Curriculum Vitae

Raymond Pirouz Business College Complex 632 Bogue St East Lansing, MI 48824 pirouzra@broad.msu.edu

Academic Degrees

2021

MBA, Marketing & Innovation Management

University of Michigan-Flint

School of Management Outstanding MBA Student Award [2021].

Beta Gamma Sigma International Business Honor Society [2020].

King-Chávez-Parks Future Faculty Fellowship Program Award Recipient [2020].

MBA Program / Graduate Student Ambassador [2020].

Founder of UMF-SOM.net Graduate Student Social Network, officially recognized by the School of Management [2019-2020].

Graduate Student Research Assistantship ([GSRA; Fall 2019-Spring 2020; Fall 2020]: An Intraday Examination of the Stock Market Reaction of the Arrival of Unexpected Price Innovations: The case of FT100 stock index) under Professor Seyed Mehdian (Finance).

1996

BFA with Honors, Graphic & Packaging Design Art Center College of Design

Service

2023-2024

Undergraduate Curriculum Review Committee Taskforce

Diversity, Equity and Inclusion (DEI) Activities

2023

MSU Broad Food for Thought Series – American Creed Friday, March 17, 2023, Eppley 104 – Noon to 1pm Hosted by Scot Wright, Program Manager for Diversity, Equity and Inclusion Facilitated by Raymond Pirouz

Professional Leadership

26th Annual National Collegiate Sales Competition (NCSC), 2024 MSU Team Coach and Judge

14th Annual All-MSU Sales Competition, 2024 Faculty Advisor and Event Emcee 3rd Annual International Business Case Competition, 2023 Event Organizer

17th Annual National Team Selling Competition (NTSC), 2023 MSU Team Coach

25th Annual National Collegiate Sales Competition (NCSC), 2023 MSU Team Coach and Judge

13th Annual All-MSU Sales Competition, 2023 Faculty Advisor and Event Emcee

 $16^{\rm th}$ Annual National Team Selling Competition (NTSC), 2022 MSU Team Coach

24th Annual National Collegiate Sales Competition (NCSC), 2022 MSU Team Coach and Judge

12th Annual All-MSU Sales Competition, 2022 Faculty Advisor and Event Emcee

15th Annual National Team Selling Competition (NTSC), 2021 MSU Team Coach

23rd Annual National Collegiate Sales Competition (NCSC), 2021 MSU Team Coach and Judge

11th Annual All-MSU Sales Competition, 2021 Faculty Advisor, Event Emcee, and Final-Round Judge

Teaching Awards

2023

Instructor of Excellence, Full-Time MBA Program Michigan State University

2021

MBA Faculty of the Year Broad College of Business, Michigan State University

Instructor of Excellence, Undergraduate Required Courses Michigan State University

Instructor of Excellence, Undergraduate Electives Michigan State University

Instructor of Excellence, Full-Time MBA Program Michigan State University

Teaching Experience

2024

Instructor

Customer & Competitor Analysis | Marketing Systems (Executive MBA), Spring 2024 Eli Broad College of Business at Michigan State University

Instructor

Entrepreneurial Marketing (Undergrad), Spring 2024 Eli Broad College of Business at Michigan State University

Instructor

Healthcare Services Marketing (MS in Healthcare MGMT), Spring 2024 Eli Broad College of Business at Michigan State University

Instructor

Pricing, Profitability, and Marketing Metrics (MBA), Spring 2024 Eli Broad College of Business at Michigan State University

Instructor

Modern Marketing (MBA), Spring 2024 Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Spring 2024 Eli Broad College of Business at Michigan State University

2023

Instructor

Managerial Marketing (Undergrad), Fall 2023 Eli Broad College of Business at Michigan State University

Instructor

Entrepreneurial Marketing, Fall 2023 Eli Broad College of Business at Michigan State University

Instructor

New Product Development & Portfolio Management (MBA), Fall 2023 Eli Broad College of Business at Michigan State University

Instructor

Open Innovation Management (MBA), Fall 2023 Eli Broad College of Business at Michigan State University

Instructor

Business Development and Sales Management (MBA), Fall 2023 Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Fall 2023 Eli Broad College of Business at Michigan State University Instructor

Managerial Marketing (Undergrad), Spring 2023 Eli Broad College of Business at Michigan State University

Instructor

Healthcare Services Marketing (MS in Healthcare MGMT), Spring 2023 Eli Broad College of Business at Michigan State University

Instructor

Pricing, Profitability, and Marketing Metrics (MBA), Spring 2023 Eli Broad College of Business at Michigan State University

Instructor

Modern Marketing (MBA), Spring 2023 Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Spring 2023 Eli Broad College of Business at Michigan State University

2022

Instructor

New Product Development & Portfolio Management (MBA), Fall 2022 Eli Broad College of Business at Michigan State University

Instructor

Open Innovation Management (MBA), Fall 2022 Eli Broad College of Business at Michigan State University

Instructor

Business Development and Sales Management (MBA), Fall 2022 Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Fall 2022 Eli Broad College of Business at Michigan State University

Instructor

Managerial Marketing (Undergrad), Fall 2022 Eli Broad College of Business at Michigan State University

Instructor

Healthcare Services Marketing (MS in Healthcare MGMT), Summer 2022 Eli Broad College of Business at Michigan State University

Instructor

Pricing, Profitability, and Marketing Metrics (MBA), Spring 2022 Eli Broad College of Business at Michigan State University Instructor

Modern Marketing (MBA), Spring 2022

Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Spring 2022

Eli Broad College of Business at Michigan State University

2021

Instructor

New Product Development & Portfolio Management (MBA), Fall 2021

Eli Broad College of Business at Michigan State University

Instructor

Open Innovation Management (MBA), Fall 2021

Eli Broad College of Business at Michigan State University

Instructor

Business Development and Sales Management (MBA), Fall 2021

Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Fall 2021

Eli Broad College of Business at Michigan State University

Instructor

Product Innovation & Management (Undergrad), Fall 2021

Eli Broad College of Business at Michigan State University

Instructor

Healthcare Services Marketing (MS in Healthcare MGMT), Summer 2021

Eli Broad College of Business at Michigan State University

Instructor

Pricing, Profitability, and Marketing Metrics (MBA), Spring 2021

Eli Broad College of Business at Michigan State University

Instructor

Modern Marketing (MBA), Spring 2021

Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Spring 2021

Eli Broad College of Business at Michigan State University

Instructor

Healthcare Services Marketing (MS in Healthcare MGMT), Spring 2021

Eli Broad College of Business at Michigan State University

2020

Instructor

New Product Development & Portfolio Management (MBA), Fall 2020 Eli Broad College of Business at Michigan State University

Instructor

Open Innovation Management (MBA), Fall 2020 Eli Broad College of Business at Michigan State University

Instructor

Business Development and Sales Management (MBA), Fall 2020 Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Fall 2020 Eli Broad College of Business at Michigan State University

Instructor

Healthcare Services Marketing (MS in Healthcare MGMT), Summer 2020 Eli Broad College of Business at Michigan State University

Lecturer

Marketing on the Internet (Undergrad), Spring 2020 Paul Merage School of Business at UC Irvine

Instructor

Pricing, Profitability, and Marketing Metrics (MBA), Spring 2020 Eli Broad College of Business at Michigan State University

Instructor

Consultative Selling (Undergrad), Spring 2020 Eli Broad College of Business at Michigan State University

2019

Instructor

New Product Development & Portfolio Management (MBA), Fall 2019 Eli Broad College of Business at Michigan State University

Instructor

Open Innovation Management (MBA), Fall 2019 Eli Broad College of Business at Michigan State University

Lecturer

Marketing on the Internet (MBA), Fall 2019 Paul Merage School of Business at UC Irvine

Instructor

Pricing, Profitability, and Marketing Metrics (MBA), Spring 2019 Eli Broad College of Business at Michigan State University

Lecturer

Marketing on the Internet (Undergrad), Spring 2019 Paul Merage School of Business at UC Irvine

2018

Lecturer

Marketing on the Internet (MBA), Fall 2018 Paul Merage School of Business at UC Irvine

Lecturer

Marketing on the Internet for Business Analytics (MBA), Winter 2018 Paul Merage School of Business at UC Irvine

2017

Lecturer

Marketing on the Internet (MBA), Fall 2017 Paul Merage School of Business at UC Irvine

Lecturer

Understanding the Consumer Universe: Market Research in Digital Media, Winter 2017

Master of Digital Experience Innovation program at the University of Waterloo | Stratford

Lecturer

Marketing on the Internet (MBA), Winter 2017 Paul Merage School of Business at UC Irvine 2016

Lecturer

Principles of Marketing in a Globalized World: Leveraging Digital Technology, Fall 2016 Master of Digital Experience Innovation program at the University of Waterloo | Stratford

Lecturer

Marketing on the Internet (MBA), Winter 2016 Paul Merage School of Business at UC Irvine

2015

Lecturer

Marketing Core (MBA), Summer 2015 Ivey Business School at Western University

Lecturer

Marketing on the Internet (MBA), Winter 2015 Paul Merage School of Business at UC Irvine

Lecturer

New Media Marketing (MBA), Winter 2015 Ivey Business School at Western University

2014

Lecturer

Marketing Core (Undergrad), Fall 2014 Ivey Business School at Western University

Lecturer

Marketing on the Internet (MBA), Spring 2014 Paul Merage School of Business at UC Irvine

Lecturer

New Media Marketing (Undergrad & MBA), Spring 2014 Ivey Business School at Western University

2013

Lecturer

Marketing Core (Undergrad), Fall 2013

Design Driven Innovation (Undergrad), Winter and Fall 2013

Ivey Business School at Western University

2012

Lecturer

Marketing Core (Undergrad), Fall 2012

New Media Marketing (Undergrad & MBA), Fall 2012

Richard Ivey School of Business at Western University

Lecturer

Understanding the Consumer Universe: Market Research in Digital Media, Winter 2012

Master of Digital Experience Innovation program at the University of Waterloo | Stratford

2011

Lecturer

Marketing on the Internet (MBA), Fall 2011 Paul Merage School of Business at UC Irvine

Lecturer

New Media Marketing (MBA), Fall 2011 Richard Ivey School of Business at University of Western Ontario

Lecturer

Principles of Marketing in a Globalized World: Leveraging Digital Technology, Fall 2011 Master of Digital Experience Innovation program at the University of Waterloo | Stratford

Lecturer

New Media Marketing (MBA), Winter 2011 Richard Ivey School of Business at University of Western Ontario 2010

Lecturer

New Media Marketing (MBA), Summer 2010 Richard Ivey School of Business at University of Western Ontario

Lecturer

Marketing on the Internet (MBA), Spring 2010 Paul Merage School of Business at UC Irvine

2009

Lecturer

Design Management & Innovation (MBA), Fall 2009 Paul Merage School of Business at UC Irvine

2008

Consultant & Co-Instructor of *Marketing on the Internet* (MBA) Course Paul Merage School of Business at UC Irvine

Refined an existing course on Marketing on the Internet, bringing it up to date in terms of content and focus. Managed the creation of a student-accessible CMS (Content Management System) whereby students logged into their own instance of a shopping portal and were able to modify its content and aspects of its design to further their understanding of online marketing concepts.

2006-2009

Co-Developer & Co-Instructor of *Design Management & Innovation* (MBA) Paul Merage School of Business at UC Irvine

Co-developed a course on design management & innovation with Professor Alladi Venkatesh of the Paul Merage School of Business and participated in teaching the course, representing the perspective of the design strategist – helping students understand the importance of the role of design in the overall business process.

1998-1999

Co-Instructor of Multidisciplinary Sponsored Project Course Art Center College of Design, Pasadena, California

Co-taught a class of 33 students in the graphic design and industrial design disciplines (advanced term), as they formed teams to compete in a project sponsored by Acer wherein the challenge was to design a futuristic educational and entertainment-based personal digital assistant including associated positioning, branding and marketing strategies.

1998-1999

Co-Instructor of Sponsored Project Course Art Center College of Design, Pasadena, California Co-taught a class of 15 students in the graphic design discipline (advanced term), as they formed teams to compete in a project sponsored by Philips wherein the challenge was to produce concepts, mock-ups and branding strategies for the "living room of tomorrow" including environmental considerations, technological considerations and the needs of futuristic families in their struggle to balance technology with everyday living.

1998-1999

Instructor of Advanced Conceptual Design Course Art Center College of Design, Pasadena, California

Taught a class of 14 students in the graphic design discipline (advanced term) where they were challenged to provide concepts and design solutions for projects such as the future identification and currency storage system (e.g. wallet).

1997-1998

Instructor of Web Marketing Course UCLA Extension, Westwood, California

Taught web development and online marketing, branding and community building to a class of 18 students, a percentage of whom were industry executives looking to shift to digital.

Case Development

Customer Segmentation and Business Model Evolution at Unbounce Written by Ken Mark Ivey Publishing (July 8, 2014) https://www.iveycases.com/ProductView.aspx?id=66736

Jill's Table: Digitizing a Retail Legacy

Written by Janice Zolf

Ivey Publishing (March 20, 2014)

https://www.iveycases.com/ProductView.aspx?id=63725

Jill's Table: Digitizing a Retail Legacy – DVD

Produced by Janice Zolf

Ivey Publishing (March 20, 2014)

https://www.iveycases.com/ProductView.aspx?id=65481

Bitmaker Labs: Innovation on Hold Written by Raymond Pirouz Ivey Publishing (July 26, 2013)

https://www.iveycases.com/ProductView.aspx?id=59764

Added to "Teaching Design Thinking by Discipline" collection
https://hbsp.harvard.edu/catalog/collections/teaching-design-thinking-by-discipline/
Harvard Business Publishing Education, September 2021

MediaMath: Positioning a Real-Time Interface for Online Media Planning & Buying Written by Emily Chen-Bendle Ivey Publishing (July 5, 2013) https://www.iveycases.com/ProductView.aspx?id=58547

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Mountain Equipment Co-op: Digital Strategy

Written by Ken Mark

Ivey Publishing (June 24, 2013)

https://www.iveycases.com/ProductView.aspx?id=58677

A Couple of Squares (A) and (B) – DVD

Developed with Professors Dante Pirouz & Dina Ribbink

Produced by Janice Zolf

Ivey Publishing (March 13, 2013)

https://www.iveycases.com/ProductView.aspx?id=57885

A Couple of Squares: E-Commerce Opportunities for Growth (B)
Developed with Professors Dante Pirouz & Dina Ribbink
Written by Emily Chen-Bendle
Ivey Publishing (March 13, 2013)
https://www.iveycases.com/ProductView.aspx?id=57703

A Couple of Squares: Pricing for the Future (A)
Developed with Professors Dante Pirouz & Dina Ribbink
Written by Emily Chen-Bendle
Ivey Publishing (March 13, 2013)
https://www.iveycases.com/ProductView.aspx?id=57702

Better Homes & Gardens Real Estate: B2B and B2C Social Media Marketing Written by Emily Chen-Bendle Ivey Publishing (December 3, 2012) https://www.iveycases.com/ProductView.aspx?id=56717

HootSuite: Monetizing the Social Media Dashboard
Written by Ken Mark
Ivey Publishing (November 22, 2012)
https://www.iveycases.com/ProductView.aspx?id=56779

Decathlon China: Using Social Media to Penetrate Internet Market
Developed with Professor Nicole Haggerty
Written by Grace Geng (Ivey MBA 2011)
Ivey Publishing (November 16, 2011)
https://www.iveycases.com/ProductView.aspx?id=52517

Sushilicious: Can Social Media Sell Sushi Developed with Professor Dante Pirouz Written by Ken Mark Ivey Publishing (October 17, 2011)

https://www.iveycases.com/ProductView.aspx?id=52187

Online Metrics: What Are You Measuring and Why
Developed with Professor Neil Bendle
Assisted by Taneem Khan (Ivey MBA 2011)
Ivey Publishing (June 30, 2011)
https://www.iveycases.com/ProductView.aspx?id=51551

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Academic Publications

Pirouz, Dante; Thomson, Matthew; Johnson, Allison; Pirouz, Raymond. "Creating Engaging Online Videos," MIT Sloan Management Review (Vol. 56, No. 4, 2015).

Pirouz, Raymond. "Designeducation.com," AIGA Journal of Graphic Design (Vol. 17, No. 2, 1999).

Professional Development

Micro-Credential in Online College Teaching, 2020 Michigan State University College of Education

Academic Presentations & Speaking Engagements

2016 Lessons Learned From Hybrid Teaching
The Research Colloquium, March 2016
Paul Merage School of Business
UC Irvine

The Flipside of MOOCs
 Marketing Brown Bag, November 2013
 Ivey Business School
 Western University

2012 Impact of Social Media on the Value Chain
Marketing Brown Bag, November 2012
Richard Ivey School of Business
Western University

Virtually Real: Current Events Shaping our Digital Future
 2011 OMAA Fall Workshop, October 2011
 Ontario Municipal Administrators' Association Workshop
 Stratford Ontario

2011 New Media Marketing Fast Track
Marketing Brown Bag, May 2011
Richard Ivey School of Business
University of Western Ontario

2011 The Internet as a Disruptive Force and What it Means to Advertising
March 2011 HBA Advertising Class Taught by Matthew Thomson
Richard Ivey School of Business
University of Western Ontario

2008 Developing an Online Customer Shopping Portal for

Research & Education

Special Session: E-Commerce and Technology

The Future of the Internet and Implications to Marketing Theory, Research and Practice 2008 AMA Summer Marketing Educators' Conference

2008	Experience Design: Managing the Customer Experience Online Marketing on the Internet Course UC Irvine's Paul Merage School of Business
2007	Online Branding: The Impact of Technology on Associations & Conversations Marketing on the Internet Course UC Irvine's Paul Merage School of Business
2007	The Role of Design in Organizations Design Management & Innovation Course UC Irvine's Paul Merage School of Business
2003	Strategic Communication Design Experience Design group at the AIGA in San Diego, CA
2000	Building an eBusiness Apple Computer Market Center in Santa Monica, California
2000	Communicating Interfaces Web'00 Conference in New York, New York
2000	Leveraging Design For Your eCommerce Site Web'00 Conference in San Francisco, California
2000	Communicating Interfaces Web'00 Conference in San Francisco, California
1999	Creative Webvertising Web'99 Conference in San Francisco, California
1999	Communicating Interfaces Web'99 Conference in San Francisco, California
1999	Marketing on the Internet MGMT 290D at UC Irvine
1998	Internet Excellence Tennessee Valley Advertising Federation in Huntsville, Alabama
1998	Minimalist Web Design for Maximum Impact NewMedia'98 in Montreal, Canada
1998	Interface Design for Web vs. CD-ROM NewMedia'98 in Montreal, Canada
1998	Creative Webvertising Web'98 Conference in Washington D.C.
1998	Interface Design for a Wired Web Web'98 Conference in Washington D.C.

1997 Minimalist Design in an Age of Plug-Ins

Web'97 Conference in Boston, Massachusetts

1997 Creative Webvertising

Web'97 Conference in Boston, Massachusetts

Published Books

1998 Illustrator 8 Magic

New Riders Publishing

1998 HTML Web Magic, 2nd Edition

New Riders Publishing

1997 click here: web communication design

New Riders Publishing

Contributions to Books Published by Third Parties

2012 Marketing Strategy Text and Cases, Sixth Edition

O. C. Ferrell, Michael Hartline South-Western Cengage Learning

2003 Cascading Style Sheets: The Designer's Edge

Molly E. Holzschlag

Sybex

2001 The Education of an E-Designer

Steven Heller Allworth Press

2000 How to Design Logos, Symbols & Icons:

24 Internationally Renowned Studios Reveal

How They Develop Trademarks for Print and New Media

Gregory Thomas How Design Books

Published Articles

2012 The Future of Advertising

Western News

2000 eBook Design Tips

Adobe.com

2000 Designing Clickable Banner Ads

Adobe.com

1999 Web Waders of the Future

Publish Magazine

1999 Taking Design Education Online

AIGA Journal

1999	Designing the eBook Adobe.com
1999	Photoshop for Web Design Adobe.com
1999	Gearing Up for eBusiness Adobe.com
1999	Principles of Interface Design Adobe.com
1999	Web Designs that Wow Adobe.com
1998	It Takes A Village: From Utopia Comes A New Way of Selling clickz.com
1998	Banner Secrets: How to Run a Successful Campaign clickz.com
1998	Terrific Type Tips c net Builder

Media Mentions

2021

11th annual All MSU Sales Competition excels in a virtual space https://broad.msu.edu/news/11th-annual-all-msu-sales-competition-excels-in-a-virtual-space/

2020

Connecting COVID-19 to Coursework
Resources to Help You Discuss the Pandemic with Your Students
https://hbsp.harvard.edu/inspiring-minds/connecting-covid-19-to-coursework

Professional Experience

2010-Present

Author, Consultant & Lecturer

Raymond Pirouz: At the Intersection of Design, Technology, (

Raymond Pirouz: At the Intersection of Design, Technology, Commerce & Culture

2004-2009

Consultant & Lecturer Paul Merage School of Business University of California, Irvine Consulted on various projects dealing with design strategy and information technology at the Paul Merage School of Business. Taught *Marketing on the Internet* and *Design Management & Innovation*. Co-developed the MBA-level *Design Management & Innovation* course and served as a co-instructor for three consecutive years from 2006 to 2009. Served as guest speaker at the *Marketing on the Internet* course from 2006 to 2009. Served as a design consultant on a research project at UCI's Center for Research on Information Technology and Organizations (CRITO), dealing with issues related to technology diffusion in the home. Participated in organizing a *Design Innovation & Research* conference held at the UCI campus in November 2008. Served as EDGE Fellow (for the EDGE course) in 2006.

2003-2004

Director of Marketing lynda.com, Inc., Ojai, California Publisher and eLearning Company

In charge of planning, coordinating and executing all marketing communications efforts including brand strategy and positioning, marketing plan development, new product launches, customer profiling, sales and market forecasting and offline as well as online advertising and PR efforts. Developed and executed a comprehensive company-wide strategic positioning, branding, communications and public relations plan approved by the company founders.

1999-2001

Founder R35 edu, San Marino, California Distance Learning Design Program

Developed an online curriculum covering all aspects of visual communication design in a new media context – from design principles to typography, interface design, usability, marketing, branding and advertising – and taught a two-year program to students from around the world.

1997-2003

Co-Founder R35, San Marino, California Design Studio & Consultancy

Designed identity systems, interfaces, consulted on design strategy, information architecture and usability in addition to providing original content on projects for clients such as Adobe, c|net, Caltech, Macromedia, NASA/JPL, USC, Virgin Records and for clients representing American Century Mutual Funds, American Honda, Cathay Pacific, Fidelity Federal Bank, Panasonic, Toyota and others.

1996-1997

Advertising Art Director Rubin Postaer & Associates, Santa Monica, California Interactive Advertising Agency

Responsible for interfacing with account managers and clients to translate creative briefs into engaging concepts that embodied the brand's mission and purpose. Played an instrumental role in winning several key accounts, including Honda Motorcycles, Sony Pictures' Soap City and

Fidelity Federal National Bank. Served as Art Director & Copywriter on the following award-winning accounts: American Honda (Clio), American Century Mutual Funds and Cathay Pacific Airlines (PIONEER Direct Marketing Creative Guild, West). Launched and in charge of the following campaign (naming, branding, creative and copy): Honda's Free Ride at hondacampus.com, consisting of print (posters), web (site) and interactive marketing (online) targeted at college students.

Professional Service and Consultations

2012-2014	Judge, Canada's Next Top Ad Exec Topadexec.com
2013-Present	Judge, Mobile Web Marketing Awards Web Marketing Association
2000-2018	Judge, Web Marketing Awards Web Marketing Association
2000-2018	Judge, Internet Advertising Awards Web Marketing Association

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