

# Erfan Rezvani

## Education

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Ph.D. in Business Administration August 2015 August 2019  
University of Massachusetts Amherst, MA

Dissertation title: Essays on firm behaviors on online market platforms.

M.S. in Business Management August 2012 May 2014  
University of Delaware Newark, DE

Thesis title: Evaluating financial performance of hotels in vicinity of well-known medical facilities.

M.S. in Industrial Engineering August 2007 May 2009  
Chalmers University of Technology Goteborg, Sweden

Thesis title: Managing capacity and quality: A search for the impact of service delivery in healthcare system dynamics

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Fall 2022

Clark University (School of Management)

Operations & Supply Chain Management (Graduate level)

Quantitative Methods for Managers (Undergraduate level)

Operations Management (Undergraduate level)

Fall 2019 Spring 2022

Fall 2019 Spring 2022

Spring 2020, 2021, 2022

University of Massachusetts Amherst (Isenberg School of Management)

Lodging Operations Management. (Undergraduate level)

Social Media Marketing and Analytics (Undergraduate level)

Spring 2019 & Fall 2018

Spring 2018

*Research publication and Presentations*

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Rezvani E., & Rojas C. (2022) Firm responsiveness to consumers reviews: The effect on online reputation. *Journal of Economic & Management Strategy*, 1(4), 898-922.

Rezvani E., & Rojas C. (2020) Spatial Price Competition in Manhattan Hotel Market: The Role of Location, Quality, and Online Reputation. *Managerial and Decision Economics*, 63(1), 49

Rezvani E., Assaf, A., Uysal, M., & Lee, M. (2019) Learning from Ours and Others: The Moderating Role of Customer Evaluated Performance Gap. *International Journal of Hospitality Management*, 84(2019), 1-13 ( z)22.998 (v)12.002