

## Maureen F. Karig

Assistant Teaching Professor  
Supply Chain & Analytics Department  
College of Business Administration  
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### ACADEMIC POSITIONS

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University of Missouri – St. Louis		St. Louis, MO
2017 - Present	Assistant Teaching Professor - Supply Chain & Analytics Department	
2015 – 2017	Adjunct Professor - Supply Chain & Analytics Department - Department of Global Leadership and Management	
2010 – 2017	Senior Research Associate - Center for Business & Industrial Studies	

### EDUCATION

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2005	Thunderbird School of Global Management M.B.A. in Global Management	Phoenix, AZ
1981	Boston College M.A. in Slavic Studies	Chestnut Hill, MA
1979	State University of New York B.A. focus in International Studies	Plattsburgh, NY
1977, 1978	Middlebury College Russian Language Immersion Program	Middlebury, VT

### TEACHING & RESEARCH INTERESTS

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- Global Supply Chain Management
- International Trade
- U.S. Export – Import

### TEACHING EXPERIENCE

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- SCMA 3301: Introduction to Supply Chain Management (Online and Face-to-face)
- SCMA 3398: Seminar in Supply Chain Management and Analytics (Online)
- SCMA 4381, 5381: Global Supply Chain Management (Undergraduate, Graduate)
- BUSAD 4219, 6900: Strategy Formulation and Implementation (Undergraduate, Graduate)

## UNIVERSITY SERVICE: UNIVERSITY OF MISSOURI - ST. LOUIS

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- Faculty Liaison, Supply Chain & Transportation Club: 2017–Present
- Co-Chair, Department Advisory Board Student Engagement Sub Committee: 2018-Present
- Member, College of Business Administration Undergraduate Studies Committee: 2017-2022
- Member, College of Business Administration Assurance of Learning Committee: 2022-Present

## REFEREED JOURNAL PUBLICATIONS

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- Smith, L. D., M. Staten, T. Eyssell, **M. Karig**, B. Freeman, A. Golden, “Accuracy of Information Maintained by US Credit Bureaus: Frequency of Errors and Effects on Consumers' Credit Scores”, *Journal of Consumer Affairs*, October 2013.
- Smith, L.D., S. Nayak, **M. Karig**, L. Kosnik, M. Konya, K. Lovett, Z. Liu, H. Luvai, J. Feinstein, “Assessing Residential Customer Satisfaction for Large Electric Utilities”. Under revision for: *Journal of Consumer Satisfaction, Dissatisfaction & Complaining Behavior*.
- Smith, L.D., M. Staten, T. Eyssell, **M. Karig**, C. Johnson, J. Feinstein, “Credit Usage, Payment Behavior and the Accuracy of Consumer Credit Files,” *Financial Services Review*, Fall 2018.

## CONFERENCE PRESENTATIONS

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- Smith, L.D., S. Nayak, **M. Karig**, L. Kosnik, M. Konya, K. Lovett, Z. Liu, H. Luvai, J. Feinstein, “Assessing Residential Customer Satisfaction for Large Electric Utilities”. Presented by L. Kosnik to the *Transportation and Public Utilities Group of the American Economic Association*, San Francisco, CA, January 2016.

## INDUSTRY EXPERIENCE

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2005	Hilex Poly Co., LLC Director, Customer Support	Hartsville, SC
1986-2004	Incentive Group, A/S Director, Export Business Development & Support Global Market Intelligence Specialist Acquisition/Integration Task Force Project Manager, Sales Support Manager, Global Customer Services	Copenhagen, Denmark
1984-1986	Myers Industries, Inc. International Operations Supervisor	Akron, OH
1981-1984	Air Express International Operations Agent	Cleveland, OH

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