

## UDIT SHARMA

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### EDUCATION

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Ph.D., Marketing Michigan State University, East Lansing, MI, USA	Expected May 2024
M.S., Marketing Research Michigan State University, East Lansing, MI, USA	2018
M.B.A, Marketing & Finance Nirma University, Ahmedabad, India	2013

### RESEARCH INTERESTS

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Substantive	Role of Marketing in Discontinuities (e.g., Business Failures, Economic Crises), Corporate Political Activity & Customer Political Ideology, Customer-Firm Relationships, Marketing's Human Capital in the Upper Echelons of Firms.
Methodological	Applied Econometrics, Causal Inference, Experimental Research

### REFEREED PUBLICATIONS

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Hult, G. Tomas M., Forrest V. Morgeson III, **Udit Sharma**, and Claes Fornell (2022), "Customer Satisfaction and International Business: A Multidisciplinary Review and Avenues for Research," *Journal of International Business Studies*, 53(8), 1695-1733.

Morgeson Forrest V., III, Pratyush N. Sharma, **Udit Sharma**, and G. Tomas M. Hult (2022), "Partisan Bias and Citizen Satisfaction, Confidence, and Trust in the US Federal Government," *Public Management Review*, 24(12), 1933-1956.

### PAPERS UNDER REVIEW OR ADVANCED STAGES

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**Sharma, Udit**, Forrest V. Morgeson III (equal first authors), G. Tomas M. Hult, Ayalla Ruvio, Yuyuan Pan, and Shana Redd, "Political Extremism, Loyalty, and Advocacy: A Novel Perspective with Strategic Implications"

- **Status:** Finalizing for re-submission to *Journal of Marketing* (earlier 3<sup>rd</sup> round reject and resubmit at *Journal of Marketing*)

**Sharma, Udit**, Pravin Nath (equal first authors), and Ahmet H. Kirca, "Upper Echelon Marketing Experience and Organizational Survival: How the Top Management Team, CEO, and Board of Directors Differ in their Roles in Preventing Failure"

- **Status:** Finalizing for submission to *Journal of Marketing Research* (earlier 2<sup>nd</sup> round reject at *Journal of Marketing*)

Morgeson Forrest V., III, **Udit Sharma**, Xiaoxu Wu, Anita Pansari, Ayalla Ruvio, and G. Tomas M. Hult., "Weathering the Crash: Do Customer-Company Relationships Insulate Firms from the Negative Effects of Economic Crises?"

- **Status:** Under 3<sup>rd</sup> round review at *Journal of the Academy of Marketing Science*

Wu, Xiaoxu, **Udit Sharma**, Anita Pansari, and Forrest V. Morgeson III, “Political Ideology and Customer Knowledge Value: Do Conservatives Provide More Valuable Feedback to Firms?”

- **Status:** Under 2<sup>nd</sup> round review at *Journal of the Academy of Marketing Science*

## SELECT WORKING PAPERS

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**Sharma, Udit** and Lakshita Boora, “Product Market Fluidity, Marketing Leadership, and Corporate Political Spending Disclosures”

- **Status:** Data analysis under process (targeted submission to *Journal of Marketing* in summer of 2024)

Basuroy, Suman, Forrest V. Morgeson III, Udit Sharma, and Xiaoxu Wu (ordered alphabetically), “Employee-Customer DEI Profile Matching and Customer Engagement – A Quasi-Experimental Study”

- **Status:** Data collection under process

## DOCTORAL SYMPOSIUM DISCUSSANT/PRESENTER

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**Presenter:** Mittelstaedt & Gentry Doctoral Symposium, University of Nebraska Lincoln (2023)

**Presenter:** Haring Symposium, Kelly School of Business, Indiana University (2022)

**Discussant:** Haring Symposium, Kelly School of Business, Indiana University (2021)

## CONFERENCE PRESENTATIONS

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Wu, Xiaoxu, **Udit Sharma**, Sean Mcgrath, and G. Tomas M. Hult (2021), “Sustainability in Marketing: Review of Literature, a New Marketing-centered Definition, and Opportunities for Future Research,” *2021 AMA Winter Academic Conference*, St. Petersburg, FL

**Sharma, Udit**, Roger Calantone (2021), “Relative Strategic Emphasis on Value Appropriation and New Product Development Process,” *2021 AMA Winter Academic Conference*, St. Petersburg, FL

Wu, Michael, Xiaoxu Wu, **Udit Sharma**, Ahmet H. Kirca (2021), “Product Portfolio Characteristics and Firm Performance: The Moderating Role of Internationalization,” *2021 AMA Winter Academic Conference*, St. Petersburg, FL

## MEDIA AND POPULAR PRESS

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**Sharma, Udit** and Xiaoxu Wu “Why Should Monopolies Satisfy Their Customers?” – [\*Journal of Marketing Research Scholarly Insights\*](#), August 10, 2021.

**Sharma, Udit** and Xiaoxu Wu, “How Does Main Street Drive Wall Street?” – [\*Journal of Marketing Research Scholarly Insights\*](#), July 1, 2021.

## PROFESSIONAL SERVICE

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### Ad-hoc Journal Reviewer

- Journal of Product Innovation Management (2022),
- Industrial Marketing Management (2020)

### Conference Reviewer

- Journal of Product Innovation Management Research Forum (2020),
- Decision Science Institute Annual Conference (2020),
- American Marketing Association Global SIG Conference (2021, 2022)

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## SELECT DOCTORAL COURSEWORK

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### Statistics and Econometrics

Applied Econometrics	Jeffrey M. Wooldridge
Quantitative Methods in Public Policy - III	Leslie E. Papke
Advanced Econometric Methods - II	Timothy J. Vogelsang
Advanced Econometric Methods - I	Justin Kirkpatrick
Applied Econometrics (audited at UTSA)	Richard Gretz
Statistical Models in Marketing	Suman Basuroy
Research Design in Marketing	G. Tomas M. Hult
Advanced Multilevel Modeling	Kimberly Kelly
Organizational Research Methods	John R. Hollenbeck

### Substantive

Marketing Pro-Seminar	G. Tomas M. Hult
International Business Theory	Ahmet H. Kirca
Marketing Strategy	G. Tomas M. Hult
Marketing Relations	G. Tomas M. Hult and Roger Calantone
Marketing Theory and Critical Analysis	Ahmet H. Kirca
Seminar on Buyer Behavior	Hanyong Park

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## ADDITIONAL SEMINARS AND WORKSHOPS

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Causal Inference - Econometrics II (2022)	Scott Cunningham
Reduced Form DID (2021)	Jeffrey M. Wooldridge
Modern Applied Tools of Econometrics (2020)	Jeffrey M. Wooldridge and Timothy J. Vogelsang
Marketing Theory Workshop at MSU (2019)	Ajay K. Kohli
Broad College Teaching Bootcamp (2020)	Jeremy Van Hof

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## TEACHING EXPERIENCE (MICHIGAN STATE UNIVERSITY)

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### Instructor

Marketing Research (MKT 319)	5.0/5.0	2020 (Summer)
Market Analytics (MKT 317)	4.2/5.0	2022 (Summer)
Managerial Marketing (MKT 330)	N/A	2023 (Summer)

### Teaching Assistant

Consumer Insights (MSC 807)	N/A	2021 (Summer)
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## PROFESSIONAL ASSOCIATIONS

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American Marketing Association (member since 2019)  
Academy of Marketing Science (member since 2022)  
Academy of International Business (member since 2020)

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## HONORS AND AWARDS

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- Donald A. and Shirley M. Taylor Research Excellence Award, Michigan State University (2022)
- Robert P. Poland Endowed Doctoral Fellowship, Michigan State University (2019-2023)
- Gold Medal for securing the highest GPA in the MBA program, Nirma University, India (2013)
- Winner (Gold Medal-West India) of the Business Simulation Competition organized by All India Management Association (2012)

## INDUSTRY EXPERIENCE

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### **American Customer Satisfaction Index, Ann Arbor, MI, USA**

*Research Analyst*

**6/2018-12/2018**

- Modeled customer satisfaction for several Fortune 500 clients enabling them to prioritize improvements with drivers of satisfaction.
- Provided data analysis support for syndicated research and diagnostic modeling support for the second and third quarter (2018) release of ACSI scores and industry reports.

### **Oriental Bank of Commerce, Delhi (NCR), India**

*Manager, Marketing*

**7/2017-9/2017**

- Led research projects to identify changes in evaluation criteria and related consumer ratings for two product lines and used the insights to reduce customer defection by 13%.
- Undertook financial assessments for credit facilities of over \$11 million to 17 clients during a rotation program in the corporate credit department of the bank.

*Assistant Manager, Marketing*

**6/2014-7/2017**

- Quantified the impact of advertising spending across retail products offered by the bank, optimizing the advertising budget allocation of over \$2 million.
- Coordinated the conceptualization and launch of social media channels for the bank, leading to channels producing an encouraging rate of user traffic and engagement (110,000+ followers).
- Managed the design and implementation of the marketing automation platform, enabling real-time availability of data for more effective decision-making.

### **FINO Paytech Limited, Mumbai, India**

*Management Trainee (Marketing Communications)*

**4/2013-11/2013**

- Formulated brand guidelines for a newly established product division, increasing consistency in brand usage and reducing design and/or execution time of promotional materials by 30-40%.
- Designed a sales force reward and recognition program that covered over 200 employees, retaining 12% more employees in the subsequent year.

## ACADEMIC REFERENCES

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**G. Tomas M. Hult**, Professor of Marketing  
Eli Broad College of Business  
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**Suman Basuroy**, Professor of Marketing  
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**Ahmet H. Kirca**, Associate Professor of Marketing  
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**Forrest V. Morgeson III**, Assistant Professor of Marketing  
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