**Haluk Demirkan, Ph.D. & PMP-** *turning data, analytics, service & intelligence into innovation & outcome: profit, growth, value...*

Milgard Endowed Professor of Service Innovation & Business Analytics

Founder & Director, Master of Science & Center for Business Analytics @ UW Tacoma

Service Innovation, Cognitive Transformation, Analytics, AI Strategist & Solution Architect – MAESTRO

Co-Founder & Board of Director, International Society of Service Innovation Professionals

My philosophy: KnowDoBe: Knowing (education) > Doing (practicing) > Being (culture of innovative execution)

Works with any talent who co-creates value to spearhead initiatives and deliver results

My background: strong business understanding with deep technical background

Contact: Seattle/Bellevue/Tacoma, WA, USA; [haluk@uw.edu](mailto:haluk@uw.edu); [haluk.demirkan@gmail.com](mailto:haluk.demirkan@gmail.com)

http://directory.tacoma.uw.edu/employee/haluk

<http://www.linkedin.com/in/halukdemirkan>; <https://twitter.com/profhaluk>

<http://scholar.google.com/citations?user=3qNp62MAAAAJ>

Dr. Haluk Demirkan is an innovation and analytics evangelist, maestro, data gig, recognized leader, experienced practitioner (20+ years), awarded consultant, accomplished scholar (~20 years), active applied researcher, cross-disciplinary teacher, effective mentor, invited speaker, productive author (150+ pubs) & professional student. His achievements brought him a global leadership and reputation in co-creation of value and service innovation with *automation, out-tasking, complex data, analytics, artificial intelligence, intelligence augmentation, micro services, design and service-oriented technology & management*.Most current, he is assisting organizations to transform themselves with Collaborative Intelligence (People + AI + Process).

He has more than 20 years professional experience advising more than *40 Fortune 500 companies like IBM, GE, Cisco, HP, Intel, American Express, Bank of America, Citibank, Premier Healthcare, Abbott* and others in maximizing the return on companies’ resources by effectively implementing strategic data, analytics, cognitive and service transformation solutions.

In 2014, he was ranked 5th in Top-100 World-wide Researchers (the Association for Information Systems sanctioned rankings). He also received four IBM Faculty Research Awards as a result of his analytics and cognitive and AI business models research.

Recognized for his expertise in his field, Dr. Demirkan frequently serves as an expert reviewer, panelist, and speaker.

He received a B.S. in Mechanical Engineering from Istanbul Technical University, a M.E. and P.E. in Industrial and Systems Engineering and a Ph.D. in Information Systems and Operations Management from the University of Florida.

Currently he is:

* Serving as Co-Founder & Board of Director of International Society of Service Innovation Professionals, a non-profit organization co-founded by IBM, Cisco & HP to promote human-centered “smart” services for value & outcome.
* Serving as a board member and/or senior advisor for;
  + Sound Credit Union Bank
  + Teradata University Network
  + The Global Text Project
  + TalentAds.net (programmatic job ad & talent recruitment)
* Serving as an editor for IEEE IT Professional and Decision Support Systems journals
* Serving as a Track Chair, Analytics, Mobile & Service Science @ Hawaii International Conference on System Sciences
* Serving as a Co-founder & Editor of book series “Service Systems and Innovations in Business & Society” and “Collaborative Intelligence: People, AI, and the Future of Work” @ Business Expert Press

Some of his recent projects are:

* co-creation of value with machine learning, artificial intelligence, intelligence augmentation, out-tasking
* how to train AI and smart machines? how to reward, punish or retire?
* human-centered smart services and cognitive assistants, T-shaped analytical thinkers & adaptive innovators
* enterprise-as-a-service, micro services and smart mobile-location analytics
* digital inter-organizational workflows with trust security & failure recovery, block chain and cloud/fog computing
* digital marketing/advertising strategy, service pricing
* customer experience and social media analytics
* data hygiene, integration, separation; value of data; data lakes

**MY PHILOSOPHY IS KNOW-DO-BE**

**KNOWING (EDUCATION & RESEARCH) > DOING (PRACTICING) > BEING (VALUE CO-CREATION)**

**RESEARCH & TEACHING:** active applied researcher, accomplished scholar (~20 years), productive author (150+ pubs)

In 2014, ranked 5th in Top-100 Rankings of World-wide Researchers (the Association for Inf. Sys. sanctioned Rankings); research awards from IBM, Journal Service Research, Emerald Citations of Excellence, and others

Cross-disciplinary teacher (30+ courses with 80+ sections 15+ degree programs in 8 disciplines: e.g. Business Analytics, Information Management/Systems, Supply Chain Management, Operations Management, Marketing, Accounting, Management, Industrial & Systems Engineering]; effective mentor (10 PhD students); invited speaker (~ 90 presentations in 7 countries)

Research Methods Include: analytical & conceptual modeling, design science, action, empirical research and combinations

**Primary Research & Teaching Interests** (Multi-Disciplinary)

* ***Service Oriented Technology & Management***: smart services, services computing, cloud/fog computing, dynamic capability, internet-of-things, systems thinking, smart cities, risk, pricing, queuing
* ***Business Analytics & Collaborative Intelligence***: data & information, business-, social-, cloud-, mobile-, video-, stream-, cybersecurity-, predictive-, customer-, IoT-, digital-analytics, big data, data hygiene, machine learning, deep learning, artificial intelligence, intelligence augmentation
* ***Service Science & Customer Experience***: open service innovation, co-creation of value -chains, -shops & -networks, design thinking, service level agreements, management challenges related to healthcare information services, self-service, smart service systems, service supply chain management
* ***Digital Strategy & Transformation***: cybersecurity, sustainable IT, digital innovation & transformation, cultivating T-shaped professionals and citizens in the era of digital transformation, ICT-enabled business models & processes, collaboration mechanisms

**DOING (PRACTICING)**

In 20+ years, co-created value at **40+ Fortune 500 companies** to design, manage & implement solutions



**BEING (KNOWLEDGE CREATION & DISSEMINATION, AND VALUE CO-CREATION)**

“One of my personal goals is to achieve desired outcomes and to create wanted side-effects. I am a versatile, transdisciplinary, T/M-shaped change agent, adaptive innovator, always looking for better ways. I love the latest technology, but am pragmatic in applying it to the real world. I thrive on a complex project with lots of moving parts and a many different stakeholders. I have a talent for looking across boundaries to solve large-scale problems. I don’t care who gets the credit, my own high standards dictate a job well done.”