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# THE DISPATCH

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**Almost**

It's almost that time of the year  
The season of spring blossoms is near

It's almost that time of the year  
When the wings of time become dear

It's almost that time of the year  
For the resolutions to fade into the  
clear

It's almost that time of the year  
To hear the snow  
angels' last cheer

It's almost that time of the year  
Say goodbyes to  
your peer

It's almost that time of the year  
Home changed  
from there to here

It's almost that time of the year  
Lose yourself in  
the pages of King Lear

It's almost that time of the year  
Listen to the  
words of pioneer

It's almost that time of the year  
Take heed of the  
rules austere

It's almost that time of the year  
Be wise in  
choosing your frontier

It's almost that time of the year  
To enter the maze  
called Career

It's almost that time of the year  
Be calm and poised, not cavalier

It's almost that time of the year  
Let your efforts  
and endeavors be sincere

*-Bhavishya Naidu*

# Professor Michael Armstrong Operations Management *Elective: Game Theory*

[Michael.Armstrong  
@BrockU.CA](mailto:Michael.Armstrong@BrockU.CA)

## **1. On what basis should I choose my specialization?**

Answer: Ask yourself what you want to do in your career accordingly choose the specialization. If you want to be an entrepreneur choose Operations or Marketing as they help to make business related decisions. Try to get course outlines of subjects as you will get a better picture about how the course is taught. If you are still in the state of confusion approach the professors for guidance; *'we are here to help'*.

## **2. How does a student go about building network with industry professionals in Canada?**

Answer: The sooner you start the better. Try to attend business meetings for instance ASQ organize meetings at Hamilton. Get yourself online by signing up with LinkedIn which can be used as a reference. Join industry based associations as they are happy to have students to visit. One of the local organization is Niagara Association.

## **3. What is one elective in this specialization that you recommend the students going for this field should consider taking?**

Answer: I cannot choose one. Quality Management & Game Theory can be opted even by non-operation management students as it is a style of operation. Students from marketing, human resource, finance can consider taking Game theory as their elective as it helps them to make decisions in the work environment.

## **4. Which certificate you think will help students choosing this specialization help in their job search?**

Answer: Students with no work experience but a bachelor degree can look for a CQPA. Similarly six sigma green belt and six sigma yellow belt can be opted by students with 3 years and 1 year work experience respectively. These certificates are related to Quality management. Likewise, you can do specific courses with respect to project management.

# Professor Michael Armstrong Operations Management *Elective: Game Theory*

[Michael.Armstrong@BrockU.CA](mailto:Michael.Armstrong@BrockU.CA)

## 5. Which journals, newspapers, website you would recommend students in-order to stay updated with new trends in the industry?

Answer: Always scan the first page of newspapers. I prefer Globe and Mail, Financial Post & National Post. While I was pursuing MBA the business website of CBC was my go to option as it helped me know more about business terms and their functions. You can subscribe to *asq.org* and *pmi.org* to get in-depth information about a particular stream you are interested in.

## 6. Any technical skills, courses you recommend the students to consider, in order to strengthen their profile?

Answer: There are two types of jobs in operations department i.e Operations Specialists and Operations Managers. Operations Specialists are basically entry level jobs with requirement of technical knowledge. Product scheduling and quality analysis is the specification for this job. Whereas, operations managers are supposed to deal with people and motivate the employees to complete the task. Product manager, operations manager are the job title, here technical knowledge is not that important. Learn MS Excel – Spreadsheet, SPSS software which is used for statistical analysis. Coursera, EDX are few other sources by which you can consume more knowledge on a particular topic.

## 7. How should students approach a professor for a reference?

Answer: That's a good question, if you have scored say 70 in a particular subject then don't consider asking the professor who thought you that subject for reference. Try to choose a subject, wherein you had presentation/project/debate/service learning as a part of course work. Make sure that the professor knows you well and has only positive reviews on you as a whole.

# Informational Interview

Name – Arun  
Dharmalingam  
MBA Operations  
Management  
Currently working at  
*Ontario Public Service*

## **1. What was your decision making process before you arrived at the conclusion of choosing this specialization?**

Answer: I had work experience in the field of operations and decided to pursue a career in the same path. I didn't have a second thought about choosing my specialization. But then again, I consulted few of my seniors from different specializations and got their opinions about my decision.

## **2. Do you believe using some of the university resources gave you a competitive advantage in your job search? If yes, what were these resources?**

Answer: MBA is more of learning from your peers and less of learning from textbooks. The university had provided me with the opportunity to interact with a diversified study environment which helped me to understand their opinions/views and put forward mine to them. Along with that, many extracurricular events are happening throughout the year which improvised my personality along with the technical skills.

## **3. How can we effectively use our coursework offered at Brock in our future?**

Answer: The service-learning project will help you to understand the different problems faced by the industries and how can you come up with the solution within the constraints. The same thing will happen when you step into the workplace. Troubleshooting a problem with ideas from different people within the budget and timeframe. Spend more time on group assignments and projects, don't take it lightly. Though it creates friction between people initially, you need to find a way to overcome that and work collaboratively.



Name – Arun  
Dharmalingam  
MBA Operations  
Management  
Currently working at  
*Ontario Public Service*

**4. Any tips on maintaining a healthy balance between academics and social life.**

Answer: It is always a challenge for many students. There is no single formula that applies to everyone. Each one must find their own. But I can say that one can achieve this by focusing on improving his efficiency. You should be able to allocate certain hours for an activity based on its criticality. Though hours may exceed in the initial days, over a period you will be able complete it within the allocated time. Focus more on improving your efficiency in your daily routine which will be helpful in maintaining your work-life balance as well.

**5. Any websites, journals, newspapers that you recommend reading to keep up with the new trends in the field.**

Answer: Udemy, Lynda, Coursera, and edX are websites that provide online courses. You can enroll for any of the courses as per your interests either technical or non-technical and complete it at your convenient time. For accounting or finance-related terminologies, Investopedia is one of the sites which I always prefer if I want more clarity.

**6. What is one advice you would like to give the current graduates that you wish your seniors had given you?**

Answer: We can think many times before taking a decision but not even once after taking it. Decisions should be based on our interests and strengths not based on the market. The market fluctuates based on various factors that we can't control or predict. So, follow your passion and try to put 100% effort irrespective of the results.



Name: David Giri  
MBA General  
Currently working  
at *Ministry of  
Transportation*

**1. What was your decision making process before you arrived at the conclusion of choosing this specialization?**

Answer: My background was in the field of marketing, hence I choose the 'General' Specialization believing it will give me the flexibility to opt for core marketing courses along with some Human Resource modules for a customized approach.

**2. What is one advice you would like to give the current graduates that you wish your seniors had given you?**

Answer: Follow your own path take everyone's advice but make calculated decisions based on your requirements and aspirations.

**3. Do you believe using some of the university resources gave you a competitive advantage in your job search? If yes, what were these resources?**

Answer: The 'Career Zone' portals as most of the postings are sought after internal advertisements for positions.

**4. Are there any particular skills that the employers are looking for other than run-to-mill job requirements?**

Answer: Soft skills! All the soft skills are very important, cannot leave any one out from people handling to communication.



Name: David Giri  
MBA General  
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at *Ministry of  
Transportation*

**5. Can you think of any potential new job roles that might generate demand in coming years?**

Answer: Hands down 'Machine Learning', 'Artificial Intelligence'. In fact, they already are on the rise.

**6. Any tips on maintaining a healthy balance between academics and social life.**

Answer: There is no balance. I went all out during academics, will get time to socialize later.

**7. How can we effectively use our coursework offered at Brock in our future?**

Answer: Use it practically and see where its implementations are in the industry.

**8. How did you extend your network in terms of job search?**

Answer: Just have to be an extrovert there is no hard and fast rule for this.

**9. Any websites, journals, newspapers, youtube channels you recommend reading to keep up with the new trends in the field.**

Answer: There are so many but I follow 'Bloomberg' and 'Harvard Business Review'.

**EXPERIENCE.  
MATTERS.**

**Brock**  
University

## **GET IN TOUCH**

**GOODMAN**  
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