Nadège Levallet MBA, Ph.D.
Associate Professor, Management and Information Systems
University of Maine
Email: nadege.levallet@maine.edu

EDUCATION

Ph.D. (Management Information Systems), *Smith School of Business, Queen's University,* Canada (2014)
- SSHRC Doctoral Fellowship (Government of Canada) recipient (declined) and D.D. Monieson fellowship (Queen's University) recipient
- Specialization: Management information systems (MIS) with a focus on strategy and innovation
- Dissertation: "Strategic improvisation in turbulent times: The role of information systems"

MBA (General Management), *Telfer School of Management, University of Ottawa,* Canada (1999)
- General management with an emphasis on project management
- MBA project on risk management with the Canadian Department of National Defence
- Research assistant, Centre on Governance: Regional and international corporate governance

Diplôme d'Études Supérieures en Management (DESMA), *Grenoble École de Management, France (1999)*
- Bachelor of Commerce and Master of Science in Management

RESEARCH ACTIVITIES
◊ Indicates graduate student author. §Indicates undergraduate student author

Publications (Peer-Reviewed Journal Articles)
- Choi, E., **Levallet, N.,** & Bharti, M. (2024). "Mindfulness and psychological capital: Examining the role of Intention from the person perspective in a multi-week mindfulness training program", *Personnel Review* (53:7), 1885-1908. *https://doi.org/10.1108/PR-06-2023-0512*
- **Levallet, N**., Ahuja, S. & Wood, C. § (2023). "Agility and improvisation in Ontario's craft breweries: Capabilities for constraints-based innovation", *Journal of Small Business Management* (62:4), 1865-1906. https://doi.org/10.1080/00472778.2023.2182442
- Finch, D., **Levallet, N.,** McIntyre, S., and Pyde, K. (2023) "What makes a product manager? A dynamic capabilities view of product management", *International Journal of Product Development* (27:3), 213-244. https://doi.org/10.1504/IJPD.2023.133056
- Finch, D.J., **Levallet, N.,** Saunders, C., Field, E., Ribeiro, J., Raby, S., Roberts, M., Uzoka, F.-M., and Campbell, A. (2023), "A dynamic capability view of career adaptation: an exploratory study", *Education + Training* (65:5), 769-789. https://doi.org/10.1108/ET-06-2021-0235

- **Levallet, N.,** Finch, D., Mccaffery, T., Espinoza, A§, & Raby, S. (2023). "A dynamic management capabilities view of small to medium-sized enterprise export readiness", *International Journal of Entrepreneurship and Small Business* (48:4), 359-388. https://doi.org/10.1504/IJESB.2023.130827
- Finch, D., O'Reilly, N, **Levallet, N**. & Mikkelson, A. (2023). "A dynamic capabilities view of the NBA and esports", *International Journal of Sport Management and Marketing, (23:1-2), 62-79*. https://doi.org/10.1504/IJSMM.2023.130431
- Hasani, T., Rezania, D., **Levallet, N.**, O'Reilly, N., Mohammadi, M., (2023). "Privacy enhancing technology adoption and its impact on SMEs' performance", *International Journal of Engineering Business Management* (15), 1-26. https://doi.org/10.1177/18479790231172874
- Finch, D., Abeza, G., O'Reilly, N., Nadeau, J., **Levallet, N.** Legg, D. & Foster W.M. (2022). "Season ticket holder segmentation in professional sports: An application of the sport relationship marketing model", *International Journal of Sport Marketing and Sponsorship* (23:1),110-131. https://doi.org/10.1108/IJSMS-08-2020-0150
- Finch, D.J., O'Reilly, N., Legg, D., **Levallet**, **N**. and Fody, E. § (2022), "So you want to work in sports? An exploratory study of sport business employability", *Sport, Business and Management* (12: 2), 117-134. https://doi.org/10.1108/SBM-02-2021-0013
- **Levallet N.** & Chan, Y.E. (2022). "Uncovering a new form of digitally-enabled agility: An improvisational perspective", *European Journal of Information Systems.* https://doi.org/10.1080/0960085X.2022.2035262
- Li, T. ◊, Chan, Y.E. & **Levallet, N.** (2022). "Leveraging digital platforms for strategic advantage: Lessons learned from Instacart", *MIS Quarterly Executive* (21:3), 227-239
- O'Reilly, N., Finch, D., Abeza, G., **Levallet, N.,** Nadeau, J., Legg, D., Foster, W.M., & Blake, C. (2022) "Segmentation of season ticket holders in minor league North American professional sport", *Sport Innovation Journal* (3:1), 16-29
- **Levallet N.,** Denford, J.S., & Chan, Y.E. (2021). "Following the MAP (methods, approaches, perspectives) in IS research*", Information Systems Research* (32:1), 130-146, https://doi.org/10.1287/isre.2020.0964
- Dorland, AM., Finch, D., **Levallet, N.,** Raby, S., Ross, S. & Winston, A§ (2020). "An entrepreneurial view of universal work-integrated learning", *Education + Training* (62:4), 393-411, https://doi-org.wv-o-ursus-proxy02.ursus.maine.edu/10.1108/ET-11-2019-0260
- Naraine, M.L., O'Reilly N., **Levallet, N.** & Wanless, E. (2020). "If you build it, will they log on? Wi-Fi usage and behavior while attending National Basketball Association games", *Sport, Business and Management: An International Journal* (10:2), 207-226
- **Levallet, N**., & Chan, Y.E. (2019). "Organizational knowledge retention and knowledge loss", *Journal of Knowledge Management* (23:1), 176-199. https://doi.org/10.1108/JKM-08-2017-0358
- **Levallet N.,** & Chan, Y.E. (2018). "Role of digital capabilities in unleashing the power of managerial improvisation", *MIS Quarterly Executive* (17:1), 1-21
- Finch, D, Peacock, M., **Levallet N.** & Foster W.M. (2016). "A dynamic capabilities view of employability: exploring the drivers of competitive advantage for university graduates", *Education + Training,* 58(1), 61-81. https://doi.org/10.1108/ET-02-2015-0013
- Pegoraro, A., O'Reilly, N., & **Levallet, N.** (2009). "Gender-based sponsorship of grassroots events as an agent of corporate social responsibility: The case of a national women's triathlon series*", Journal of Sponsorship (now Journal of Brand Strategy)*, 2(2), 140-151

Publications (Book Chapters)
- **Levallet, N.** & Denford, J. S. (forthcoming). "Chapter 14 - Qualitative comparative analysis (QCA) research guidelines", in the *Research Handbook in Sport Marketing*, edited by Norm O'Reilly & Gashaw Abeza, Edward Elgar Publishing, UK.
- Finch, D. & **Levallet, N.** (2020). "Chapter 10 - A dynamic capabilities view of talent acquisition: Resource verification and risk management", in A *Dynamic Look at Organizational Behavior Topics,* edited by Yannick Griep and Samantha Hansen, Edward Elgar Publishing, UK, pp. 149-167 https://www.e-elgar.com/shop/usd/handbook-on-the-temporal-dynamics-of-organizational-behavior-9781788974370.html
- **Levallet, N.** & Chan, Y.E. (2016). "Knowledge loss and retention: The paradoxical role of IT" in *Successes and Failures of Knowledge Management,* edited by Jay Liebowitz, Elsevier, Cambridge, MA, pp. 97-111.
  https://www.sciencedirect.com/book/9780128051870/successes-and-failures-of-knowledge-management

Publications (Research Reports and Discussion Papers)
- Finch, D.J., **Levallet N.**, Field, E., Raby, S., Saunders, C., Roberts, M., Uzoka, F-M., McIntyre, S., Ribeiro, J., & Cressman, S. (2020). "Calgary on the precipice: Learning our way forward". Research report and summary & recommendations. Available at https://www.calgaryeconomicdevelopment.com/assets/Reports/Research/Calgary-on-the-Precipice-Research-Full-Report.pdf
- Finch, D.J., Leduc, R., Legg, D., **Levallet, N.,** O'Reilly, N., Pon, P., Raby, S., & Stone, M. (June 2020). "The Future of the Live Experience Economy: Exploring the Impact of COVID-19 on Calgary's Live Experience Economy". Discussion Paper

Teaching Cases
- Ahuja, S., Gaur, J.S. [§], & **Levallet, N.** (2025). Ikure Health Platform: Strategic Growth in a Challenging Rural Environment. Ivey ID W42162 London, Canada: Ivey Publishing. ***Second place*** at Concordia University's 2024 John Molson Business Ownership Case Writing Competition, sponsored by the Bob and Raye Briscoe Center in Business Ownership Studies.
- **Levallet, N.,** Wood, C. [§] & Ahuja, S. (2024). Wellington Brewery : Décision de croissance sur un marché engorgé (Wellington Brewery: Growth decision in a crowded beer market – French version). Ivey ID W37632. London, Canada: Ivey Publishing.
- **Levallet, N.,** Wood, C. [§] & Ahuja, S. (2021). Wellington Brewery: Growth Decision in a Crowded Beer Market. Ivey ID 9B21M043. London, Canada: Ivey Publishing. ***Honorable mention*** at the 2020 Concordia University's John Molson Business Case Competition
- **Levallet, N.**, O'Reilly, N., Wanless E., Naraine, M.L., Alkon, E. [⁑], & Longmire, W. [⁑] (2019). "Enhancing the fan experience at live sporting events: The case of stadium wi-fi", Case Studies in Sport Management (8:1), 6-12. https://doi.org/10.1123/cssm.2018-0015
- Northern Exposure (with Tracy Jenkin). Queen's University internal teaching case. October 2013

Peer-Reviewed Conference Proceedings (full papers)
- Bulgurcu, B., **Levallet, N.** & Mashatan, A. (2024). "Implications of organizational governance on cybersecurity management: A case study in higher education". Accepted at the *European Conference on Information Systems (ECIS) 2024,* Paphos, Cyprus, June 2024
- **Levallet, N.** (2022). "Data science for organizational responses in times of discontinuity". Accepted at *Administrative Sciences Association of Canada (ASAC) 2022 Conference,* Halifax, NS, June 2022

- **Levallet, N.** & Ahuja, S. (2021). "Constraints make the beer richer: Agility and improvisation for innovativeness in Ontario's craft brewery industry". Accepted at *Administrative Sciences Association of Canada (ASAC) 2021 Conference,* virtual, June 2021. ***Best Paper Award Recipient, Strategy Division***
- Lever, M. ◊ & **Levallet, N.** (equal contribution) (2020). "Once upon a time: Informing the dynamic capabilities literature using a temporal focus of improvisation" *Administrative Sciences Association of Canada (ASAC) Conference* (virtual conference due to COVID-19)
- Finch, D., **Levallet, N.,** McIntyre, S. & Pyde, K. (2019). "A dynamic capabilities view of product management", *Administrative Sciences Association of Canada (ASAC) Conference*, St. Catharines, ON
- O'Reilly, N., Finch, D., Abeza, G., Legg, D., Nadeau, J., **Levallet, N.** & Foster, W.M. (2019). "The segmentation of professional sport club season ticket holders: engagement, purchase drivers and renewal", *Administrative Sciences Association of Canada (ASAC) Conference*, St. Catharines, ON. ***Best Paper Award Recipient, Tourism and Sport Management Division***
- **Levallet, N**. & Chan, Y.E. (2017). "Strategic improvisation capability: a research framework", *Administrative Sciences Association of Canada (ASAC) Conference*, Montréal, QC, May 2017, 195
- **Levallet, N**. & Chan, Y.E. (2016). "IT capabilities and strategic improvisation: a multi-method investigation", *22nd Americas Conference on Information Systems (AMCIS 2016),* San Diego, CA, August 2016, 1-10
- **Levallet, N**. & Chan, Y.E. (2015). "Using IT to unleash the power of strategic improvisation", *36th International Conference on Information Systems (ICIS 2015),* Fort Worth, TX, December 2015, 1-18
- Finch, D., Peacock, M., **Levallet N**. & Foster W.M. (2015). "A dynamic capabilities view of employability: exploring the drivers of competitive advantage for university graduates", *Administrative Sciences Association of Canada (ASAC) Conference*, Halifax, NS. ***Honourable Mention Award Recipient, Management Education Division***
- **Levallet, N.** & Chan, Y.E. (2013). "Organizational knowledge: Transfer and retention", *Administrative Sciences Association of Canada (ASAC) Conference*, Calgary, AB, June 2013, 25-29
- **Levallet, N**. & Zou, Yi (2012). "An integrative view of agile ISD approach and principles", *Administrative Sciences Association of Canada (ASAC) Conference*, St John's, NL, June 2012, 308-338
- **Levallet, N.** (2011). "The effect of task-oriented and people-oriented leadership styles on knowledge sharing: A meta-analysis", *Administrative Sciences Association of Canada (ASAC) Conference*, Montreal, QC, July 2011, 174-192

Peer-Reviewed Conference Proceedings (research in progress papers))

- Jewer, J., **Levallet, N.,** van der Meulen, N., Chan, Y.E. (2025). "The governance of generative AI", *Americas Conference on Information Systems (AMCIS 2025)*, Montreal, August 2025
- **Levallet, N.,** Zheng, Q., Adedara, L. ◊ (2023). "Technologically-enabled innovation in aquaculture: An organizational perspective of Maine's oyster sector", accepted at the *Administrative Sciences Association of Canada (ASAC) 2023 Conference*, Toronto, ON, June 2023.
- Rajabi, E., Wardley, L.J., Nadeau, J., **Levallet, N**. & O'Reilly, N. (2020). "Analysis of tourist emotions shared in social media: The case of Mount Kilimanjaro", accepted at *Administrative Sciences Association of Canada (ASAC) Conference 2020* (virtual conference due to COVID-19)

- Chan, Y.E. & **Levallet, N**. (2013). "IT capabilities – Quo Vadis?", *2013 International Conference on Information Systems (ICIS 2013),* Milan, December 2013, 1-12
- **Levallet, N.** & Chan, Y.E. (2013). "The role of information systems in organizational improvisation: A perspective based on two complementary theories", *19th Americas Conference on Information Systems (AMCIS 2013)*, Chicago, August 2013, 1-9
- Chan, Y.E. & **Levallet, N.** (2013). "Information technology in startups: Follow, fuse, lead or weave?", *European Conference on Information Systems (ECIS), Pre-ECIS Workshop,* Utrecht, The Netherlands, June 2013

Conference Presentations (Peer-Reviewed Articles/Abstracts/Posters/Workshops/ Panels)
- Finch, D., Murgatroyd, S., Saunders, C., Alzyoud, H., McIntyre, S., **Levallet, N.,** O'Reilly, N. & Wilson, D. (2025, June). A natural monopoly view of higher education: Driving innovation through open learning. EDULEARN25. Palma, Spain. https://iated.org/edulearn/
- Finch, D., Weber, V., **Levallet, N.,** O'Reilly, N. & Alzyoud, H. (2025). "Unlocking potential: A guide to mapping the human capital ecosystem", EDULEARN25, Palma, Spain, June 2025. https://iated.org/edulearn/
- Jewer, J., **Levallet, N.,** van der Meulen, N., Chan, Y.E. (2025). "The governance of generative AI", *Americas Conference on Information Systems (AMCIS 2025)*, Montreal, August 2025
- **Levallet, N**., & Ahuja, S. (2023). "Data Science for Organizational Responses to Discontinuity Events", Accepted at *44th International Conference on Information Systems (ICIS),* TREO Talk, Hyderabad, India, December 2023
- Zheng, Q., **Levallet, N**., Yang, W., & Davis, C.V. (2023). "Consumer valuation of aquaculture product attribute improvements by technologically-enabled innovation: The case of Maine oysters", Accepted at *Agricultural & Applied Economics Association (AAEA) 2023 Annual Meeting*, Washington, DC, July 2023.
- **Levallet, N.** (2022). "Data science for organizational responses in times of discontinuity". Accepted at *Administrative Sciences Association of Canada (ASAC) 2022 Conference,* Halifax, NS, June 2022.
- Ahuja, S., **Levallet, N.** & Sadreddin, A. (equal contribution) (2021). "Exploring interactions at university entrepreneurial ecosystem through the lens of Actor Network Theory". Accepted abstract at *R&D Management Conference 2021,* July 2021
- O'Reilly, N., Finch, D., Abeza, G., Nadeau, J., **Levallet, N.,** Legg, D., Hasani. T., & Foster, W.M. (June 2021). "Market Segmentation in Minor Sport Properties". Accepted for presentation at *Administrative Sciences Association of Canada (ASAC) 2021 Conference* (virtual conference due to COVID-19)
- Chan, Y.E. (moderator), Ahuja, S., Denford, J., Henfridsson, O. & **Levallet, N.** (panelists in alphabetical order) (2020). Digital innovation and entrepreneurship: The challenges of an ecosystem perspective. Accepted Panel at the *2020 Academy of Management Annual Meeting* (virtual conference due to COVID-19), August 2020
- Rajabi, E., Wardley, L.J., Nadeau, J., **Levallet, N**. & O'Reilly, N. (2020). "Analysis of tourist emotions shared in social media: The case of Mount Kilimanjaro", accepted at *Administrative Sciences Association of Canada (ASAC) Conference 2020* (virtual conference due to COVID-19), June 2020
- Lever, M. ⸶ & **Levallet, N.** (equal contribution) (2020). "Once upon a time: Informing the dynamic capabilities literature using a temporal focus of improvisation" *Administrative Sciences Association of Canada (ASAC) Conference 2020* (virtual conference due to COVID-19), June 2020
- Denford, J. & **Levallet, N**. (2019). "Qualitative comparative analysis: Research methodology

workshop", *Administrative Sciences Association of Canada (ASAC) Conference*, St Catherines, ON, May 2019

- Finch, D., **Levallet, N.,** McIntyre, S. & Pyde, K. (2019). "A dynamic capabilities view of product management", *Administrative Sciences Association of Canada (ASAC) Conference*, St Catherines, ON, May 2019
- O'Reilly, N., Finch, D., Abeza, G., Legg, D., Nadeau, J., **Levallet, N.** & Foster, W.M. (2019). "The segmentation of professional sport club season ticket holders: Engagement, purchase drivers and renewal", *Administrative Sciences Association of Canada (ASAC) Conference*, St Catherines, ON, May 2019
- O'Reilly, N., **Levallet, N.,** Wanless, E., & Naraine, M. (2019). "Logged On? Wi-Fi usage and behavior at NBA games", *American Marketing Association Winter Conference*, Austin, USA, February 2019
- Raby, S., Gregson, G. & **Levallet, N.** (2018). "Growth under conditions of market volatility: The influence of a leader's growth mindset", *Academy of Management Specialized Conference*, Tel Aviv, Israel, December 2018
- **Levallet, N,** O'Reilly, N., Payne, M.[◊], Moyer, A., Young, W. & Kahler, J. (2018). "In-venue wireless use in the National Basketball Association", *Administrative Sciences Association of Canada (ASAC) Conference*, Toronto, ON, June 2018
- **Levallet, N.** & Chan, Y.E. (2017). "Strategic improvisation capability: A research framework", *Administrative Sciences Association of Canada (ASAC) Conference*, Montréal, QC, June 2017
- **Levallet, N.** & Chan, Y.E. (2016). "IT capabilities and strategic improvisation: A multi-method investigation", *22nd Americas Conference on Information Systems (AMCIS 2016),* San Diego, CA, August 2016
- **Levallet, N.** & Chan, Y.E. (2015) "Using IT to unleash the power of strategic improvisation" *2015 International Conference on Information Systems,* Fort Worth, TX, December 2015
- Abeza, G.[◊], **Levallet, N.,** O'Reilly, N., Séguin, B., Dottori, M. & Naraine, M. (2014) "Canadian interuniversity sport: Survey of athlete experiences and use of social media" *2014 North American Society for Sport Management Conference (NASSM 2014),* Pittsburgh, PA
- Chan, Y.E. & **Levallet, N.** (2013). "IT capabilities – Quo Vadis?", *2013 International Conference on Information Systems (ICIS 2013)*, Milan, Italy, December 2013
- **Levallet, N.** & Chan, Y.E. (2013). "The role of information systems in organizational improvisation: A perspective based on two complementary theories", *19th Americas Conference on Information Systems (AMCIS 2013)*, Chicago, IL, August 2013
- Chan, Y.E. & **Levallet, N.** (2013). "Information technology in startups: Follow, fuse, lead or weave?", *European Conference on Information Systems (ECIS), Pre-ECIS Workshop,* Utrecht, The Netherlands, June 2013
- **Levallet, N.** & Chan, Y.E. (2013). "Organizational knowledge: Transfer and retention", *Administrative Sciences Association of Canada (ASAC) Conference*, Calgary, AB, June 2013
- Pegoraro, A., Burton, R., **Levallet, N.** & O'Reilly, N. (2013). "Disruptive innovation and professional sport: A call for future research on the role of technology", *Administrative Sciences Association of Canada (ASAC) Conference*, Calgary, AB, June 2013
- **Levallet, N.** & Zou, Yi (2012). "An integrative view of agile ISD approach and principles", *Administrative Sciences Association of Canada (ASAC) Conference*, St John's, NL, June 2012
- **Levallet, N.** (2011). "The effect of task-oriented and people-oriented leadership styles on knowledge sharing: A meta-analysis", *Administrative Sciences Association of Canada (ASAC) Conference*, Montreal, QC, July 2011

Invited Conference Presentations/Honours/Lectures (Professional and Academic)

- Levallet, N. & Graham, M.: Where should you start with the Internet of things (IoT) and Artificial Intelligence (AI) ? How can you differentiate your business with IoT/AI?. Workshop presented at the Maine Technology User Group Annual Summit & Tradeshow, Portland, ME (May 2023)
- Levallet, N. & Chan, Y.E.: Digitally-enabled organizational improvisation capability and strategic agility, Accepted at the European Journal on Information Systems special issue workshop at *Americas Conference on Information Systems (AMCIS 2020)* (virtual conference due to COVID-19), August 2020
- "Supporting flexible instructional skills Development: A collaborative teaching and learning series - Session #2: Finding and using OER in the classroom". Panelist (May 2020). Lang School of Business and Economics, Guelph, ON
- "Qualitative comparative analysis: Research methodology workshop" with J. Denford (April 2019). Smith School of Business, Queen's University, Kingston, ON
- "Qualitative comparative analysis: Research methodology workshop" with J. Denford (March 2019). Gordon S. Lang School of Business and Economics, University of Guelph, Guelph, ON
- Open Education Faculty and Student Panel (March 2019), Open Education Week, University of Guelph, Guelph, ON
- "Increasing engagement and transparency in team-based learning environments using Basecamp". Workshop with L. Marchese, C. Penrod, J. Roberts & M. Rowe (May 2018), 2018 Spotlight on Learning Conference, Ohio University, Athens, OH
- Presentation and discussions with the Canadian Nuclear Safety Commission on Knowledge Management (August 2017). Smith School of Business, Queen's University, Kingston, ON
- "Ohio University Sports Business Analytics Wi-Fi Business Analytics Summit Presentation". Presentation and discussion with N. O'Reilly (April 2017). AmpThink, Dallas, TX
- "QCA and SEM: Complementary analytical approaches for IS scholars" (March 2017). Seminar Presentation. Smith School of Business, Queen's University, Kingston, ON
- "Strategic improvisation capability: A dynamic capability for highly turbulent environments" (February 2017). Seminar Presentation. Smith School of Business, Queen's University, Kingston, ON
- Levallet, N. & Chan, Y.E.: IT capabilities and strategic improvisation: A tale of two complementary methods". Accepted at the Americas Conference on Information Systems (AMCIS 2016) Qualitative Comparative Analysis Workshop (August 2016): San Diego, CA
- "Strategic improvisation in turbulent times: The role of information systems" (June 2015). Presentation at the Canadian Information Processing Society (CIPS), Toronto, ON
- "Examining the link between IT capabilities and strategic improvisation in dynamic environments" (March 2015). Seminar presentation. Smith School of Business, Queen's University, Kingston, ON
- "Knowledge transfer and retention study at OCHRO: Findings and recommendations" (November 2011). Presentation and discussion. Treasury Board of Canada Secretariat, Ottawa, ON
- "Organizational knowledge retention: retirement challenges" (May 2011). Presentation at the Queen's – HEC Research Workshop, Queen's University, Kingston, ON

Media Coverage of Research

- Bharti, M., Choi, E., **Levallet, N**. "The power of belief: How expectations influence workplace well-being interventions", The Conversation Canada (June 5, 2024), available at https://theconversation.com/the-power-of-belief-how-expectations-influence-workplace-well-being-interventions-229977

- Ahmed, F. (2023). "The power of innovation in resource-constrained settings", John Molson Perspectives, Concordia University (June 6, 2023), available at https://www.concordia.ca/cunews/jmsb/perspectives/articles/the-power-of-innovation-in-resource-based-settings.html
- LearningCITY Podcast series (2020). Fresh perspectives on learning, Episode 10. (June 2020), available at https://www.learningcity.ca/learningcitypodcasts
- Morantz, A. (2018). "Why business strategists need a night at the improv", Smith Business Insight, Queen's University (March 20, 2018), available at https://smith.queensu.ca/insight/content/why_business_strategists_need_a_night_at_the_improv.php

Other Conferences and Workshops
- Spring 2022 Faculty Success Program (January – April, 2022): National Center for Faculty Development and Diversity, sponsored by the University of Maine
- 2020 Online Faculty Writing Retreat (May 11-15, 2020): University of Guelph's Library, Guelph, ON
- 2019 Faculty Writing Retreat (May 13-17, 2019): University of Guelph's Library, Guelph, ON
- 2019 Waterloo Institute (April 10-12, 2019): University of Waterloo's student learning assessment workshop, Waterloo, ON
- Qualitative Comparative Analysis Workshop (March 2017): University of California, Irvine, CA
- SAP UCC Faculty Workshop (June 2016): Milwaukee, WI
- SAP Academic Conference Americas Workshop (April 2016): San Diego, CA
- SAP Academic Conference Americas Workshop (April 2015): Tempe, AZ
- AMCIS 2013 Doctoral Consortium (August 2013). Chicago, Illinois
- Queen's University – HEC Montréal Research Workshop. (May 2012). HEC Montreal, QC
- Knowledge Management Workshop (May 2011). Queen's University, Kingston, ON

TEACHING

Graduate courses
- MBA 649 – Strategic Management, Graduate School of Business, University of Maine (2021-present)
- MBA 670 – Managerial Marketing, Graduate School of Business, University of Maine (2021-2022)

Undergraduate courses
- BIS 468 – Information Systems Strategy and Security Management, Maine Business School, University of Maine (2022-present)
- BIS 235 – Digital business transformation, Maine Business School, University of Maine (2021-present)
- MGMT 4000 - Strategic Management (capstone course, 5 courses with 8-10 sections each), University of Guelph (2018-2021)
- MIS 2020 - Business Information Systems (19 sections), Ohio University (2014-2018)
- COMM190 - Enabling Business with Information Systems, Queen's University (2013)
- ORGS 3246 - Human Resources Information Systems, Nipissing University (2013)
- COMM 2035 - Marketing Management, Laurentian University's C.G.A./LU Online H.B. Com program (2006-2013)

- COMM 4995/EL1 & IN1, H.B. Com Internship supervision, Laurentian University (2006-2007)

Guest Lectures
- MSCA 680 – Foundations of Business Technology Management, Concordia University's John Molson School of Business. Graduate seminar topic: Improvisation capability (February 2023)
- ENT4343 – Entrepreneurship, Mount Royal University. Topic taught: Dynamic capability for agility in SMEs (December 2020)
- COMM391 - Organizational Systems Governance and Design, Queen's University (Elective course). Topic taught: Knowledge Management: How Does it Work? (2012)
- COMM190 - The Development of Information Systems, Queen's University (Core course). Topic taught: IS Organization and Management (2012)

VISITING APPOINTMENTS

Visiting Scholar, Smith School of Business, Queen's University (2017)
- Recipient of Queen's University's Principal's Development Fund, Visiting Scholars

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PAST ACADEMIC AND PROFESSIONAL POSITIONS

Assistant Professor, University of Guelph (2018-2021)
Gordon S. Lang School of Business and Economics, University of Guelph
- Course: MGMT4000-Strategic Management

Assistant Professor, Ohio University (2016-2018)
Department of Analytics and Information Systems, College of Business
- Course: MIS2020 - Business information systems

Group II Teaching Faculty Member, Ohio University (2014- 2016)
Department of MIS, College of Business
- Course: MIS2020 - Business information systems

Part-Time Instructor, **Queen's University, Kingston, Canada (2013)**
Smith School of Business, Commerce Program
- Course: COMM190 - Enabling business with information systems, Fall 2013

Part-Time Instructor, Nipissing University, North Bay, Canada (2013)
School of Business
- Course: ORGS 3246 - Human resources information systems, Spring 2013

Research Assistant, Queen's University, Kingston, Canada (2011 – 2014)
- Research on IT-enabled innovation in university start-ups; digital technology and business innovation; advisory relationships between entrepreneurs and mentors in government-funded programs

Part-Time Instructor, Laurentian University, Sudbury, Canada (2006-2013)
Faculty of Management, C.G.A./LU Online H.B.Com program
- Course: COMM 2035 - Marketing management
- Taught course on 5 occasions with multiple sections

Manager, Centre for Research and Development, Collège Boréal, Sudbury, Canada (2007-2010)
- Institutional research activities:
  o Perform secondary research to support the College's operational and strategic planning needs
  o Collect, analyze and distribute institutional and provincial data
  o Identify areas for program development and conduct feasibility studies to make recommendations to the President's office
- Project management:
  o Develop and implement a course evaluation system college-wide
  o Lead the development and implementation of a program quality management system
  o Manage the development and delivery of online courses for various clients
- Management:
  o Lead and manage support an administrative and faculty team in a unionized environment (7 employees)
  o Ensure efficient management of financial and physical resources for the centre
  o Establish priorities for the centre and develop actions plans

Internship/Co-Op Programs Coordinator, Laurentian University School of Commerce, Sudbury, Canada (2006-2007)
- Selection, supervision and evaluation of students in the program
- Marketing of the program internally and externally
- Development and enhancement of relationships with local employers

Service Contract Coordinator, Böwe Bell + Howell, Toronto, Canada (2004-2006)
- Contract management:
  o Manage maintenance service contracts nationwide
  o Negotiate new service contracts with customers
  o Write proposals
- Process improvement

Consulting Contractor, IDC Canada, Toronto, Canada (2003)
- Market research work: Expert interviews of senior corporate decision-makers for a Quebec health care market study on electronic patient records

Freelance Consultant, Levallet Translation Services, Canada (2002-2013)
- Translation work (English to French / French to English), market research and management consulting work

Sales Service Manager, Canadian Bank Note Company, Ottawa, Canada (2000-2002)
- Sales responsibilities:
  o Perform market intelligence and identify opportunities
  o Develop sales presentations and prepare visits on the field, negotiate contracts

- Bid management:
  - Lead the bid management team
  - Coordinate the gathering of design, pricing and technical requirements
- Project management:
  - Active member of the IT systems project team
  - Lead the supervision of the production process, including design, proofs, production, shipping of deliverables
  - Develop communications campaigns for new products, including promotional materials, customer training, public presentations

Project Administrator, LGS Group, Ottawa, Canada (1999)
- Resource allocation, database management, cost control, project coordination, reporting

Project Leader, Groupe Casino, St-Étienne, France (1997-1998)
- Project 1 - Enhanced efficiency of printing: Perform a needs analysis, present recommendations and implement changes organisation-wide (estimated annual savings: $250,000)
- Project 2 - Change to the Euro currency: Research best practices in the industry, legal frameworks, consumer behaviour; Manage four (4) work groups; Develop corporate-wide and unit business recommendations presented to the Board of Directors

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HONOURS AND AWARDS

Academic/Merit Awards
- Best Paper of the Year Award, Maine Business School, University of Maine (2025)
- Faculty Success Program, funding recipient, University of Maine (Spring 2022)
- Bruning Teaching Fellow, Bruning Teaching Academy, Ohio University (2018-2019, declined)
- Breaking Barrier Award, Ohio University's Women Center (2018)
- Research Award, Ohio University's College of Business (2018)
- Extra Effort Award, Ohio University's College of Business Women Group (2018)
- Ohio Faculty Newsmaker, Ohio University (2017)
- Smith School of Business Alumni of the Week, Queen's University (2015)

Academic Funding
- SSHRC Insight Grant. Submitted Proposal: Governing in an Era of Generative Artificial Intelligence – Principal Investigator: Jennifer Jewer, Memorial University, Canada (2025-2028; research collaborator): CA $95,800
- Maine Business School Research Award (University of Maine, 2023-2024): $1,992
- SSHRC Insight Development Grant: Dynamic capabilities for digital transformation: The role of information technology governance – Principal investigator: Jennifer Jewer, Memorial University, Canada (2022-2025; co-investigator): CA $53,188
- EMPOWER program mentee, University of Maine (2022-2023): $7,000
- Procter Fund Internship funding recipient (with Dr. Angie Zheng), Graduate School of Business (University of Maine, Summer 2022): $5,000
- Maine Business School and Graduate School of Business Research Award (University of Maine, 2021-2022): $5,000
- Arrell Food Institute (University of Guelph, 2021-2023): CA $5,000 (declined)

- Undergraduate Research Assistant funding (University of Guelph, Summer 2021): CA $8,910
- Experiential Learning Fund (Gordon S. Lang School of Business and Economics, awarded December 2020 for 2021-2022): CA $4,100
- Undergraduate Research Assistant funding (University of Guelph, Summer 2020): CA $8,910
- Lang Graduate Research Assistantship Award (Gordon S. Lang School of Business and Economics; Summer 2020): CA $1,800
- Undergraduate Research Assistant Award (University of Guelph, Summer 2019): CA $8,900
- Teaching and Learning Innovation Fund (Gordon S. Lang School of Business and Economics, awarded summer 2019): CA $8,699
- Lang Graduate Research Assistantship Award (Gordon S. Lang School of Business and Economics; Summer 2019): CA $4,200
- Social Sciences and Humanities Research Council (SSHRC) SIG Explore Grant (2018-2020): CA $3,000
- Lang School of Business and Economics matching grant for SSHRC SIG Explore Grant (2018-2020): CA $5,000
- SSHRC Doctoral fellowship (2014): CA $20,000 (declined)
- D.D. Monieson Doctoral Fellowship (Smith School of Business; 2013-2014): $5,000
- Smith School of Business Funding of Merit (2013-2014): CA $1,000
- Research award from The Monieson Centre (Smith School of Business) for PhD research project "Organizational knowledge retention: Retirement challenges" (Winter 2011): CA $2,200

Submitted Grant Proposals
- National Science Foundation –Future Manufacturing Research Grants-Eco. Submitted proposal: Revolutionizing Metal Casting through Convergent Research for a Sustainable Future (RECAST) (4-year; $3,000,000). Co-PI (11% responsibility) – not funded
- National Science Foundation – Science of Organizations. Submitted proposal: Data Science for Organizational Responses to Discontinuity Events (5-year; $713,000; Principal investigator - 100% responsibility) (September 2023) – not funded
- National Science Foundation – Collaborative Research Future of Work at the Human-Technology Frontier. Submitted proposal: Enhancing Future Human-Technology Partnership in the Era of AI Manufacturing Workplace (3 year; $1,300,000; co-PI - 10% responsibility, $130,000) (March 2023) – not funded
- Faculty Research Fund – Regular Faculty Research Award (University of Maine – Office of Research Development). Submitted proposal: Data Science for Organizational Responses to Discontinuity Events (1 year; $10,000) – not funded
- COVID-19 Research Development and Catalyst Fund (University of Guelph – Office of Research) (May 2020). Proposed project: Pivot for survival: A snapshot of Canadian businesses – not funded

Nominations
- ICIS Doctoral Dissertation Award Competition (2015), Queen's University's Smith School of Business
- ICIS Doctoral Dissertation Consortium (2013), Queen's University's Smith School of Business
- New PhD Student Research Excellence Award (2012-2013), Queen's University's Smith School of Business

Professional Awards
- Award for best managed product, Canadian Bank Note Company, Ltd. (2001)
- Young achiever award, Canadian Bank Note Company, Ltd. (2000)

SERVICE AND ACADEMIC ACTIVITIES

University Service Activities
- Assurance of Learning (AoL) Committee Chair, Maine Business School, University of Maine (2024-2025)
- Assurance of Learning (AoL) Committee member, Maine Business School, University of Maine (2023-2024)
- Tech Committee Chair, Maine Business School, University of Maine (2023-2024)
- Tech Committee member, Maine Business School, University of Maine (2021-2022, 2024-2025)
- Ad-hoc Committee: Alumni Relationships, Maine Business School, University of Maine (2023)
- University Research Center Committee member, University of Maine (2022-2024)
- Undergraduate Curriculum Committee member, Maine Business School, University of Maine (2022-2023)
- Women in Business Faculty member, Maine Business School, University of Maine (2021-2022)
- Assurance of Learning (AoL) committee member, Lang School of Business and Economics (2021)
- Strategic planning group member for the School of Hospitality, Food and Tourism Management (HFTM) (Summer 2020)
- Lang Teaching and Learning Advisor Board member, Lang School of Business and Economics, University of Guelph (Jan. 2020 – present)
- Hiring committee member for the MGMT*4000 sessional summer teaching position (April 2020)
- Open and Affordable Course Content Task Force member, University of Guelph (Jan 2019-present)
- Graduate Studies Committee member, School of HFTM, Lang School of Business and Economics, University of Guelph, ON (2018-present)
- University Centre board member, University of Guelph (2018-present)
- Budget Committee member, College of Business, Ohio University (2017-2018)
- Faculty secretary, College of Business, Ohio University (2017-2018)
- Student organization faculty co-advisor, Women in Information Systems (2017-2018)
- Intellectual contribution committee member, College of Business, Ohio University (2015-2018)
- MIS 2020 co-course coordinator, College of Business, Ohio University (2015-2018)
- MIS department annual evaluation committee member, College of Business, Ohio University (2016-2018)
- Integrated business cluster task force member, College of Business, Ohio University (2016-2017)
- Integrated business cluster faculty lead for the MIS department, College of Business, Ohio University (2014-2016)

- Communities of learning committee member, College of Business, Ohio University (2014-2015)
- MIS research seminar series co-organizer, Smith School of Business, Queen's University (2013-2014)

Undergraduate and Graduate Student Supervision
- PhD external examiner, Mickaël Ringeval, Université du Québec à Montréal (UQAM) (2022)
- MSc. thesis co-advisor for Zeyuan (Elijah) Li, Lang School of Business and Economics, University of Guelph (2020-2023)
- PhD proposal defense committee member for Jingen (Lena) Liang, Lang School of Business and Economics, University of Guelph (April 2021)
- PhD qualifying exams committee member for Andrew Nixon, Lang School of Business and Economics, University of Guelph (spring 2021)
- Graduate Teaching Assistant (GTA) coordination for MGMT4000: 4-6 GTAs per semester, Lang School of Business and Economics, University of Guelph (2018-2019; 2019-2020; 2020-2021)
- GTA Award of Excellence for Michael Lever (MGMT4000 GTA), Lang School of Business and Economics, University of Guelph (2019)
- GTA Award of Excellence for Jingen (Lena) Liang (MGMT4000 GTA), Lang School of Business and Economics, University of Guelph (2020)
- MSc. thesis committee member for Ying Zhou, Lang School of Business and Economics, University of Guelph (2020-2021)
- Graduate research assistant supervision (Michael Lever), Lang School of Business and Economics, University of Guelph (summer 2019, summer 2020)
- Undergraduate research assistant supervision (Corey Wood), Lang School of Business and Economics, University of Guelph (summer 2019, summer 2020)
- Graduate research assistant supervision (Lena Jingen Liang), Lang School of Business and Economics, University of Guelph (summer 2019)
- PhD qualifying exams committee member for Lena Jingen Liang, Lang School of Business and Economics, University of Guelph (Dec. 2018)

External Service Activities
- Faculty Mentor, Junior Faculty Consortium, Americas Conference on Information Systems 2025 (Montreal, QC)
- Divisional chair, Administrative Sciences Association of Canada (ASAC) Conference, Information Systems division (2023-2025)
- Divisional editor, Administrative Sciences Association of Canada (ASAC) 2023 Conference, Information Systems division (2022-2023)
- Session chair, Administrative Sciences Association of Canada (ASAC) 2022 Conference, Information Systems division, hybrid conference (June 2022. Halifax, NS).
- Program coordinator, Administrative Sciences Association of Canada (ASAC) 2022 Conference, Strategy division (2021-2022)
- Session chair, Administrative Sciences Association of Canada (ASAC) 2021 Conference, Strategy division: Generativity and platforms session, virtual conference (June 2021).
- External teaching assessment reviewer, Mark Rowe, Ohio University (April 2021)
- Organizing committee member, 2021 Americas Conference on Information Systems (AMCIS), Montreal, QC: co-chair, professional development symposia https://amcis2021.aisconferences.org/about/conference-committee/

- Panelist, Smith Career Advancement Centre (CAC) Alumni Panel Discussion, Queen's University, Kingston, ON (June 2020)
- International Conference on Information Systems Associate Editor for the "Practice-Oriented IS Research" track (2019 conference)

Ad-Hoc Journal Reviews
- AIS Transactions on Replication Research (2023)
- Information & Management (2022-2023)
- Information Systems Journal (2017, 2022-2023)
- Information Systems Research (2017-2019, 2022-2023)
- International Small Business Journal (2020)
- Journal of the Association for Information Systems (2024)
- Journal of Information Technology (2024)
- Journal of Knowledge Management (2020-2022)
- Journal of Management and Organization (2021)
- Journal of Organizational Computing and Electronic Commerce (2012)
- Journal of Strategic Information Systems (2022-2025)
- MIS Quarterly (2016-2018; 2023-2024)
- SAGE Open (2020)
- The DATA BASE for Advances in Information Systems (2012)

Ad-Hoc Conference Paper Reviews & Discussant
- Administrative Sciences Association of Canada Conference (Information Systems division; Strategy division; Tourism and Sport Management division) (2016-2025)
- Americas Conference on Information Systems (2015, 2016, 2018, 2021, 2022, 2024, 2025)
- European Conference on Information Systems (2019, 2023-2025)
- Hawaii International Conference on System Sciences (2015)
- International Conference on Information Systems (2015-2021, 2023)
- Pacific-Asia Conference on Information Systems (2020)
- R&D Management Conference (2020-2021)

CERTIFICATIONS AND MEMBERSHIPS

Research Groups
- MIT Sloan Center for Information Systems Research (MIT CISR) research collaborator (2024- present)
- Human Capital Learning Research Network (HCLRN) research collaborator (2024-present)
- SSHRC Insight Grant research collaborator: Digital innovation in university incubators and startups – Principal investigator: Yolande Chan, Queen's University, Canada (2018-2023; CAD $194,398)
- Digital Innovation Research Hub (DIRHub) member (2017-present)
- Institute for Innovation and Entrepreneurship research fellow, Mount Royal University (2017-2020)
- Growth Compass Lab (GLC) research fellow: http://www.growthcompass.org (2018-2021)
- Sport Marketing Analytics Research Team (SMART) member: http://www.sportanalytics.org (2018-2020)

Certifications
- Instructional Skills Workshop certificate: https://iswnetwork.ca/ (May 2019)
- SAP ERPSim level 1: Simulation game for SAP

Memberships
- Association for Information Systems (AIS) (2010-current)
- Administrative Sciences Association of Canada (ASAC) (2010-current)
- Beta Gamma Sigma (International Business School Honour Society) (2014-current)
- National Center for Faculty Development & Diversity (2016-current)
- Academy of Management (AOM) (2018-2022)

LANGUAGES

- English – Fluent
- French – Fluent (mother tongue)
- German, Spanish – Basic knowledge

OTHER ACTIVITIES

- Garnier FindingLife Africa 2011 Expedition (2010-2011). Team member on expedition to bring six Canadian youth to Kenya to collaborate with six Kenyan youth on charity (build school classrooms), mountain climb and safari. In partnership with Adventure Alternatives/Moving Mountains. Budget: $90,000