

BRYON BALINT

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Education

Carnegie Mellon University, Tepper School of Business

PhD Candidate in Industrial Administration (Information Systems), expected Spring 2010
Dissertation title: “Field Studies in Offshoring and Process Standardization”
Dissertation advisor: Dr. Sandra Slaughter, Georgia Institute of Technology
Master of Science in Industrial Administration (Information Systems), 2007

Georgia State University, J. Mack Robinson College of Business

Master of Business Administration (Information Systems), 2001

University of North Carolina, Chapel Hill

Bachelor of Arts in Economics and Psychology, 1995
Graduate with Distinction

Research Interests

- Adoption and impacts of process and technological innovations
- Organizational impacts of IS
- Outsourcing and offshoring of IS and business services
- Organizational learning, knowledge management and knowledge transfer

Teaching Interests

- Management of IS
- Operations Management
- IS Strategy
- Organizational behavior and theory

Working Papers

“Process Improvement in IT and Business Services Outsourcing: From Implementation to the Realization of Performance Gains”. (Under review for ICIS 2009).

“The Effectiveness of Tool-Based and Member-Based Mechanisms for Process Innovation Implementation: Evidence from IS and Business Services Offshoring”. With Chris Forman, Elaine Hyder, Mark Paulk and Sandra Slaughter.

“Process Standardization and Performance in IT and Business Services Outsourcing – A Field Study”. With Chris Forman, Elaine Hyder, Mark Paulk and Sandra Slaughter.

“Change Comes from Within: The Relationship between Internal Process Improvement and External Service Delivery Performance”.

“Why Can’t They Understand This? The Influence of the ‘Curse of Knowledge’ and Time Discounting on Outsourcing Decisions”. With George Loewenstein.

Conferences / Workshops / Invited Presentations

“What is the Business Value of Process Improvement in IT and Business Services Offshoring? A Field Study”. With Chris Forman, Elaine Hyder, Mark Paulk and Sandra Slaughter.

Paper presented at the 2008 Workshop on Information Systems and Economics, Paris, France

“Process Standardization and Performance in IT and Business Process Outsourcing – A Field Study”. With Chris Forman, Elaine Hyder, Mark Paulk and Sandra Slaughter.

Paper presented at the 2008 Conference on Information Systems and Technology, Washington, DC.

“Performance in Offshore Delivery of IT and Business Services – Implications for Innovation in Human Resource and Work Practices”. With Chris Forman, Elaine Hyder, Mark Paulk and Sandra Slaughter.

Symposium presented at the 2008 Academy of Management Conference, Anaheim, CA.

“Knowledge Transfer and Quality Practices in the Implementation of a Sourcing Capability Model”. With Chris Forman, Elaine Hyder, Mark Paulk and Sandra Slaughter.

Paper presented at the 2007 Sloan Management Conference, Cambridge, MA

“Knowledge Transfer and Quality Practices in the Implementation of a Capability Model for Outsourcing”. With Chris Forman, Elaine Hyder, Mark Paulk and Sandra Slaughter.

Paper presented at the 2006 INFORMS Conference, Pittsburgh, PA

Teaching Experience

- Management Information Systems (Undergraduate), Instructor, 2008
 - ***Instructor rating: 4.5 / 5 Course rating: 4.5 / 5***
- Real-Time Decisions Using Resource Planning Systems (MBA), Teaching Assistant and Lecturer, 2008
 - *Instructor: Laurens Debo*
- Organizational Learning and Knowledge Management (MBA), Teaching Assistant, 2008, 2009
 - *Instructor: Linda Argote*
- Real-Time Decisions Using Resource Planning Systems (MBA), Teaching Assistant, 2007
 - *Instructors: Chris Forman, Laurens Debo*
- Information Systems Modeling (MBA / MS), Teaching Assistant, 2007
 - *Instructor: Sandra Slaughter*
- Information Technology Management (MBA), Teaching Assistant, 2007
 - *Instructor: Chris Forman*
- Telecommunication and Network Management (Undergraduate), Teaching Assistant, 2006
 - *Instructor: Chris Forman*
- ABAP Programming for SAP R/3, Instructor, 1997 – 2001
 - *Course taught several times during employment with IBM*

Academic Awards

Research Grant, Software Engineering Institute, 2009. Carnegie Mellon University. (\$10,000)

Research Grant, Center for Analytical Research in Technology, 2006 – 2008. Carnegie Mellon University, Tepper School of Business. With Sandra Slaughter, Chris Forman, and Elaine Hyder. (\$50,000)

Seed Award, Center for Organizational Learning, Innovation and Performance, 2008. Carnegie Mellon University, Tepper School of Business. (\$5,000)

William Larimer Doctoral Fellowship, 2005 – 2010. Carnegie Mellon University, Tepper School of Business. (\$45,000)

Other Academic Experience

- Reviewer, International Conference on Information Systems, 2008, 2009
- Ad-hoc Reviewer, *Strategic Outsourcing: An International Journal*, 2008
- Doctoral Consortium, Academy of Management, Organizational Communication and Information Systems, 2008
- Research Assistant, Carnegie Mellon University, 2007
 - *Rated interview responses for study on project manager characteristics*

PhD Coursework

- Information Systems Seminars
 - *Instructors: Tridas Mukhopadhyay, Sandra Slaughter, Chris Forman, Marvin Sirbu, Pei-Yu Chen*
- Computer Supported Cooperative Work
 - *Instructors: Robert Kraut and James Herbsleb*
- Organization Behavior: Micro Theory
 - *Instructor: Don Moore*
- Organization Behavior: Macro Theory
 - *Instructor: Linda Argote*
- Conflict and Negotiation
 - *Instructor: Laurie Weingart*
- Social Networks
 - *Instructor: Ray Reagans*
- Organizational Learning
 - *Instructor: Linda Argote*
- Behavioral Economics
 - *Instructor: George Loewenstein*
- Field Research Methods
 - *Instructor: Paul Goodman*
- Experimental Design for Behavioral and Social Sciences
 - *Instructor: Howard Seltman*
- Applied Econometrics
 - *Instructor: Mel Stephens*
- Econometric Analysis of Panel Data (American University)
 - *Instructor: William Greene*

Work Experience

- SAP Technical Consultant, Hitachi Consulting, 2004 – 2005
 - Provided consulting services for SAP R/3, including code development, design and specification development, and upgrade management.
- SAP Technical Manager, Morrison Homes, 2001 – 2004

- Managed all technical aspects of SAP R/3 system including code development, design and specification development, SAP Script, Business Workflow, Business Information Warehouse (BW), and SAP help desk.
 - Received “Raving Fans” Award for outstanding work in 2003
- Senior SAP Consultant, IBM Corporation, 1995 – 2001
 - Provided technical consulting services for SAP R/3, including code development, design and specification development, development management, and management of conversions and upgrades. Participated in over one dozen SAP implementations in all project lifecycles.

Accreditations and Certifications

Academy of Management, OCIS Student Member since 2008

IEEE, Student Member since 2008

INFORMS, Student Member since 2006, Regular Member since 2007

INFORMS, Information Systems Society Member since 2007

IBM Consultant Certification, 1998

SAP ABAP/4 Developer Certification, 1995

References

Dr. Sandra Slaughter, Professor of Information Technology Management and Costley Chair
College of Management, Georgia Institute of Technology
sandra.slaughter@mgt.gatech.edu

Dr. Linda Argote, Carnegie Bosch Professor of Organizational Behavior and Theory
Tepper School of Business, Carnegie Mellon University
argote@andrew.cmu.edu

Dr. Chris Forman, Associate Professor of Information Technology Management
College of Management, Georgia Institute of Technology
chris.forman@mgt.gatech.edu

Dr. Laurens Debo, Assistant Professor of Operations Management
The University of Chicago Booth School of Business
laurens.debo@chicagobooth.edu