

Meet Your Instructor

Dr. Naveen Kumar has several years of experience in applying Data Analytics, Statistics, and Quality Management techniques in service, healthcare, and manufacturing organizations. He holds a PhD degree with a focus on data analytics and operations from the University of Washington, Seattle. He has several publications in the areas of applications of data analytics and business modeling to solve complex business problems. One of his papers - Facilitating hand hygiene practices using Industrial Engineering based approach - was selected for the best paper award at the 16th annual Society for Health Systems conference. Dr. Kumar has the pleasure of serving on the INFORMS Continuing Education (CE) Advisory Committee. By participating in this activity he hopes to make a broader contribution to the analytics community.

One of his passions is to actively engage with the academic community and teach and learn from the students or working professionals he interacts with. Having taught graduate level courses for almost four years and having worked in industry for almost eleven years, Dr. Kumar shares many practical experiences through storytelling in the classroom. He employs an application-oriented learning approach by relating theoretical concepts with real world industry-based scenarios, rather than delivering a straight lecture covering the course material. Dr. Kumar fosters active learning by engaging students in games, case studies discussions, posing open-ended challenging questions, and above all helping them develop critical thinking abilities. In his experience, students learn the most if they are encouraged to extend beyond the comfort zone of passive learning. While providing students with challenges problems, he makes sure he is available to provide prompt assistance. Students know when and how they can contact him with his cell phone and email. It is personally gratifying for him to hear back from the students after they have graduated. He still gets questions from his former students who sometimes seek his advice in advanced data analysis and empirical modeling. He feels honored that they remember him for the help they need.