

**POMS 2019 Practice Leaders Semi-Plenary Session**  
**Friday, May 3, 2019, 9:45 AM – 11:15 AM**  
**Practice Leaders Forum - 1**

**Venue: Jefferson East**

**Moderators:** Carrie Queenan (University of South Carolina) and Claire Senot (Tulane University)

**Speakers:**

1. Amit Garg – Chief Executive Officer, CR Mantra, Inc
2. Kevin Knarr – Senior Vice President, UnitedHealthcare
3. Linda Whitaker – Vice President Science, Cognira

**Session Title:** POMS Practice Leaders 1

**Abstract:** This session presents various operational challenges, solutions and innovations observed by practice leaders in customer relationship management, healthcare, and retail industries respectively. Their views open up research opportunities for OM researchers.

**Amit Garg – CEO of CR Mantra, Inc**

Amit Garg is the CEO of CRMantra, a company specializing in technology and strategy in the areas of Sales, Service and Marketing—broadly classified as CRM (Customer Relationship Management). Amit has over 15 years of experience with business practices and technologies in the areas of salesforce automation, pricing and contract management, and omni-channel sales and service. At CRMantra, Amit has been instrumental in successful CRM deployments at many customers such as Deutsche Telekom AG (with approx. 40 million customers and over 20,000 call center agents), GE Healthcare (with over 10,000 sales and service agents), LexisNexis, Intuit, Yahoo!, etc. Before founding CRMantra in 2005, Amit was a Product Line Manager at Siebel Systems (acquired by Oracle) a pioneer of CRM applications, where he managed and revamped their CPQ (Configure, Price, Quote) products.

Before Siebel Systems, Amit spent a decade working in the areas of Price Management and Supply Chain Management. He started his career as a Research Staff Member at the IBM T J Watson Research Center where conducted research in the areas of supply chain, price optimization, and design of markets and auctions for transportation and semiconductor manufacturing industries. Amit's research at IBM resulted in filing of seven patents. After IBM, Amit was the Chief Scientist at NonStop Solutions (acquired by Manhattan Associates) where he and his team developed data-mining and pattern recognition algorithms for large-scale retail and distribution industry supply chain optimization.

Amit has a PhD in Industrial Engineering from Stanford University, an MS in Industrial Engineering from SUNY at Buffalo, and a BTech (Hons) in Mechanical Engineering from the Indian Institute of Technology – Kharagpur.



**Kevin Knarr – SVP, UnitedHealth Group, Operations Modernization and Performance Effectiveness**



Kevin is currently responsible for UHG’s 3-year program to redefine broad-scale business models while materially reducing operating costs. Prior to this role, Kevin was the Chief Operating Officer for UnitedHealthcare Employer & Individual, serving 25 million consumers. His responsibilities included Enrollment & Billing Operations, Broker and Employer Operations, Claim Operations and Consumer Services. He was also responsible for Specialty Benefits Operations as well as Polaris Operations. Prior to that, Kevin led the Benefits Operations area for Amil in Brazil. In that capacity, he had the responsibility for all managed care core administrative operations serving Amil’s 6 million members, nationally. Kevin joined UnitedHealth Group in 2009 as Vice President, Enterprise Operations, of UnitedHealth Group. UnitedHealth Group, through its family of businesses, works to improve the health care system and advance the health and well-being of individuals and communities so that they can enjoy better, fuller lives.

Kevin earned a Bachelor of Arts degree in Economics, and a Minor in Business Administration, from the Whittemore School of Business and Economics at the University of New Hampshire.

Kevin serves on the University of New Hampshire Foundation Board as well as the Board of the Peter T. Paul School of Business and Economics at UNH. He is active in the D.C. community, a member of the Citizen’s Association of Georgetown, the City Tavern Club, and the National Capital Velo Club.

**Linda Whitaker –VP Science, Cognira**

Dr. Linda Whitaker is a leading innovator and practitioner of applied retail science at Cognira, a boutique consulting and software analytics company that focuses exclusively on retail merchandising and supply chain. Cognira’s goal is to make science easy for retailers, and to help them get the most value from their advanced science solutions.



Linda’s expertise ranges across traditional operations research, computational data science and artificial intelligence. Linda has worked with hundreds of retailers across multiple verticals and geographies and developed expertise in areas such as replenishment, allocation, demand forecasting, assortment planning/optimization, pack optimization, order planning/network optimization, pricing, promotional effectiveness/optimization, and customer profiling.

Linda received her B.S. in Mathematics from Eckerd College and earned a Master’s degree and Ph.D. in Operations Research from The Georgia Institute of Technology.

*Linda welcomes face-to-face meetings with Ph.D. students interested in doing research or working in the retail industry at the upcoming 2019 POMS conference. Interested Ph.D. students are encouraged to send their CV and a short paragraph outlining their interest(s) directly to Dr. Linda Whitaker ([linda.whitaker@cognira.com](mailto:linda.whitaker@cognira.com)).*

**POMS 2018 Practice Leaders Semi-Plenary Session**  
**Friday, May 3, 2019, 1.30 PM – 3.00 PM**  
**Practice Leaders Forum - 2**

**Venue: Jefferson East**

**Moderator(s):** Carrie Queenan (University of South Carolina) and Claire Senot (Tulane University)

**Speakers:**

1. Dino Petrarolo – Senior Vice President (CCI Inc.) and Chief Executive Officer (NrG)
2. Colin Kessinger – Principal, end-to-end Analytics
3. Constantine Moros – EY Advisory Services Director and Central Southeastern Europe & Central Asia (CESA) Advisory Markets Coordinator

**Session Title:** POMS Practice Leaders 2

**Abstract:** This session presents various operational challenges, solutions and innovations observed by practice leaders in sustainability, supply chain, and management consulting respectively. Their views open up research opportunities for OM researchers.

**Dino Petrarolo -- SVP (CCI Inc.) and CEO (NrG)**

Dr. Dino Petrarolo is a Senior Vice President of Competitive Capabilities International (CCI) Inc., responsible for the ASPAC Region, as well as Africa related business development. He is also involved in the Renewable Energy sector as CEO of Next Renewable Generation (NrG) in Africa. Prior to his current roles, Dino worked in the Automotive and FMCG industries in business leadership and strategic development roles which includes PG Glass, Anglo American and SABMiller.



Dino obtained both his MSc and PhD Degrees in Industrial Engineering from the University of the Witwatersrand (Johannesburg). He is registered as a Professional Engineer in South Africa, as well as a Chartered Engineer in the UK. In 2008, Dino received the international Martin K. Starr Excellence in Production and Operations Management Practice Award for recognition of major contributions to the field.

Dino is a POMS Board member as VP Africa/Middle East and is also active in academic and industry circles as follows:

- Member of the Advisory Board for the Department of Industrial & Systems Engineering at the University of Pretoria, South Africa
- Member of the Industry Advisory Committee of the School of Mechanical, Industrial and Aeronautical Engineering at the University of the Witwatersrand (Johannesburg, South Africa)
- Independent Advisor & Panel member for the Clothing & Textiles Competitive Programme of the Industrial Development Corporation of South Africa

### **Colin Kessinger – Principal, end-to-end Analytics**



Colin Kessinger has worked the last 15 years as a supply chain innovator and counselor to senior procurement, manufacturing, and marketing executives. Over his career his work has focused on applying advanced quantitative techniques to risk management, supply chain flexibility, forecasting, capacity planning, and strategic contract design.

Colin has consulted extensively in the capital equipment, high technology, electronics, telecommunications, office equipment, baked goods and automotive sectors. He also co-founded Vivecon Corporation to commercialize a risk-management framework for managing demand and supply uncertainty. This framework was an outgrowth of his research as an Assistant Professor of Operations at the University of Michigan, where he focused on supply chain flexibility and contract design. As a result of this work, he holds several patents in the area of supply chain risk Management. Colin received the 2018 Martin K. Starr Excellence in Production and Operations Management Practice Award for recognition of major contributions to the field.

Colin holds B.Sc. and M.Eng. degrees in Operations Research and Industrial Engineering from Cornell University, and a Ph.D. in Industrial Engineering and Engineering Management from Stanford University. Colin has also served as a lecturer of Operations Management at Stanford University and Berkeley.

### **Constantine Moros – EY Advisory Services Director and Central Southeastern Europe & Central Asia (CESA) Advisory Markets Coordinator**

Constantine is a Director of Advisory Services at EY in Greece as well as the Central, Eastern, Southeastern Europe & Central Asia EY Advisory Markets Coordinator. Constantine has over 19 years of accumulated professional experience in the fields of performance management, business strategy and planning, operations and supply chain management, business analytics, and corporate finance. Constantine's previous positions include Equity Analyst at a subsidiary investment company of Piraeus Bank in Greece, Senior Equity Analyst and Member of the Investment Committee at the subsidiary investment company of Agricultural Bank of Greece (ATE Bank), CFO in one of the three largest luxury apparel distribution and retailing companies in Greece, Head of Operations & Procurement Management of one of the global product divisions at Hugo Boss Group in Switzerland, and more recently Senior Manager within the advisory industry (at EY-Advisory Services and previously at ICAP Group-Management Consultants and Kantor Management Consultants).



Constantine is also an adjunct Professor at the Business College of Athens (BCA), and the main Lecturer of the MIT Enterprise Forum-Greece startup competition training bootcamp.

Constantine holds a PhD/DBA in operations management and corporate strategy with distinction (Merit) from IE Business School-IE University, an MSc degree from IE Business School-IE University, an MBA from the University of Chicago, an MSc degree from the University of Strathclyde-Business School, and a BSc degree from the American College of Greece. He is a member of the CFA Institute, the Education-Innovation-Entrepreneurship committee of the American-Hellenic Chamber of Commerce, INFORMS, AoM, and POMS where he also serves as a Practice Leader.