Shamel Addas, Ph.D.

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Last updated: July 2026

ACADEMIC POSITIONS

Jan 2026 - Present **Associate Dean (Research)**
Smith School of Business, Queen's University, Kingston, Canada

Jul 2020 - Present **Associate Professor**
Distinguished Research Fellow of Digital Technology (July 2018-Present)
Smith School of Business, Queen's University, Kingston, Canada

2017 - Present **Visiting Professor**
IESEG School of Management, France

Jul 2016 – Jun 2020 **Assistant Professor**
Smith School of Business, Queen's University, Kingston, Canada

2012 - 2019 **Visiting Professor**
Nile University, Egypt

Sep 2011 - Jul 2016 **Assistant Professor of Management, Information Systems Track**
IESEG School of Management, Lille, France

EDUCATION

2013 **PhD in Management**
Desautels Faculty of Management, McGill University, Montreal, Quebec
Specialization Field: Information Systems

- Dissertation Title: *Examining the impacts of information technology interruptions on individual and group performance: Does interruption type matter?*
- Dissertation Advisor: Dr. Alain Pinsonneault

2004 **Master of Business Administration (MBA)**
John Molson School of Business, Concordia University, Montreal, Quebec

- Earned a graduate fellowship award

1997 **Bachelor of Science, Mechanical Engineering (Minor in Psychology)**
American University of Cairo, Cairo, Egypt

- Double specialization in Industrial Engineering and Design Engineering
- Projects included designing automotive suspension systems with a focus on static and dynamic loading applied on suspension springs, and using vibration analysis to determine different load conditions

- Thesis Title: *Analysis and design for an automotive CNG engine*

RESEARCH INTERESTS

- Information technology (IT) impacts on individuals and groups; the dark side of IS (technology interruptions, social media disinformation); human interactions with AI; health care information technology (HIT)

REFEREED JOURNAL PUBLICATIONS

1. Nassar, S., Maghsoodi, N., Mannina, S., **Addas, S.**, Sibley, S., Fichtinger, G., Pichora, D., Maslove, D., Abolmaesumi, P., and Mousavi, P. (Forthcoming). "A Dataset and Benchmarks for Atrial Fibrillation Detection from Electrocardiograms of Intensive Care Unit Patients," *IEEE Transactions on Biomedical Engineering*. **(SJR Q1)**
2. Maghsoodi, N., Nassar, S., Wilson, P.F.R., To, M.N.N., Mannina, S., **Addas, S.**, Sibley, S., Maslove, D., Abolmaesumi, P., and Mousavi, P. (Forthcoming). "Domain Knowledge Is Power: Leveraging Physiological Priors for Self-Supervised Representation Learning in Electrocardiography," *IEEE Transactions on Biomedical Engineering*. **(SJR Q1)**

3. Khan, A., Brohman, K. and **Addas, S.** (2022). "The Anatomy of "Fake News": Studying False Messages as Digital Objects," *Journal of Information Technology* (37:2), pp. 122-143. **(ABDC A*)**
4. Brohman, K.*, **Addas, S.***, Dixon, J. and Pinsonneault, A. 2020. "Cascading Feedback: A Longitudinal Study of a Feedback Ecosystem for Telemonitoring Patients with Chronic Disease," *MIS Quarterly* (44:1), pp. 421-450. **Authors have contributed equally.* **(FT-50; ABDC A*)**
5. **Addas, S.** and Pinsonneault, A. (2018). "Theorizing the Multilevel Effects of Interruptions and the Role of Communication Technology," *Journal of the Association for Information Systems* (19:11), pp. 1097-1129. **(ABDC A*)**
6. **Addas, S.**, Pinsonneault, A., and Kane, G.C. (2018). "Converting Email from Drain to Gain," *MIT Sloan Management Review* (59:4), pp. 15-18. **(FT-50; ABDC A)**
7. El-Masri, M., Al-Yafi, K., **Addas, S.** and Tarhini, A. (2018). "Individual Determinants of IT Occupational Outcomes," *Communications of the Association for Information Systems* (42), pp. 481-507. **(ABDC A)**
8. **Addas, S.** and Pinsonneault, A. (2018). "Email Interruptions and Individual Performance: Is There a Silver Lining?" *MIS Quarterly* (42:2), pp. 381-405. **(FT-50; ABDC A*)**
9. Pinsonneault, A., **Addas, S.**, Qian, C., Dakshinamoorthy, V., and Tamblyn, R. (2017). "Integrated Health Information Technology and the Quality of Patient Care: A Natural Experiment," *Journal of Management Information Systems* (34:2), pp. 457-486. **(FT-50; ABDC A*)**
10. **Addas, S.** and Pinsonneault, A. (2016). "IT Capabilities and NPD Performance: Examining the Mediating Role of Team Knowledge Processes," *Knowledge Management Research & Practice* (14:1), pp. 76-95. **(ABDC A)**
11. **Addas, S.** and Pinsonneault, A. (2015). "The Many Faces of IT Interruptions: A Taxonomy and Preliminary Investigation of their Performance Effects," *Information Systems Journal* (25:3), pp. 231-273. **(ABDC A*)**
12. Rahrovani, Y., **Addas, S.**, and Pinsonneault, A. 2014. "Exploring the long shadow of IT innovation adoption decisions on IT value," *Systèmes d'Information et Management* (19:4), pp. 31-88. **(SJR Q3)**

13. **Addas, S.** (2010). "A Call for Engaging Context in HCI/MIS Research with Examples from the Area of Technology Interruptions," *AIS Transactions on Human-Computer Interaction* (2:4), pp. 178-196. **(ABDC A; SJR Q1)**

REFEREED CONFERENCE PROCEEDINGS & PRESENTATIONS

1. Mannina, S. and **Addas, S.** (2025). "Real-Time User Reactions to Misinformation as a Foundation for Tailored Nudge Design," *Proceedings of the 24th pre-ICIS Annual Workshop on HCI Research in MIS*, December 13, 2025.
2. **Addas, S.** and Rahrovani, Y. (2025). "Teaching with GenAI-Powered Personas: Enhancing Engagement and Research Opportunities in Case-Based Learning," ICIS TREO talks (non-peer reviewed), Nashville, TN, December 14, 2025.
3. Mannina, S., **Addas, S.**, Abolmaesumi, P., Mousavi, P., Maghsoodi, N., Nassar, S., Maslove, D.M., Sibley, S. "AI Integration in Fast-Paced, High-Stakes Environments: Lessons From the ICU," *Proceedings of the Health Information Technology Symposium*, Nashville, TN, December 14, 2025.
4. Mahapatra, M., Cameron, A.F., **Addas, S.**, and Spitzmuller, M. (2025). "Multicommunicating During Team Meetings and Team Performance: An Experiment of Multi-level Effects," *Academy of Management Annual Meeting*, Copenhagen, Denmark, Conference Presentation. July 25-29, 2025.
5. Mannina, S. and **Addas, S.** 2025. "Leveraging NeuroIS to Develop Profiles of User Susceptibility to Health Misinformation," *Proceedings of the Vienna Retreat on NeuroIS*, Vienna, May 28-30, 2025.
6. Maslove, D., Maghsoodi, N., Sibley, S., Nassar, S., Mannina, S., **Addas, S.**, Abolmaesumi, P., and Mousavi, P. 2024. "Enhanced AFib Classification: Integrating CNN Features and R-R Intervals in CatBoost" (Poster Presentation), *Machine Learning for Health Care Conference (MLHC 2024)*, Toronto, Ontario, August 16-17, 2024.
7. Mannina, S., **Addas, S.**, Abolmaesumi, P., Mousavi, P., Maghsoodi, N., Nassar, S., Maslove, D., and Sibley, S. 2024. "Digital Nudges in Healthcare Contexts: An Information Systems Perspective," *Proceedings of the 30th Americas Conference on Information Systems*, Salt Lake City, UT, August 15-17, 2024.
8. Ouimet-Grenier, A. and **Addas, S.** 2022. "AI-Enabled Decision-Making Systems: A Conceptualization and an Agenda for Green IS Research," *Proceedings of the International Conference on Information Systems*, Copenhagen, Denmark, December 10-14, 2022.
9. Mannina, S. and **Addas, S.** 2022. "Mixed Emotions: Evaluating Reactions to Dynamic Technology Feedback with NeuroIS," *Proceedings of the Vienna Retreat on NeuroIS*, Vienna, June 14-16, 2022.
10. Mannina, S. and **Addas, S.** 2021. "Understanding the Relationship Between Sources of Feedback and Patient Outcomes in the Digital Health Environment: A Literature Review," *Proceedings of the 49th Administrative Sciences Association of Canada Annual Conference (ASAC)*, Virtual Conference, June 12-15, 2021 ****Best Paper Award****.
11. Karmakar, I. and **Addas, S.** 2020. "Exploring Mindfulness to Mitigate IT Addiction," *Proceedings of the 19th pre-ICIS Annual Workshop on HCI Research in MIS*, Virtual Conference, December 13-16, 2020.
12. Rahrovani, Y. and **Addas, S.** 2019. "Understanding the Process of IS Switching in the Social Media Context," *Proceedings of the International Conference on Information Systems*, Munich, Germany, December 14-18, 2019.

13. Cameron, A.F., **Addas, S.**, and Spitzmuller, M. 2019. "Multicommunicating During Team Meetings and Its Effects on Team Functioning," *Proceedings of the Vienna Retreat on NeuroIS*, Vienna, June 4-6, 2019.
14. Li, T., **Addas, S.**, and Chan, Y. 2018. "Is Sociomateriality a Viable Lens in IS Research? A Scoping Review," *Proceedings of the 46th Administrative Sciences Association of Canada Annual Conference (ASAC)*, Toronto, ON, May 27-29, 2018.
15. Savoli, A., **Addas, S.**, and Fagnot, I. 2017. "Coping with Information Security Stressors in Healthcare," *Proceedings of the 23rd Americas Conference on Information Systems*, Boston, MA, August 10-12, 2017.
16. Savoli, A., **Addas, S.**, and Fagnot, I. 2016. "Too Much of a Good Thing? An Investigation of the Negative Consequences of Information Security in a Healthcare Setting," *Proceedings of the 10th Annual Pre-ICIS Workshop on Information Security and Privacy (WISP 2016)*, Dublin, December 9, 2016.
17. Goethals, F. and **Addas, S.** 2015. "Why we don't block 3rd party trackers: An attributional theory perspective," *Proceedings of the 9th Annual Pre-ICIS Workshop on Information Security and Privacy (WISP 2015)*, Fort Worth, TX, December 13, 2015.
18. El-Masri, M. and **Addas, S.** 2014. "Determinants of IT Job Occupations: Integrating Career Anchor Theory and Social Cognitive Career Theory" *Proceedings of the 20th Americas Conference on Information Systems (AMCIS)*, Savannah, GA, August 7-9, 2014.
19. **Addas, S.** and Conway, C.M. 2013. "Not Right Now! Cognitive and Behavioral Impacts of IT interruption Timing" (Poster Presentation), *The 12th pre-ICIS Annual Workshop on HCI Research in MIS*, Milan, Italy, December 15, 2013.
20. **Addas, S.** and Pinsonneault, A. 2013. "IT Interruptions and Coordination Effectiveness in Software Development Groups: A Conceptual, Multilevel Model," *Proceedings of the 12th pre-ICIS Annual Workshop on HCI Research in MIS*, Milan, Italy, December 15, 2013.
21. Goethals, F., **Addas, S.**, and Fagnot, I. 2012. "The Effects of two-directional Messages about Planned Obsolescence," *Proceedings of the 11th Workshop on e-Business (WEB 2012)*, Orlando, FL.
22. **Addas, S.** and Pinsonneault, A. 2010. "Information Technology Interruptions in Project Environments: A Taxonomy and Preliminary Performance Investigation," *Proceedings of the 9th pre-ICIS Annual Workshop on HCI Research in MIS*, St-Louis, MO, December 12, 2010. ****Best Paper Award****
23. **Addas, S.** and Pinsonneault, A. 2010. "IT Use and the Interruption of NPD Knowledge Work," *Proceedings of the 43rd Hawaii International Conference on System Sciences*, Kauai, HI.
24. **Addas, S.** and Pinsonneault, A. 2009. "Toward a Taxonomy of IT-enabled Integration in NPD," *Academy of Management Annual Meeting*, Chicago, IL, Conference Presentation.
25. **Addas, S.** and Pinsonneault, A. 2008. "IT and NPD Performance: Unveiling the Mediating Effects of Process Integration and Knowledge Integration," *Proceedings of the 14th Americas Conference on Information Systems (AMCIS)*, Toronto, ON, August 14-17, 2008.
26. **Addas, S.** and Pinsonneault, A. 2007. "IT Capabilities and Firm Performance: A Resource-based, Alliance Perspective," *Proceedings of the 35th Administrative Sciences Association of Canada Annual Conference (ASAC)*, Ottawa, ON.
27. **Addas, S.** 2006. "IT Business Value: How Agency and Upper Echelon Factors Influence the IT Infrastructure Capability," *Academy of Management Annual Meeting*, Atlanta, GA, Conference Presentation.
28. **Addas, S.** and Croteau, A.M. 2006. "The Role of Power in Determining the Mode of IT Governance," *Proceedings of the 34th Administrative Sciences Association of Canada Annual Conference (ASAC),* Banff, AB.

29. **Addas, S.**, Chen, E., and Vahidov, R. 2005. "Factors Influencing the Pre-Adoption of Electronic Negotiation Systems," *Group Decision and Negotiation Annual Conference*, Vienna, Austria, Conference Proceedings.

CASE STUDIES AND TEACHING NOTES

1. **Addas, S**. and Rahrovani, Y. 2025. "Deltacore Analytics: AI Transformation Beyond the Algorithm," *Ivey Publishing.* Case and Teaching Note # W45949.

GRANTS AND OTHER RESEARCH FUNDING

External Grants/ Funding

1.	Insight Development Grant (IDG), *Social Sciences and Humanities Research Council of Canada (SSHRC)*. Program Title: Beyond Human-in-the-Loop: Governing Dynamic Delegation to Agentic Technologies in High-Reliability Organizations. Principal Investigator.	$70,189	2026
2.	New Frontiers in Research Fund (NFRF), *Social Sciences and Humanities Research Council of Canada (SSHRC)*. Program Title: Towards Actionable AI in the ICU. Co-Investigator.	$250,000	2023
3.	Insight Grant, *Social Sciences and Humanities Research Council of Canada (SSHRC)*. Program Title: Multicommunicating and Team Adaptation. Co-Investigator.	$88,595	2019
4.	Institutional Grant, *Social Sciences and Humanities Research Council of Canada*, Principal Investigator.	$2,500	2019

Internal Grants/ Funding

5.	Monieson Research Grant	$6,100	2025
6.	Distinguished Research Fellow of Digital Technology	$80,000	2018-Present
7.	Smith School of Business Conference Funding Competition, *Queen's University*, Co-Investigator.	$8,299	2019
8.	D.I. McLeod Research Assistantship, *Queen's University*	$1,600	2018
9.	General Research Grant, *Queen's University*	$6,300	2017
10.	D.I. McLeod Research Assistantship	$3,600	2016
11.	PhD Program Research Award, *McGill University*	$5,000	2009
12.	Principal's Graduate Fellowship Award, *McGill University*	$2,500	2008
13.	Erika Beaumier Scholarship in Governance, *Concordia University*	$1,000	2006

ACADEMIC AWARDS, HONORS, AND RECOGNITIONS

1.	Association for Information Systems (AIS) Member Spotlight – Inaugural Issue Feature (Recognized in the inaugural spotlight highlighting global IS scholars shaping the field)	2025
2.	Association for Information Systems (AIS) Distinguished Member	2025
3.	Outreach Award (recognizing exceptional dissemination of research findings), *Smith*	2024

School of Business, Queen's University

4. Nominated for Best Reviewer Award, *Information Systems Research* 2022
5. New Researcher Achievement Award, *Smith School of Business, Queen's University* 2019
6. Nominated for Best Reviewer Award, *13th Annual pre-ICIS Workshop on HCI Research in MIS, St-Auckland, New Zealand* 2014
7. Outstanding Teaching Award, *IESEG School of Management* 2014
8. Best Paper Award, *9th Annual pre-ICIS Workshop on HCI Research in MIS, St-Louis, MO* 2010
9. Doctoral Consortium, *Academy of Management Conference (OCIS), Montreal, QC* 2010
10. Excellence in Teaching Award, *McGill University* 2010
11. Doctoral Consortium, *International Conference on Information Systems, Phoenix, AZ* 2009

TEACHING EXPERIENCE

Courses Taught

Professional Graduate Programs

Course Number and Title	Years Taught	Course Type	Program/ Level	Institution
MBUS 854: AI for Leaders	2025-Present	Core	Accelerated MBA	Queen's University
MBAS 840: Introduction to Digital Business	2021-2025	Core	Full-Time MBA	Queen's University
MDPM 801: Introduction to Digital Strategy & Innovation	2022	Core	Master of Digital Product Management	Queen's University
EMBA 620: Business Information Systems (self-developed course)	2012, 2014-2015, 2017, 2018, 2020	Core	EMBA	Nile University (Egypt)
MBCCI03UE: Generating Business Value with IT (self-developed course)	2012 - Present	Core	Master of Business Analysis & Consulting	IÉSEG School of Management (France)
IS Project Management (self-developed course)	2012-2016	Core	MSc	IÉSEG School of Management (France)
Research Methods	2012-2013	Core	MSc	IÉSEG School of Management (France)
Information Systems Strategy & Company Observation	2012-2013	Core	MSc	IÉSEG School of Management (France)

Academic Graduate Programs

Course Number and Title	Years Taught	Course Type	Program/ Level	Institution
Mgmt 870/970: Foundations	F2022 -	Core	MSc/PhD	Queen's University

of MIS I	Present			
Mgmt 974: Advanced Topics in the Evaluation of Information Systems (self-developed course)	W2017, W2019, W2021	Elective	MSc/PhD	Queen's University
Mgmt 804: Survey Research Method Design	2018, 2020-2021	Core	MSc/PhD	Queen's University

Undergraduate Programs

Course Number and Title	**Years Taught**	**Course Type**	**Program/ Level**	**Institution**
Comm 392: Introduction to Data Management and Analytics for Business	W2022 – F2025	Elective	3rd & 4th year Bachelor	Queen's University
Comm 190: Introduction to Digital Business and Technologies	2016-2021	Core	2nd year Bachelor	Queen's University
Management of Information Systems	2012-2016	Core	3rd year Bachelor	IÉSEG School of Management (France)
Introduction to IS	2012-2014	Core	2nd year Bachelor	IÉSEG School of Management (France)
IT Impacts on Organizations	2008-2009	Core	2nd year Bachelor	McGill University
Managing Information Technology	2007	Elective	3rd year Bachelor	McGill University

Graduate Student Supervision

Queen's University (Canada) – PhD Program in Management

Role	**Student**	**Thesis Title**	**Years**
Supervisor	Antoine Grenier (Co-supervision with J. Webster))	Delegated Knowing: AI and Knowledge at Work	2020-2026
	Sophia Mannina	Online Fake News and User Emotion	2021-
Committee Member	Jasmin Manseau	Investigating the Dark Side of Intelligent Systems: A Review and Empirical Investigations of Technology-Related Dehumanization and an Agent-Based Simulation	2024-2025
	Ali Khan	False news: a digital conceptualization and potential mitigation using algorithmic advice	2021-2022

Queen's University (Canada) – MSc Program in Management

Role	**Student**	**Thesis Title**	**Years**
Supervisor	Parisa Sharifpour	Can I trust This Chatbot? The Impact of Chatbot Social Presence and Personalization on Customer	2023-2025

		Trust and Purchase Behavior	
	Sophia Mannina	Facilitating Feedback Through Health Information Technology: An Experiment to Investigate the Role of Technology in Improving Patient Health	2020-2021
	Ali Feizabadi	Social Interactions of Humans with Intelligent Agents: Anthropomorphizing, Trust, and Self-disclosure	2019-2020
	Xiuyan (Leah) Li	The Effects of Attributional Style on Chronic Patient Adaptation Regarding Telemonitoring Feedback	2018-2019

Tias School for Business & Society - Master in Business Analytics & Big Data

Role	**Student**	**Thesis Title**	**Years**
Supervisor	Sanjay Kumar	Predicting Environmental ESG Outcomes from Social and Governance Indicators: A Machine Learning-Based Analysis	2026
	Gayeon Lee	A Quantitative Comparison of LLM and Human-Generated Customer Review Analysis Reports	2025
	Ishita Karnani	Predictive Analytics for Market Success in Cancer Drug Discovery: Integrating Clinical, Financial, and Market Data	2025
	Ana Paula Rodriguez Obando	Enhancing Fast Fashion Demand Forecasting with Google Trends: A comparison of manual and LLM based microtrend tagging	2025
	Sri Lakshmi Kumar	Decoding customer sentiment: A text mining approach for personalized skincare recommendations	2024
	Amelie Niewenhuijse	Investigating the Impact of Candidate Qualifications and Sentiments Expressed in Resumes on Resume Ranking for Business and Data Analyst Positions: A Machine Learning and Natural Language Processing Application	2023
	Glenn Guerrero	Exploring the use of Sentiment Analysis in Identifying Areas of Improvement for Game Development: A Study of User Feedback from STEAM Game Reviews	2023
	Naga Vishnu Batchu	Comparative Analysis of Deep Learning Models in Movie Recommendation Systems: Word Embedding vs. BERT	2023
	Yuan (Cathy) Hsuan	Text mining customer reviews in the insurance industry	2022
	Yijia Zhang	The influence of customers' Airbnb stays in different cultural regions on the factor guests care about: a comparison between Beijing and Amsterdam	2022
	Matheus Rocha	Making buildings smart: how machine learning can help to recognize patterns in energy consumption	2022
	Samuel Chandrasekar	Assessing the impact of population on air pollution in India and predictive analysis to determine the	2022

		future rise in pollution	
	Rahul Taori	Machine Learning Model Design for Recommendation System A Comparative Analysis of Machine Learning Algorithms for Recommendation System in Online Retail	2022
	Pyariksha Tiluk	Predicting employee attrition using machine learning models and assessing the effect of mitigating machine learning bias on model accuracy	2020
	Ann van Naerssen	Value determination of B2B2C apps: The effect of social media functionality on user satisfaction to determine app value in a B2B2C context; a mixed-method approach	2020
	Yen-Chen Liu	The Expected Benefit of Big Data Analytics in Audit Efficiency – A Case Study of Taiwanese Big Four Audit Firms	2019
	Annieck Grobben	Successful implementation of big data and the role of leadership	2018
	Yi-Ching Chung	To what extent does artificial intelligence substitute the decision-making functions of the management at the operational level in this big data era? A case study in Taiwan	2018
	Xiaozhao Wang	What characteristics of the job environment affect employee attrition in technology companies?	2018
	Tetske van Loon	Purchasing behaviour in Retail versus E-tail in the Dutch book industry	2017
	Vicky Cheng	The impact of business analytics on banking industry	2017
	Alexander Daemen	How accurately can clickstream data determine the likelihood of a high involvement purchase?	2016

IESEG School of Management – MSc in Information Systems

Role	**Student**	**Thesis Title**	**Years**
Supervisor	Tiphaine Bonte	User attitudes toward information privacy: factors that impact the disclosure of private information online	2018-2020
	Amaury Eich Gozzy	What factors impact the intent of use of cryptocurrencies in the e-commerce market for individuals?	2018-2020
	Constant Fagnou	Improving the security of payment systems thanks to Blockchain technology	2019-2020
	Margaux Chotel	Cyberloafing: A Study in the Problem of Classification of Personal Internet Use at work	2018-2019
	Kilian Gaudefroy	What are the impacts of privacy concerns on a customer's intention to adhere to a loyalty program and the validity of the information collected?	2016-2017

	Alexandra Llopis	The enhancement of the wholesale landing value chain for the benefit of the customer	2015-2016
	Robin Decroocq	Presentation technology: feature use and impacts on individual learning outcomes	2014-2015
	Alice Madec & Pauline Neuilly	What is the Enactus' influence upon its student members' competencies' development, at an international scale?	2013-2014
	Baptiste Baraudou	The impact of social media context on business success: An empirical study on box office performances	2012-2013
	Florent Invernizzi	Implémentation d'un outil de gestion des audits internes	2011-2012
	Arthur Le Pan Faberes	What strategy to adopt for the launching and the distribution of a rosé wine on the Asian market?	2011-2012

OP-EDS AND INVITED COMMENTARY

1. Addas, S. (2025, March 12). "Will It Be AI Automation or Augmentation?" *Smith Business Insight*.
2. Addas, S. (2024, November 20). "How to Build a Better Chatbot." *Smith Business Insight*.
3. Addas, S. (2024, October 24). "Humanizing AI: Striking the Right Balance for Customer Engagement." *Marketing News Canada*.
4. Addas, S. (2017, November 15). "Don't curse the inflow of emails: It can help you do your job better." *LSE Business Review*.

MEDIA COVERAGE AND INTERVIEWS

Television

1. "Why people don't take action to protect their online privacy" (2022, March 16). *CTV News, Kitchener Ontario, 5pm News Show:* https://kitchener.ctvnews.ca/video?clipId=2404424

Print & Online

1. Lau, Y. (2026, April 14). "What is Anthropic's Mythos AI model and why does it have the financial world in a panic?" *Financial Post*. [Expert commentary]
2. Seale, A. (2026, March 9). "AI can be great, but Canadians still need humans for personalized financial advice." *The Globe and Mail*. [Expert commentary]
3. Aarts, D. (2025, April 15). "The Creeping Risk of 'AI Ick'." *Smith Business Insight*. [Research featured]
4. Look, A. (2024, October 18). "The Canadian subplot in Netflix's earnings." *The Logic*. [Expert commentary]
5. Aarts, D. (2024, July 3). "Why We Keep Checking Our Email on Holidays." *Smith Business Insight*. [Research featured]
6. White, L. (2024, May 22). "Taking Email from Drain to Gain." *The Toronto Sun*. [Research featured]
7. Lindzon, J. (2024, May 7). "How to make a chatbot customers don't hate." *The Globe and Mail*. [Expert commentary]
8. Panjwani, R. (2024, March 24). "You've got mail ... and anxiety: How to reduce stress from an overflowing inbox." *The Globe and Mail*. [Expert commentary]

9. "Finding the silver lining of workplace interruptions" (2019, September 15). *McGill Delve*. [Research featured]
10. "Research radio and podcast returns" (2018, September 19). *Queen's Gazette*.
11. Jackson, E. (2017, December 23). "Canadians are getting more addicted to smartphones. Should telecom companies be held responsible?" *Financial Post*. [Expert commentary]
12. Morantz, A. (2017, November 21). "Plugging healthcare gaps." *Smith Business Insight*. [Research featured]
13. Ashley, A. (2017, November 11). "Study suggests ways to make email and other technology interruptions productive." *Therapytoronto.ca*.
14. "How to make email and other technology interruptions productive" (2017, November 2). *Idm.net.au*.
15. "Research shows how to make email and other technology interruptions productive" (2017, October 30). *Newswise.com*.
16. "Research shows how to make email and other technology interruptions productive" (2017, October 30). *Sciencedaily.com*.
17. Morantz, A. (2017, August 8). "Email interruptus." *Smith Business Insight*. [Research featured]

Radio & Podcasts

1. "Transforming Email from Distraction to Asset", Podcast with CanadianSME Business Magazine, April 8th, 2024. Link to Podcast.
2. Interview with Ari Rabinovitch on CityNews (680 News), March 9th, 2024.
3. Interview with Sam Laprade on CityNews (101.1 FM), April 25th, 2023.
4. Interview with Kris McCusker on CityNews (680 News), April 11th, 2023.
5. Interview on David Cooper's "Late Showgram" airing on 580 CFRA News Talk Radio (and other stations), March 1st, 2022. Link to Interview.
6. Interview on Queen's CFRC 101.9FM Radio Show "Blind Date with Knowledge", May 30th, 2018. https://www.cfrc.ca/bdwk

Video

1. Video interview with Privacy Canada (https://privacycanada.net/), July 7, 2022. Link to Video.
2. Smith Business Insight Video, Queen's University, April 2022. Link to Video.
3. Interview at Queen's University, March 2018. Link to Video.
4. Interview at Ieseg School of Management, December 2012. Link to Video.

INVITED LECTURES, RESEARCH TALKS, AND PANELS

Invited Speeches

1. Smith School of Business, Queen's University, May 21, 2026. Speech delivered to the incoming cohorts of the Master of Management Analytics (MMA), Master of Management in Artificial Intelligence (MMAI), Master of Digital Product Management (MDPM), and Master of Financial Innovation & Technology (MFIT) programs. Title of Talk: "AI for Business Leaders: Understand, Redesign, Execute".

Research Seminars

1. AIS SIG DITE (Digital Innovation, Transformation, and Entrepreneurship) PhD Research Academy, May 26, 2026. Title of Seminar: "Ideas for Designing Online and Lab Experiments".
2. Ivey Business School, April 17, 2025. Title of Talk: "Credible or Creepy? How the Interplay of AI Agents' Humanlike Multimodal Cues Shapes Trust".

3. Keynote Speaker at the STEM Horizons Conference, Scinapse Queen's University, March 23, 2025. Title of Talk: "The Role of AI in Healthcare".
4. Toulouse Business School (TBS), November 21, 2024. Title of Talk: "Examining the Dual Pathway to Trust in Anthropomorphic AI Agents".
5. McGill University, September 29, 2023. Title of Talk: "User Interactions with Intelligent Conversational Agents: Examining the Appearance and Social Cues".
6. John Molson School of Business, December 2, 2022. Title of Talk: "A Process Model of IS Switching".
7. HEC Montreal, November 4, 2022. Title of Talk: "User Interactions with Intelligent Conversational Agents: Are Looks Everything?".
8. Pusan National University, Pusan, South Korea, Digital Finance Education and Research Center Summer Lecture Series, July 14-15, 2022. Title of lecture: "Research Methods for Business Research: Structural Equation Modelling".
9. DeGroote School of Business, McMaster School of Business University, November 29, 2019. Title of Talk: "Cascading Feedback: A Longitudinal Study of a Feedback Ecosystem for Telemonitoring Patients with Chronic Disease".
10. Smith School of Business, Queen's University, Canada, *Research Showcase*, April 9, 2019. Title of Talk: "Contributions and Opportunities in Healthcare IT Research".
11. HEC Montreal, September 28, 2018. Title of Talk: "Healthcare Information Technologies and Patient Outcomes: The Case of the Community Paramedic Remote Patient Monitoring Program".
12. Ieseg School of Management, France, May 4, 2018. Title of Talk: "The Impact of Telemonitoring Technology on Patient Behavioral Outcomes".
13. Smith School of Business, Queen's University, January 31, 2017. *Pecha Kucha Research Presentation*. Title of Talk: "Group-Level Effect of Interruptions".

Panels

1. Panel Host at the Canadian Healthcare Optimization Workshop (CHOW) 2026, Queen's University, June 7, 2026. Title of Panel: "From Models to Mandates: Governing Data-Driven Healthcare Transformation".
2. Panelist at the Research Centres and Institutes (RCI) Retreat, Queen's University, May 25, 2026.
3. Host and Panel Moderator at the School of Computing and Smith Business Research Exchange: "AI in Action," Queen's University, May 6, 2026. An interdisciplinary exchange on how AI is reshaping research across business and computing, with presentations by Ceren Kolsarici, Ting Hu, Murray Lei, and Ahmed E. Hassan.
4. Panelist at the 2024 CPA Ontario Faculty Symposium, Toronto, June 21, 2024.
5. Panelist and Faculty Mentor at the Digital Futures Symposium, Toronto, May 9-10, 2024.
6. Queen's University, November 22, 2022. Panelist at the Queen's Data Analytics Association (QDAA) Annual Conference. I represented Smith School of Business at the conference, which is designed to bring together the next generation of data-driven innovators from across Canada.
7. Queen's University, January 27, 2022. Panelist at the Queen's Data Analytics Association (QDAA) Annual Conference. I represented Smith School of Business at the conference, which is designed to bring together the next generation of data-driven innovators from across Canada.
8. HEC Montreal, June 7, 2021. Panelist at the ERPsim User Group. Title: "Eclectic ERPsim".
9. Desautels Faculty of Management, McGill University, May 31, 2021. Panelist at the Desautels Alumni-Student Conference. Title: "Tips, tricks, and secrets: what you need to know to transition to being a professor".

UNIVERSITY SERVICE

Queen's University

1. Board of Directors, University Club (Member), 2024–2025.
2. Joint Health and Safety Committees (Faculty Association Representative), 2020–2023.

Smith School of Business (sorted alphabetically)

1. Area Group Coordinator (DT Area), 2023–Present
2. Commerce Curriculum Committee (Co-Chair), 2020–2021
3. Commerce Curriculum Committee (Member), 2018–2020, 2021–2022
4. Dean's Advisory Committee to select the Associate Dean, Professional Graduate Programs (Committee Member), 2024
5. FTMBA Program Review and Curriculum Committee, 2025-2026
6. Graduate Committee for Business (Member), 2022–2023, 2025-2026
7. Library Committee (Member), 2017
8. MSc/PhD Consortium: Panel (Preparing for the Job Market) (Panel Member), Sept 2017, Sept 2018, Sept 2019
9. MSc/PhD Consortium: Session (Reading Effectively) (Session Leader), Sept 2018
10. PhD Comprehensive Exam Committee (DT Area) (Chair), 2019, 2020, 2025
11. PhD Comprehensive Exam Committee (DT Area) (Member), 2017–2018, 2021
12. Principal's Advisory Committee to select the Dean (Member), 2021
13. Renewal, Tenure, and Promotion Committee (Member), 2018
14. Research Committee (Chair), 2026–Present
15. Research Seminar Series (DT Area) (Coordinator), 2017–2020
16. UCC Chair Selection Committee (Member), April 2021

IESEG School of Management

1. Advisory Board for the school's IS strategy (Member), 2015-2016
2. Teaching Quality Committee (Member), 2014-2016
3. AIM 2016 Conference Organizing Committee (Member), Lille, France

PROFESSIONAL SERVICE

External Program and Research Centre Reviews

1. External Reviewer, Five-Year Review of the McMaster Digital Transformation Research Centre (MDTRC), DeGroote School of Business, McMaster University, August 2026.
2. External Reviewer, Master of Science in Information Technology, Westcliff University (Irvine, CA), Postsecondary Education Quality Assessment Board (PEQAB), Government of Ontario, July 2022.

Thesis Examining Committees

1. Jasmin Manseau, Queen's University (Smith School of Business), *"Investigating the Dark Side of Intelligent Systems: Technology-related Dehumanization"*. PhD Defense. Committee Member, September 2025.
2. Noureldin Elshamy, DeGroote School of Business, McMaster University, "The Impact of Age and Cognitive Style on E-Commerce Decision Making: The Role of Visual Perceptual Comprehensiveness". PhD Defense. External Examiner, August 2025.
3. Isra Arjumand, Queen's University (School of Computing), "Signed Graph-Based Recommendation Systems". PhD Defense. Internal-External Examiner, February 2025.

4. Ian Chitwood, Athabasca University, "Understanding the experience of work: a critical exploration of industry 4.0 technologies in advanced lean manufacturing". DBA Defense. External Examiner, April 2024.
5. Mahdi Abouei, DeGroote School of Business, McMaster University, "Data Science Professionals' Innovation with Big Data Analytics: The Essential Role of Commitment and Organizational Context". PhD Defense. External Examiner, December 2023.
6. Mosab Al Faqeeh, Queen's University (School of Computing), "Uncovering Latent Structure in Social Networks Using Graph Embeddings". PhD Defense. Internal-External Examiner, May 2023.
7. Faria Khandaker, Queen's University (School of Computing), "Value-Based Dynamic Caching Over Information-Centric Networks (ICNs)". PhD Defense. Internal-External Examiner, August 2022.
8. Reem Ayouby, John Molson School of Business, Concordia University. PhD Defense. External Examiner, June 2022.

Promotion and Tenure Reviews

1. Dr. Amal Farouk Soliman Mohamed, Arab Open University (Kuwait), promotion to Associate Professor in Operations Management. External Referee, 2021.

Journal Editorial Boards

- Associate Editor (AE) for the Special Issue on the "Dark Sides of Digitalization" in International Journal of Electronic Commerce, 2020.

Services for Conferences

1. Associate Editor, User Behaviour and Engagement Track, International Conference on Information Systems (ICIS), Nashville, TN, December 14-17, 2025
2. Mini-track Co-Chair: The Dark Side of Technology Use, Americas Conference on Information Systems (AMCIS), Montreal, QC, August 14-16, 2025
3. Mini-track Co-Chair: The Dark Side of Technology Use, Americas Conference on Information Systems (AMCIS), Salt Lake City, UT, August 15-17, 2024
4. Associate Editor, AI in Business and Society Track, International Conference on Information Systems (ICIS), Hyderabad, India, December 10-13, 2023
5. Mini-track Co-Chair: The Dark Side of Technology Use, Americas Conference on Information Systems (AMCIS), Panama City, Panama, August 10-12, 2023
6. Mini-track Co-Chair: Adoption and Use of Ambivalent Information Technologies, Americas Conference on Information Systems (AMCIS), Minneapolis, MN, August 10-14, 2022
7. Member of the AMCIS 2021 Conference Committee: Panel Co-Chair, Americas Conference on Information Systems (AMCIS), Virtual Conference, August 9-11, 2021
8. Mini-track Co-Chair: Adoption and Diffusion of Ambivalent Information Technologies, Americas Conference on Information Systems (AMCIS), Virtual Conference, August 9-13, 2021
9. Mini-track Co-Chair: Adoption and Diffusion of Ambivalent Information Technologies, Americas Conference on Information Systems (AMCIS), Virtual Conference, August 12-16, 2020
10. Mini-track Co-Chair, Americas Conference on Information Systems (AMCIS), Cancun, Mexico, August 15-17, 2019
11. Session Chair, International Conference on Information Systems (ICIS), San Francisco, CA, December 14-16, 2018
12. Co-Chair of the HEC-Queen's Research Conference, Kingston, Ontario, June 8, 2018

13. Session Chair, Americas Conference on Information Systems (AMCIS), New Orleans, LA, August 16-18, 2018
14. Mini-track Co-Chair (proposed a new mini-track), Americas Conference on Information Systems (AMCIS), New Orleans, LA, August 16-18, 2018
15. Associate Editor, 22nd International Conference on Information Systems (ICIS), Seoul, December 10-13, 2017
16. Associate Editor, 21st International Conference on Information Systems (ICIS), Dublin, December 11-14, 2016
17. Associate Editor, 21st European Conference on Information Systems (ECIS), Utrecht, June 5-8, 2013
18. Session Chair, 9th pre-ICIS Annual Workshop on HCI Research in MIS, St-Louis, MO, December 12, 2010
19. Discussant, OCIS track: *Strategic IT Adoption and New Product Development Teams*, Academy of Management Annual Meeting, Montreal, 2010

Reviews for Journals, Conferences, and Grant Proposals

Completed 100+ reviews for top-tier journals and leading academic conferences in Information Systems.

Journals:
- European Journal of Information Systems
- Information and Management
- Information and Organization
- Information Systems Management Journal
- Information Systems Research
- Information Technology & People
- Journal of the Association for Information Systems
- Journal of Business and Industrial Marketing
- Journal of Strategic Information Systems
- MIS Quarterly
- Organization Science
- Production and Operations Management
- Transactions on Human-Computer Interaction

Conferences:
- Academy of Management Conference
- Administrative Sciences Association of Canada
- Americas Conference for Information Systems
- Association Information et Management
- Australian Conference on Information Systems
- European Conference on Information Systems
- Hawaii International Conference on System Sciences
- International Conference of Information Systems
- Sig Health Pre-ICIS Conference

Grant Review Activities (sorted alphabetically):
- Canada Foundation for Innovation (CFI) Innovation Fund: 2026

- Canada Research Chair (CRC) Tier 2 Nomination: 2025
- Social Sciences and Humanities Research Council (SSHRC) Insight Grant: 2020, 2024
- Social Sciences and Humanities Research Council (SSHRC) Institutional Grant: 2026

PROFESSIONAL EXPERIENCE

Fall 2021 **Faculty Advisor/ Consultant**
Hayabusa Academy
- Served as a volunteer faculty advisor/ consultant to help a local company to adjust its business model to Covid-19
- Led a team of three volunteer graduate and undergraduate students
- Helped design a digital business strategy that leverages technology to create business value for the company

Summer 2020 **Faculty Advisor/ Consultant**
Kingston Coffee House, Inc.
- Served as a volunteer faculty advisor/ consultant to help a local company to adjust its business model to Covid-19
- Led a team of four volunteer graduate and undergraduate students
- Helped design a digital business strategy that leverages technology to create business value for the company

2005-2006 **Senior Consultant**
Concordia Consulting Bureau, Montreal, Quebec
- Provided consulting services for all types of companies in the form of business plans and market studies
- Specialized in Management and MIS / IT consulting

2004 – June 2005 **Team Manager**
SITEL Corporation, Montreal, Quebec
- Managed and implemented organizational goals including (1) increase of sales/hour for Visa's product offerings, (2) decrease of average phone-handle time, and (3) increase in service quality to Visa customers and member institutions
- Promoted to Team Manager after only 3 months on the job

Fall 2003 **Operations/Process Analyst**
United Nations Development Programme (UNDP)
- Assessed and analyzed the material and process flows at the Egyptian National Post Organization, as well as network paths between nodes
- Redesigned the process flow to maximize reliability and reduce sorting errors, and redesigned some network paths to achieve minimum service times for mail delivery

2002 – 2003 **Microsoft Support Professional**
Webhelp Inc., Montréal, Québec
- Certified by Microsoft to provide professional technical support for Microsoft Word, PowerPoint, FrontPage, Publisher, and PhotoDraw

- Excellent track record in providing phone and web support to hundreds of customers, with an average satisfaction rating of 8.7/ 9.0

2000 - 2002 **Co-Founder and Director of Production**
Altex Fibres Canada Inc., Lachine, Québec
- Oversaw production and quality assurance for the company
- Co-designed a production facility to optimize process and workflow
- Selected, trained, and managed 12 production employees
- Implemented a quality assurance system with statistical process control (SPC) and an inspection system to reduce variability in product quality characteristics

1997 – 2000 **Operations Engineer**
Brello Manufacturing Co., Cairo, Egypt
- Helped design and implement a new production line to manufacture friction components for automotive brake pads
- Participated in a team that computerized production, maintenance, and inventory systems and linked them together in a database environment

PROFESSIONAL CERTIFICATES & DESIGNATIONS

1. Amazon AWS Certified Cloud Practitioner 2020
2. Amazon AWS Educate Cloud Ambassador 2019
3. Microsoft Support Professional 2002

PROFESSIONAL MEMBERSHIPS

- Association for Information Systems (AIS)
- INFORMS
- Academy of Management
- Information Overload Research Group (IORG)

COMPUTER SKILLS

- Data analysis: R; SPSS; SAS; KNIME; Power BI; Tableau; EQS; LISREL; SmartPLS; HLM; Clarify; Simulation Modeling Software (Vensim, Ithink)
- Programming: R, Python, JavaScript

PERSONAL INFORMATION

Languages
- English, French, German, and Arabic (written and spoken)

Citizenship/Work Status
- Canadian citizen