, NC

1998 - 2005

#### ISV Marketing Manager

Managed marketing incentive program for IBM Independent Software Vendors (ISV) & Business Partners. Developed marketing collateral and webpage content.

#### Business Analyst

Collaborated with cross-functional teams to assist with the development and customer interfacing activities for an e-business based process and tool set for the announcement of IBM products, offerings, and solutions.

#### Project Team Lead

Improved customer relationships by monitoring monthly support and fix activities. Organized project plan and maintained project scope. Reported & tracked project budget to ensure accuracy. Communicated project progress with customers in the US, UK, Asia Pacific, and Mexico.

#### Information Technology Specialist

Developed an application that dynamically adjusted plant production volumes in response to customer order rates and plant supply capability. Prepared high-level design documentation.

## SERVICE

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### **To the Operations and Supply Chain Management Department**

- Chair, Summa Cum Laude Examination – Regan Howerton (Spring 2018)
- Volunteer, Business Major Event (2018)
- Adjunct Faculty Coordinator (2013 – 2015)
- Faculty Advisor, Operations and Supply Chain Management Club (2010 – 2016)
- Committee Member, OPMT 480 AOL Assessment (Spring 2014, Spring 2015)
- Committee Member, Summa Cum Laude Examination – Rebecca Hamel (Spring 2014)

- Search Committee Member, Operations and Supply Chain Management Department (2010)
- Volunteer, Freshman Orientation (2010 – present)

### **To the Opus College of Business**

- Committee Member, Opus College of Business Undergraduate Curriculum Redesign (Vision 2030) Taskforce (2017 – present)
- Faculty Council Representative, Promise Prize Scholarship (April 2015 – Present)
- Healthcare Innovation Panel Moderator, 2016 Blue Cross Blue Shield Annual Client (May 2016)
- Co-chair, Opus College of Business Strategic Planning Committee (2014 - 2015)
- Speaker/Presenter for UST-OCB, Ignite Minneapolis (November 2015)
- Committee Member, Opus College of Business Strategic Planning Committee (2012 – 2014)
- Committee Member, Learners to Leaders Minority Program. (2011 - 2012).
- Volunteer, Multicultural Forum on Workplace Diversity
- Volunteer, OCB Phon-a-thon (2009 – 2011)

### **To the University of St. Thomas**

- Co-chair, Academic Program Review Committee (2017 – present)
- Committee Member, Committee on Teaching Evaluation (2012 – 2015)
- Member, University Advocates for Women and Equity Coordinating Council (2011 – 2014)
- Faculty Marshal, Undergraduate Graduation Ceremonies (2010, 2011, 2014)
- Mentor, Linkages Mentoring Program (2011)
- Speaker, National Society of Collegiate Scholars (2010)
- Volunteer, UST Holiday Dinner for the Homeless (2009)

### **To the Discipline**

- Reviewer for the *International Journal of Quality & Reliability Management*, 2017
- Session Chair, “Teaching Service Science”, INFORMS Annual Conference 2012
- Reviewer for the journal *European Journal of Operational Research*, 2011
- Reviewer for the journal *International Journal of Production Economics*, 2011
- Awards Committee Chairperson for the INFORMS Service Science Section Best Paper Competition, 2009, 2010, 2011
- Session Chair, “Workforce Management of Services”, INFORMS Annual Conference 2009
- Session Chair, “Productivity in Service Operations”, INFORMS Annual Conference 2008
- Reviewer for the Academy of Management (OM Division), 2008, 2009
- Reviewer for the journal *Interfaces*, 2007

## AFFILIATIONS

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Institute for Operations Research and the Management Sciences (INFORMS)  
Production & Operations Management Society (POMS)  
Decision Sciences Institute (DSI)  
The PhD Project