

POMS College of Service Operations – Mini Conference
Sunday, May 21, 2023: 10:30am – 5:00pm Celebration 12 & 13

Theme: *“Building a Supportive Community of Service Operations Scholars and Educators”*

Details: The mini-conference will take place in person on Sunday, May 21, 2023 in Celebration 12 & 13

Activities: The mini-conference will focus on rebuilding personal connections in the post pandemic environment through engaging activities and discussion.

Schedule:

- 10:30-11:15am: Networking for Doctoral Students and Faculty
- 11:15-11:45am: Panel discussion on the future of service operations scholarship and teaching in the post pandemic environment

Panelists:

- Rich Metters, Professor, Department Head, Paul W. and Rosalie Robertson Chair in Business, Texas A&M University
- Rohit Verma, Professor, Cornell University & Provost, VinUniversity

Moderator:

- Joy Field, Associate Professor, Boston College

- (Lunch will be served before/during key note)
- 11:45-1:00pm Key Note Speaker - Dr. Bilal Baloch, Co-Founder and Co-CEO of Enquire AI



Bilal Baloch is Co-Founder and Co-CEO of Enquire AI, a software company that uses artificial intelligence to verify and deliver expert insights to organizations worldwide.

Bilal completed his undergraduate studies in philosophy, logic, and the scientific method at The London School of Economics, where he was the Anthony Giddens Scholar, and holds a Master’s degree in international relations from the Fletcher School of Law and Diplomacy at Tufts University, where he was the Samuel J. Elder Scholar. He earned his doctorate in political science with graduate funding from Oxford University.

Bilal sits on the Advisory Board of the LSE Alumni Association and is a Venture Partner at venture capital firm, Tiger Hill Capital.

- 1:15pm – 4:45pm – Field Trip to Orlando Tree Trek Adventure Park. We have some group lockers that will be provided at the park. Bus will pick us up outside hotel. We will leave the park at approximately 4:45pm. Ben’s cell phone is 978-471-9923 if you need to get a hold of him.