

Chloe Kim Glaeser

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EDUCATION

The Wharton School, University of Pennsylvania

PhD, Operations and Information Management

expected 2018

Dissertation: "Data-driven Decision Making for an Online Grocery Retailer: Location Selection, Quality Management, and Omni-Channel Integration"

Advisors: Marshall L. Fisher, Xuanming Su, and Ken Moon

The Sauder School of Business, University of British Columbia, Canada

Masters in Management in Operations Research

2013

Dissertation: "Managing a Healthcare Claim Review Process at a Workers' Compensation Provider"

Advisor: W. Tim Huh

Queen's School of Business, Queen's University, Canada

Bachelor of Commerce, Bachelor of Arts in Mathematics

2010

RESEARCH INTERESTS

Empirical Operations, Omni-Channel Retailing, Data-driven Decision Making, Consumer Behavior

WORKING PAPERS

1. Optimal Retail Location: Empirical Methodology and Application to Practice, **C. Glaeser**, M. Fisher, X. Su.
Third round minor revision at M&SOM
Finalist, 2017 M&SOM Practice-Based Research Competition
2. Service Quality, Inventory Allocation, Consumer Behavior: An Empirical Analysis of an Online Grocery Retailer, **C. Glaeser**, M. Fisher, X. Su.

WORK IN PROGRESS

1. Pick-up, Delivery, or Both? An Omni-Channel Retailer's Fulfillment Dilemma, **C. Glaeser**, K. Moon, X. Su.
2. Designing Online and Offline Sales Compensation Structure: Necessary Efforts for Omni-Channel Integration, **C. Glaeser**, X. Su.

CONFERENCE PRESENTATIONS

M&SOM Conference (Practice-Based Competition, Final Round)	2017
POMS Annual Conference	2016, 2017
INFORMS Annual Meeting	2016
Consortium for Operational Excellence in Retailing	2015, 2016

GRANTS, SCHOLARSHIPS AND AWARDS

Finalist, M&SOM Practiced-Based Research Competition 2017

Baker Retailing Center PhD Grant (\$14,000)	2015, 2016
Doctoral Fellowship, The Wharton School	2013 - 2018
Special UBC Graduate Scholarship – Centre for Operations Excellence Award	2011
Dean’s Honours List with Distinction Scholarship, Queen’s University	2007 - 2010
Queen’s University Excellence Scholarship	2006
Professor C.E. Law Commerce Entrance Scholarship, Queen’s University	2006

TEACHING AND ADVISING EXPERIENCE

Teaching Assistant – University of Pennsylvania, The Wharton School	2014 - 2017
<i>EMBA/MBA: Operations Strategy, Global Supply Chain Management, Retail Supply Chain Management</i>	
<i>Undergraduate: Developing Tools for Data Access and Analysis</i>	
Project Advisor – Center for Operations Excellence at UBC, Vancouver, BC	2013
<i>Advised three masters students on their industry consulting projects</i>	
Teaching Assistant – University of British Columbia, Sauder School of Business	2013
<i>Undergraduate: Logistics and Operations Management, Advanced Business Logistics</i>	

ACADEMIC SERVICE

Ad-hoc Referee for <i>Production and Operations Management (POM)</i>	2017
OID Department Doctoral Student Seminar Coordinator	2014 - 2015
Vice President, UBC INFORMS Student Chapter	2011 - 2012

INDUSTRY EXPERIENCE

Project Analyst – Center for Operations Excellence at UBC, Vancouver, BC	2012
<i>Conducted an analysis on insurance claims data and provided recommendations on the expenditure approval policy at WorkSafeBC</i>	
Financial Analyst – OpenText, Waterloo, ON	2010 – 2011
Financial Analyst – Merrill Lynch, Washington, DC	2008

SKILLS

Proficient in R, Stata, SQL, Tableau, MATLAB, ArcGIS and QGIS
 Fluent in Korean
 Certified Yoga Instructor (RYT200)

REFERENCES

Marshall L. Fisher
 UPS Professor
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 Murrel J. Ades Professor
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Ken Moon
 Assistant Professor
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