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# Curriculum Vitae

Noah F. Gans

Operations, Information and Decisions Department  
The Wharton School, University of Pennsylvania  
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## EDUCATION

**Columbia University Graduate School of Business**, New York, New York

Ph.D. in Operations Research, May 1996.

Thesis, *Optimal Control of Flexible Production and Distribution Systems*.

Supervisor: G. J. van Ryzin.

M.Phil. in Operations Research, October 1995. Passed oral field examination *with honors*.

**Yale School of Management**, New Haven, Connecticut

Master of Public and Private Management (M.P.P.M.), May 1987.

**Harvard College**, Cambridge, Massachusetts

A.B., *cum laude*, June 1983. Concentration in Biology. Harvard College Scholar.

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## PROFESSIONAL EXPERIENCE

**The Wharton School, University of Pennsylvania**, Philadelphia, Pennsylvania

Operations, Information and Decision Department

- *Anheuser-Busch Professor of Management Science* (spring 2014 - present)
- *Department Chair* (fall 2016 - 2019)
- *Joel S. Ehrenkranz Family Professor* (spring 2011 - spring 2014)
- *Professor* (summer 2010 - present)
- *Associate Professor* (summer 2003 - summer 2010)
- *Assistant Professor* (summer 1996 - summer 2003)
- *Lecturer* (summer 1995 - summer 1996)

**London Business School, London, United Kingdom**

- *Visiting Professor*, 2015-2016

**INSEAD, Fontainebleau, France**

- *Visiting Scholar*, 2004-2005

**Booz • Allen & Hamilton**, New York, New York

Management Consulting Firm

- *Associate*, Operations Practice (spring 1989 - autumn 1990)
- *Associate*, Strategy Practice (autumn 1987 - spring 1989)

**The World Bank**, Washington, D.C.

International Financial Organization

- *Consultant*, Energy Division (summer 1986)

**Digital Productions**, Los Angeles, California

Computer-Generated Animation for Entertainment, Science, and Industry

- *Production Management* (spring 1985)
- *Technical Director* (summer 1983 - winter 1985)

**PATENTS AND INVENTIONS**

U.S. Patent No. 5,590,037 for “A Digital Computer System and Methods for Computing a Financial Projection and an Illustration of a Prefunding Program for an Employee Benefit Plan.” Covers financial analysis software that evaluates group life insurance contracts used by employers to fund retirees’ health care benefits.

**PUBLICATIONS****Papers Published or to Appear in Refereed Journals**

1. N. Gans and G. van Ryzin (1997), “Optimal Control of a Multi-Class, Flexible Queueing System,” *Operations Research* **45**, 677 – 693.
2. N. Gans and G. van Ryzin (1998), “Optimal Dynamic Scheduling of a General Class of Parallel-Processing Queueing Systems,” *Advances in Applied Probability* **30**, 1130 – 1156.
3. N. Gans and G. van Ryzin (1999), “Dynamic Vehicle Dispatching: Optimal Heavy Traffic Performance and Practical Insights,” *Operations Research* **47**, 675 – 692.
4. N. Gans (2002), “Customer Loyalty and Supplier Quality Competition,” *Management Science* **48**, 207 – 221.
5. N. Gans and Y-P. Zhou (2002), “Managing Learning and Turnover in Employee Staffing,” *Operations Research* **50**, 991 – 1006.
6. N. Gans and Y-P. Zhou (2003), “A Call-Routing Problem with Service-Level Constraints,” *Operations Research* **51**, 255 – 271.
7. N. Gans, G. Koole and A. Mandelbaum (2003), “Telephone Call Centers: Tutorial, Review, and Research Prospects,” a commissioned paper that was referred and appeared in *Manufacturing & Service Operations Management (M&SOM)* **5**, 79 – 141.  
Winner of the 2003 Mitchner Prize for Quality Sciences and Quality Management.
8. S. Savin, M. Cohen, N. Gans, and Z. Katalan (2005), “Capacity Management in Rental Businesses with Two Customer Bases,” *Operations Research* **53**, 617 – 631.
9. L. Brown, N. Gans, A. Mandelbaum, A. Sakov, H. Shen, S. Zeltyn and L. Zhao (2005), “Statistical Analysis of a Telephone Call Center: A Queueing-Science Perspective,” *Journal of the American Statistical Association (JASA)* **100**, 36 – 50.

10. N. Gans, and Y-P. Zhou (2007), “Call-Routing Schemes for Call-Center Outsourcing,” *Manufacturing & Service Operations Management (M&SOM)* **9**, 33 – 50.
11. N. Gans and S. Savin (2007), “Pricing and Capacity Rationing in Rentals,” *Management Science* **53**, 390 – 407.
12. N. Gans, G. Knox, and R. Croson (2007), “Simple Models of Discrete Choice and Their Performance in Bandit Experiments,” *Manufacturing & Service Operations Management (M&SOM)* **9**, 383 – 408.
13. S. Chick and N. Gans (2009), “Economic Analysis of Simulation Selection Problems,” *Management Science* **55**, 421 – 437.
14. N. Bakshi and N. Gans (2010), “Securing the Containerized Supply Chain: Analysis of Government Incentives for Private Investment,” *Management Science* **56**, 219 – 233.
15. N. Bakshi, S. Flynn, and N. Gans (2011), “Estimating the Operational Impact of Container Inspections at International Ports,” *Management Science* **57**, 1 – 20.
16. A. Arlotto, S. Chick, and N. Gans (2014), “Optimal Hiring and Retention Policies for Heterogeneous Workers Who Learn,” *Management Science* **60**, 110 – 129.
17. A. Arlotto, N. Gans, and J. M. Steele (2014), “Markov Decision Processes Where Means Bound Variances,” *Operations Research* **62**, 864 – 875.
18. N. Gans, H. Shen, Y-P. Zhou, N. Korolev, A. McCord, and H. Ristock (2015), “Parametric Forecasting and Stochastic Programming for Call-Center Workforce Scheduling,” *Manufacturing & Service Operations Management (M&SOM)* **17**, 571 – 588.

### Working Papers

19. N. Gans, H. Shen, H. Ye, and Y-P. Zhou (2016). “Long-Run Average Optimality of AR(1)-Driven Workforce Scheduling Models,” OID Department Working Paper.
20. S. E. Chick, N. Gans, and Ö. Yapar (2018). “Bayesian Sequential Learning for Clinical Trials of Multiple Correlated Technologies,” OID Department Working Paper.
21. J. Gan, N. Gans, and G. Tsoukalas (2019). “Overbooking with Endogenous Demand,” OID Department Working Paper.

### Unpublished Technical Reports

22. O. Besbes, N. Gans, and B. Dooley, “Dynamic Service Control of a Queue with Congestion-Sensitive Customers,” OID Department Working Paper.
23. Gans, N., “Service Quality, Switching Costs, and Their Effect on Customer Retention,” OID Department Working Paper.
24. Gans, N. and Y. Zhou, “A Single-Server Queue with Markov-Modulated Service Times,” OID Department Working Paper.

### Teaching Cases

25. N. Gans, Z. Katalan, and J. Young (2001), “Offshore Drilling Incorporated,” OID Department.

This case has been used at Columbia Business School, Cornell Johnson School, MIT Sloan School, Indian School of Business, Shanghai University of Finance and Economics, Wharton.

26. N. Agrawal, M. A. Cohen, and N. Gans (2009), “Revenue Management at Harrah’s Entertainment, Inc.,” refereed and published in *INFORMS Transactions on Education* **9**, 158 – 179.

This case has been used at Columbia Business School, Cornell School of Hotel Administration, the Indian Institute of Management Bangalore, Indian School of Business, INSEAD, London Business School, Kellogg School, Queen’s University School of Business, Tuck School, University of Maryland Smith School, University of Washington Foster School, Wharton.

### Other Publications

26. S. E. Chick, and N. Gans (2006), “Simulation Selection Problems: Overview of an Economic Analysis.” In L.F. Perrone, F.P. Wieland, J. Liu, B.G. Lawson, D.M. Nicol, and R.M. Fujimoto, eds., *Proc. Winter Simulation Conference*, IEEE.
27. S. E. Chick, and N. Gans (2008), “Update on Economic Approach to Simulation Selection Problems: Overview of an Economic Analysis,” In S.J. Mason, R.R. Hill, L. Moench, O. Rose, eds., *Proc. Winter Simulation Conference*, IEEE.
28. N. Gans and R. Croson (2008), “Introduction to the Special Issue on Behavioral Operations,” *Manufacturing & Service Operations Management (M&SOM)* **10**, 563 – 565.
29. A. Arlotto, S. Chick, and N. Gans (2010), “Optimal Employee Retention when Inferring Unknown Learning Curves,” B. Johansson, S. Jain, J. Montoya-Torres, J. Hugan, and E. Yucesan, eds., *Proc. Winter Simulation Conference*, IEEE.
30. N. Gans, N. Liu, A. Mandelbaum, H. Shen, and H. Ye (2010), “Service Times in Call Centers: Agent Heterogeneity and Learning with Some Operational Consequences, T. Tony Cai, ed., *IMS Collections* **6**, 99 – 123.
31. N. Bakshi, S. Flynn, N. Gans (2011), “Thwarting Nuclear Terrorism Through Container Inspections,” *Administrative & Regulatory Law News* **37**, 10-11.

### Current Projects

- Overbooking problems with Rowena Gans and Gerry Tsoukalas
- Design of clinical trials with Ozge Yapar and Steve Chick.

### CITATIONS IN POPULAR PRESS

#### Container Security

- Concerns of US Efforts to Stop Nuclear Terror, *CNN*, April 14, 2012.
- Business-School Research: No longer all at sea, *The Economist* online, March 2011.

#### Contact Center Operations

- A Cheaper Alternative to Outsourcing, *Wall Street Journal*, April 10, 2006.

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## GRANTS AND AWARDS

### Grants and Other Financial Support

- Principal Investigator, NSF CAREER Award SBR-9733739, 1998-2003, \$250,000.
  - Wharton Electronic Business Initiative, 2001-2002, \$5,000.
  - Co-Principal Investigator, Alfred P. Sloan Foundation Grant, 2003-2004, \$190,000.
  - Senior Personnel, NSF Engineering the Service Sector Award DMI-0223304, 2003-2004, \$150,000.
  - Fishman Davidson Center for Service and Operations Management, 2003-2004, \$10,000.
  - Fishman Davidson Center for Service and Operations Management, 2004-2005, \$15,000.
  - Co-Principal Investigator, NSF SEE Award, CMMI-0800645, 2008–2012, \$500,000.
- 
- Fellow, Wharton Financial Institutions Center, 1996 - present.
  - Fellow, Wharton Risk Center, 2007 - present.

### Professional Awards

- Participant, ORSA Doctoral Colloquium, Ann Arbor, Michigan, 1994.
- First Prize, INFORMS George E. Nicholson Student Paper Competition, 1995.
- Meritorious Service Award, *Operations Research*, 2001.
- Mitchner Award in Quality Sciences and Quality Management, Technion, Israel, 2003.
- Meritorious Service Award, *Manufacturing & Service Operations Management*, 2009.
- Distinguished Alumnus, Columbia Business School, 2012.
- MSOM Society Distinguished Service Award, 2013.
- Distinguished Service Award, *Management Science*, 2013.
- Runner Up, INFORMS Health Application Society Pierskalla Best Paper Award, 2018.

### Teaching Awards

- Wharton MBA Core Curriculum Cluster Teaching Award: 1997, 1998, 1999, 2000, 2001.
- Miller-Scherrerd Award for Outstanding Teaching in the Wharton MBA Core, 2000, 2004.
- Wharton Excellence in Teaching Award for Outstanding Teaching in the MBA Core, 2011.

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## PROFESSIONAL LEADERSHIP

### Leadership in Professional Societies

- President, Manufacturing and Service Operations Management (MSOM) Society, 2010 – 2011.
- Vice President – President Elect, MSOM Society, 2009 – 2010.

### Editorial Positions

- Associate Editor, *Operations Research*, 2000 – 2005.
- Associate Editor, *Management Science*, 2001 – 2005, 2009 – 2014.
- Editorial Board, *M&SOM*, 2000 – 2002.
- Senior Editor, *M&SOM*, 2003 – 2005.
- Editor (with Rachel Croson), *M&SOM* Special Issue on Behavioral OM, *M&SOM* 10(4), 2008.
- Editor (with Dimitris Bertsimas, Eric Bradlow, and Alok Gupta), *Management Science* Special Issue on Business Analytics, June 2014.
- Department Editor, Stochastic Models and Simulation, *Management Science*, July 2014 – June 2017.

**Participation on Prize Committees**

- Panelist, INFORMS George E. Nicholson Student Paper Competition, 1998, 1999.
- Chair, INFORMS George E. Nicholson Student Paper Competition, 2000.
- Panelist, MSOM Student Paper Competition, 1997, 2003, 2005, 2008, 2009, 2012.
- Reviewer, INFORMS Junior Faculty Interest Group (JFIG) Competition, 2008, 2009, 2011.
- Chair, *M&SOM* Best Paper Competition, 2012.
- Panelist, INFORMS Saul Gass Expository Writing Award 2016.
- Chair, INFORMS Saul Gass Expository Writing Award 2017.

**Participation on Grant Committees**

- Panelist, NSF Operations Research and Production Systems, 1998.
- Referee, NSF Decision Risk and Management Science, 1998.
- Referee, Technology Foundation STW, Dutch Funding Agency for University Research, 2004.
- Referee, NSERC Canada, 2005.
- Panelist, NSF Service Enterprise Engineering Program Awards, 2007.
- Panelist, NSF Service Enterprise Engineering CAREER Awards, 2009.
- Panelist, NSF Service Enterprise Systems CAREER Awards, 2011.
- Panelist, NSF Operations Research Program Awards, 2012.

**Ad Hoc Referee Work for Journals**

*European Journal of Operational Research* (EJOR), *Management Science*, *Manufacturing & Service Operations Management* (M&SOM), *Mathematics of Operations Research* (MOR), *Operations Research*, *Operations Research Spectrum*, *Production and Operations Management* (POM), *Queueing Systems: Theory and Applications* (QUESTA), *Transportation Science*

**Conference Organization**

- Co-Chair, INFORMS Doctoral Student Colloquium, Philadelphia, autumn 1999.
- Co-Organizer, WFIC Call Center Forum, Philadelphia, spring 2003.
- Organizer, WFIC Call Center Forum, Philadelphia, spring 2004.
- Co-Organizer, CRM Call Center Workshop, Montreal, summer 2004.
- Co-Organizer, POMS Service College Conference, New York, autumn 2004.
- Organizer, Wharton/WFIC Impact Conference on Contact Center Management, Philadelphia, spring 2008.
- Co-Chair, Sponsored Sessions, INFORMS Conference, Philadelphia, fall 2015.

**Other Professional Leadership**

- Participant, NSF Workshop on Engineering the Service Sector, spring 2001.
- Participant, US Department of Homeland Security Workshop: Improving Port System Resiliency for the National Interest, spring 2009.

**Professional Affiliations**

- Member of the Institute of Operations Research and Management Science (INFORMS).

**INVITED TALKS****1994–1995**

- OM Group, GSIA, Carnegie Mellon University
- OIT Group, Graduate School of Business, Stanford University

- OM Group, Graduate School of Business, University of Chicago
- OPIM Department, the Wharton School, University of Pennsylvania
- OM Group, Simon School, University of Rochester
- OM Group, Fuqua School, Duke University

**1995–1996**

- Systems Engineering Department, SEAS, University of Pennsylvania
- Mathematics Department, EPFL, Lausanne, Switzerland

**1996–1997**

- IOMS Department, Stern School of Business, New York University

**1998–1999**

- MEDS Department, Kellogg School, Northwestern University
- Management Science Division, Graduate School of Business
- Technology and Operations Management Area, INSEAD, Fontainebleau, France
- OM Summer Camp, Sloan School of Management, MIT

**1999–2000**

- I&MSE Department, Lehigh University
- OM Group, Fuqua School, Duke University
- OM Group, University of Michigan Business School
- OM Group, GSIA, Carnegie Mellon University
- IOMS Department, Stern School of Business, New York University
- OTM Unit, Anderson Graduate School of Management, UCLA

**2000–2001**

- Management Science Department, School of Business, University of Washington
- OITM Group, Haas School of Business, University of California at Berkeley

**2001–2002**

- OTIM Group, Kenan-Flagler Business School, University of North Carolina (fall 2001)
- OM Group, University of Chicago Graduate School of Business
- DSES Department, Rensselaer Polytechnic Institute, Troy, New York
- OTIM Group, Kenan-Flagler Business School, University of North Carolina (spring 2002)
- OM Group, Johnson School, Cornell University

**2002–2003**

- OITM Group, Haas School of Business, University of California at Berkeley
- Decision Risk & Operations and IEOR Joint Seminar, Columbia University
- ODT Group, University of California at Irvine
- IOM Department, Marshall School of Business, University of Southern California

**2003–2004**

- I&MSE Department, Lehigh University

- D&IT Area, Smith School of Business, University of Maryland
- IE/MS Department, School of Engineering, Northwestern University
- Yale School of Management

#### **2004–2005**

- Laboratoire Génie Industriel, École Centrale Paris
- Marketing Area, INSEAD, Fontainebleau, France
- Operations & Information Systems and IE Joint Seminar, Koç University, Istanbul, Turkey
- Technology and Operations Management Area, INSEAD, Fontainebleau, France

#### **2005–2006**

- MEDS Department, Kellogg School, Northwestern University
- Operations Management Group, Rotman School, University of Toronto
- Sloan Foundation Industry Studies Conference
- Conference on Behavioral Research in Operations and Supply Chain Management, Smeal College of Business, Penn State University

#### **2006–2007**

- IOMS Department, Stern School of Business, New York University
- Utah Winter Operations Conference, Snowbird, Utah

#### **2007–2008**

- NSF Workshop Speaker, SOLI 2007, Philadelphia
- Operations Management Group, Fuqua School, Duke University
- Boeing Center, Olin School, Washington University in St. Louis

#### **2008–2009**

- Keynote Speaker, 2008 Kellogg School Operations Workshop
- DIMACS/DyDan/LPS Workshop on Port Security
- Operations Management Group, Booth School of Business, University of Chicago
- Operations Research Center, Massachusetts Institute of Technology
- Briefings on 100% Container Inspection at International Ports (supporting Stephen Flynn)
  - Council on Foreign Relations
  - Deputy Secretary's Office, US Department of Homeland Security
  - Second Line of Defense Program, US Department of Energy
  - Staff of US Senate Commerce, Science and Transportation Committee
  - Staff Counsel to US Senator Charles Schumer
  - Legislative Staff for U.S. Reps. Jane Harman, Edward Markey, and Jerrold Nadler
  - Deputy Assistant Secretary, US Department of the Treasury

#### **2009–2010**

- OTIM Group, Kenan-Flagler Business School, University of North Carolina
- Operations Group, Krannert School of Management, Purdue University
- Penn State Great Valley Engineering Division
- Management Science and Operations Group, London Business School
- Technology and Operations Management Area, INSEAD, Singapore



**2010–2011**

- IOM Department, Marshall School of Business, University of Southern California
- IOMS Department, Stern School of Business, New York University

**2011–2012**

- Innovation in Operations Conference, London Business School
- Distinguished Alumnus, Columbia Business School

**2012–2013**

- OM Group, Booth School of Business, University of Chicago
- Operations and Logistics Division, Sauder School of Business, UBC
- Decision Sciences Area, Fuqua School of Business, Duke University
- Process and Supply Chain Management Groups, College of Business, UIUC

**2013–2014**

- Access to Care (ATC) Group, Cleveland Clinic
- OM Group, Johnson School, Cornell University
- CIRRELT, Université de Montréal
- MEDS Department, Kellogg School, Northwestern University
- Department of Information and Innovation, Business School, University of Hong Kong
- Department of IS, Business Statistics, and OM, Business School, HKUST

**2014–2015**

- ISyE Department, College of Science and Engineering, University of Minnesota
- DO&IT Department, Smith School of Business, University of Maryland

**2015–2016**

- Management Science and Operations Area, London Business School
- Analytics & Operations Area, University College London School of Management
- Operations Group, Cambridge University Judge Business School
- Business Analytics Seminar Series, Imperial College School of Business
- Department of Decision Sciences, NUS Business School

**2016–2017**

- SCM Department, Business School, Rutgers University
- Operations Groups, School Of Management, Yale University
- IROM Department, McCombs School of Business, UT Austin
- TOM Group, Ross School of Business, University of Michigan
- OM Group, Fuqua School of Business, Duke University
- Department of ISyE, Lehigh University (May 2017)

**2017–2018**

- OIT Group, Graduate School of Business, Stanford University

**2018–2019**

- OR Colloquium, IME Department, Penn State University
- DRO-IEOR Joint Seminar, Columbia University

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## TEACHING EXPERIENCE

### Current Courses

- Analytics for Revenue Management (Wharton M.B.A. Elective), spring 2017-present.
- Analytics for Services (Wharton M.B.A. Elective), spring 2017-present.
- Operations Analytics (Wharton Online MOOC for Coursera and Emeritus), fall 2015-present.
- Business Analytics (Wharton M.B.A. Core), 1995-present.

### Previous Courses Taught

- Operations Management Seminar (Wharton Ph.D. Program), spring 2013-spring 2015.
- Introduction to Operations Management (Wharton Ph.D. Program), spring 2010.
- Dynamic Programming (Wharton Ph.D. Program), spring 2007, spring 2009.
- Queueing Theory (Wharton Ph.D. Program), spring 2006, spring 2008.
- Queueing Theory (INSEAD Ph.D. Program), spring 2005.
- Linear and Integer Optimization (INSEAD Ph.D. Program), fall 2004.
- Service Operations (Penn Undergraduate, M.B.A, Master of Engineering), 2000-2016.
- Introduction to Production and Operations Management (Wharton Undergraduate), 1996-1999.

### Executive Education

- Rongsheng Global Leaders Program (Wharton), spring 2012-2013.
- IDC Wharton, fall 2008.
- Wharton Program for Gaming Executives (Wharton), summer 2007.
- Service Excellence (Wharton), fall 2003.

### Ph.D. Students Advised

- Yong-Pin Zhou, Ph.D. August 2000.  
Finalist, 1999 INFORMS George E. Nicholson Student Paper Competition.  
First position, The Foster School, University of Washington, Seattle.  
Current position, The Foster School, University of Washington, Seattle.
- Sergei Savin, co-advisor with M. Cohen and Z. Katalan, Ph.D. May 2001.  
Finalist, 2000 INFORMS M&SOM Student Paper Competition.  
First position: Graduate School of Business, Columbia University.  
Current position: The Wharton School, University of Pennsylvania.
- Nitin Bakshi, co-advisor with P. Kleindorfer, Ph.D. December 2008.  
First Prize, 2008 POMS Supply Chain Management Student Paper Award.  
First Prize, 2009 INFORMS George B. Dantzig Dissertation Award.  
First position: London Business School.  
Current position: The Eccles School, University of Utah.
- Alessandro Arlotto, co-advisor with J. Michael Steele, Ph.D. August 2012.  
First position: The Fuqua School, Duke University.  
Current position: The Fuqua School, Duke University.
- Özge Yapar, Ph.D. expected Summer 2019.  
Runner Up, INFORMS Health Application Society Pierskalla Best Paper Award, 2018.  
First position: The Kelley School, University of Indiana.

**Dissertation Committee Participation**

- Yunzeng Wang, OPIM Department, Wharton, Ph.D. May 1998.
- Wen Zhou, OPIM Department, Wharton, Ph.D. May 1999.
- Siddharth Mahajan, OPIM Department, Wharton, Ph.D. August 1999.
- Nils Rudi, OPIM Department, Wharton, Ph.D. September 2000.
- Hanfeng Gong, Statistics Department, Wharton, Ph.D. May 2002.
- Yusong Wang, Marketing Department, Wharton, Ph.D. August 2002.
- Murat Erkoç, I&MSE Department, Lehigh University, Ph.D. August 2002.
- Mei Xue, OPIM Department, Wharton, Ph.D. December 2002.
- Haipeng Shen, Statistics Department, Wharton, Ph.D. May 2003.
- Xuefeng Li, Statistics Department, Wharton, Ph.D. August 2003.
- Haitao Cui, Marketing Department, Wharton, Ph.D. August 2005.
- Jonathan Weinberg, Statistics Department, Wharton, Ph.D. May 2005.
- George Knox, Marketing Department, Wharton, Ph.D. August 2006.
- Zhidong Zhang, University of Saskatchewan, June 2010.
- Fernanda Campello, University of Alberta, September 2013.
- Wyeon Chan, University of Montreal, December 2013.
- Shiliang Cui, OPIM Department, Wharton, Ph.D. July 2014.
- Kaitlin Daniels, OID Department, Wharton, Ph.D. expected May 2017.

**Independent Studies Offered to Ph.D. Students**

- Yong-Pin Zhou, OPIM Department, introduction to queueing theory, fall 1996.
- Siddharth Mahajan, OPIM Department, advanced topics in dynamic programming, fall 1997.
- Haipeng Shen, Statistics Department, introduction to queueing theory, fall 2000.

**Supervision of M.B.A. Independent Study Projects**

- Outsourcing mutual fund clearing and accounting operations to India, spring 2002.
- Brad Jiulianti and Joe Whitchurch, analysis of call center data, fall 2008.
- Nigel Lobo, Business proposal for a payroll outsourcing service, spring 2013.

**Other Undergraduate and M.B.A. Student Supervision**

- Robb Hsia, undergraduate SEAS student, advisor for engineering practicum, spring 1999.
- Jose Acosta, M.B.A. student, independent study in Management Science, spring 1999.
- John Young, M.B.A. student, independent study in Management Science, fall 2000.
- Erica Gold, undergraduate SEAS student, advisor for engineering practicum, spring 2001.

**SERVICE****1996–1997**

OPIM Department, Ph.D. Admissions Committee

**1997–1998**

OPIM Department, Ph.D. Admissions Committee

OPIM Department, Ph.D. Program Review Committee

Wharton M.B.A. Program, Speaker for Final Friday

**1998–1999**

OPIM Department, Faculty Seminar Series Coordinator

**1999–2000**

OPIM Department, Faculty Seminar Series Coordinator

International E.M.B.A. Program of University of São Paulo, Lecturer for Wharton Segment

**2000–2001**

Wharton M.B.A. Executive Committee

OPIM Department, M.B.A. advisor (with E. Clemons)

Wharton M.B.A. Students, Carnegie Mellon Operations Case Competition, Faculty Coordinator

**2001–2002**

Wharton M.B.A. Students, Carnegie Mellon Operations Case Competition, Faculty Coordinator

**2002–2003**

Wharton M.B.A. Students, Carnegie Mellon Operations Case Competition, Faculty Coordinator

Wharton M.B.A. Students, Operations Management Club, Faculty Advisor

**2003–2004**

OPIM Department, M.B.A. advisor (with E. Clemons)

OPIM Department, Faculty Renewal Committee for Krishnan Anand, Chair

Wharton Q-Review Committee, Management Department

Wharton M.B.A. Curriculum Committee

Wharton M.B.A. Students, Carnegie Mellon Operations Case Competition, Faculty Coordinator

Wharton M.B.A. Students, Operations Management Club, Faculty Advisor

**2005–2006**

Wharton M.B.A. Program, OPIM 621 Course Coordinator

Wharton Q-Review Committee, Statistics Department

Wharton M.B.A. Program, Core Curriculum Faculty Advisory Committee

OPIM Department, Recruiting Committee, Chair

OPIM Department, Faculty Renewal Committee for Kartik Hosanagar, Chair

OPIM Department, Faculty Mentoring Committee for Tom Lee

**2006–2007**

Wharton M.B.A. Program, OPIM 621 Course Coordinator

Wharton M.B.A. Curriculum Committee

Wharton M.B.A. Program, Core Curriculum Faculty Advisory Committee

OPIM Department, Tenure Review Committee for Serguei Netessine

OPIM Department, Faculty Mentoring Committee for Chris Lee

OPIM Department, Faculty Renewal Committee for Senthil Veeraraghavan

OPIM Department, Department Chair Search Committee

**2007–2008**

Wharton M.B.A. Program, OPIM 621 Course Coordinator

Wharton M.B.A. Executive Committee

Wharton M.B.A. Program, Faculty Liaison for Cohort H

Wharton-INSEAD Alliance Center for Global R&D, Committee Member

Wharton Faculty Committee to Review the Statistics Ph.D. Sequence

Wharton Board of Overseers Meeting, Presentation on Faculty Research

OPIM Department, Faculty Mentoring Committee for Chris Lee and Devin Pope

**2008–2009**

Wharton M.B.A. Program, OPIM 621 Course Coordinator  
Wharton M.B.A. Executive Committee  
Wharton M.B.A. Program, Faculty Liaison for Cohort H  
Wharton M.B.A. Program, Pre-Term Student Introduction to the Core  
Wharton M.B.A. Program, Welcome Weekend Mock Class  
Wharton-INSEAD Alliance Center for Global R&D, Committee Member  
OPIM Department, Department Chair Search Committee  
OPIM Department, Chair of Reading Committee for Renewal of Chris Lee  
Internal Letter for Wharton Tenure Candidate  
OPIM Department, Reading Committee for Appointment of Sergei Savin

**2009–2010**

Wharton M.B.A. Review Committee (MARC)  
Wharton Q-Review Committee, OPIM Department  
Wharton M.B.A. Program, OPIM 621 Course Coordinator  
Wharton M.B.A. Program, Faculty Liaison for Cohort I  
Wharton Ph.D. Executive Committee  
OPIM Department Ph.D. Coordinator  
OPIM Department, Faculty Mentoring Committee for Devin Pope

**2010–2011**

Wharton M.B.A. Review Committee (MARC)  
Wharton M. B. A. Curriculum Innovation and Review Committee (CIRC)  
Wharton Ph.D. Executive Committee  
OPIM Department Ph.D. Coordinator  
OPIM Department, Chair of Reading Committee for Xuanming Su

**2011–2012**

Wharton M. B. A. Curriculum Innovation and Review Committee (CIRC)  
Wharton Ph.D. Executive Committee  
OPIM Department Ph.D. Coordinator

**2012–2013**

Wharton M. B. A. Curriculum Innovation and Review Committee (CIRC)  
Wharton Ph.D. Executive Committee  
OPIM Department Ph.D. Coordinator

**2013–2014**

Wharton Personnel Committee  
Wharton-INSEAD Alliance Center for Global R&D

**2014–2015**

Chair, Wharton Personnel Committee  
Wharton Committee on Academic Freedom and Responsibility  
Wharton Ad Hoc Committee on Business Analytics

**2016–2017**

Chair, OID Department

**2017–2018**

Chair, OID Department

**2018–2019**

Chair, OID Department