

## Santiago Gallino

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The Wharton School  
University of Pennsylvania  
3730 Walnut St, Philadelphia  
PA 19104

Phone: (215) 573-0501  
sgallino@wharton.upenn.edu

### Professional Experience

#### **The Wharton School**

Charles W. Evans Distinguished Faculty Scholar, Assistant Professor (August 2020- present)  
Assistant Professor (July 2018 – July 2020)

#### **Tuck School of Business at Dartmouth**

Associate Professor of Business Administration without tenure (summer 2017 - summer 2018)  
Assistant Professor of Business Administration (summer 2013 - summer 2017)

### Education

University of Pennsylvania, (Philadelphia, PA)  
Ph.D. in Managerial Science and Applied Economics, May 2013

University of Pennsylvania, (Philadelphia, PA)  
A.M. in Statistics, May 2012

IAE Business School, Universidad Austral, (Buenos Aires, ARGENTINA)  
MBA, *Summa cum laude*, December 2003

School of Engineering, Universidad de Buenos Aires, (Buenos Aires, ARGENTINA)  
M.Sc. in Electrical Engineering, December 1999

### Research Interests

Empirical Operations Management, Retail Management, Digital Transformation.

### Publications

*Published or Forthcoming Publications in Refereed Journals*

1. Bell, D., Gallino, S., Moreno, A. Customer Supercharging in Experience-Centric Channels. *Management Science*. Forthcoming.
2. Fisher, M., Gallino, S., Netessine, S., Does Online Training Work in Retail? *Manufacturing & Service Operations Management*. Forthcoming

3. Fisher, M., Gallino, S., Netessine, S., Setting Retail Staffing Levels: A Methodology Validated with Implementation. *Manufacturing & Service Operations Management*. Forthcoming.
4. Fisher, M., Gallino, S., Xu, J., The Value of Rapid Delivery in Omnichannel Retail. *Journal of Marketing Research*, July 2019.
5. Batt, R., Gallino, S., Finding a Needle in a Haystack: The Effects of Searching and Learning on Pick-worker Performance. *Management Science*, June 2019.
  - Winner, 11th Annual Behavioral Operations Conference Best Presentation Award, 2016
6. Gallino, S., Cachon, G. P., Olivares, M. Does Adding Inventory Increase Sales? Evidence of a Scarcity Effect in U.S. Automobile Dealerships. *Management Science*, April 2019.
7. Cui, R., Gallino, S., Moreno, A., Zhang, D., The Operational Value of Social Media Information. *POMS*. October 2018.
8. Gallino, S., Moreno, A., The Value of Fit Information in Online Retail: Evidence from a Randomized Field Experiment. *Manufacturing & Service Operations Management*. Fall 2018.
  - Finalist, 2018 Ralph Gomory Best Industry Studies Paper Award.
9. Fisher, M., Gallino, S., Li, J., Competition-Based Dynamic Pricing in Online Retailing: A Methodology Validated with Field Experiments. *Management Science*, June 2018.
  - Winner, INFORMS Revenue Management and Pricing Section Practice Award, 2015
10. Bell, D., Gallino, S., Moreno, A. Offline Showrooms in Omni-Channel Retail: Demand and Operational Benefits. *Management Science*, April 2018.
  - Winner, POMS Applied Research Challenge, Production and Operations Management Society (POMS). 2014.
  - Winner, Overall Best Paper Award in the Workshop of Information Systems and Economics, WISE (Workshop of Information Systems and Economics). 2014
11. Gallino, S., Moreno, A., Stamatopoulos, I., Channel Integration, Sales Dispersion, and Inventory Management. *Management Science*, September 2017.
12. Gallino, S., Moreno, A. Integration of Online and Offline Channels in Retail: The Impact of Sharing Reliable Inventory Availability Information. *Management Science*, June 2014.

#### *Submitted*

- i. Cachon, G. P., Gallino, S., Xu, J., Free Shipping Is Not Free: A Data-Driven Model to Design Free-Shipping Threshold Policies. *Invited for revision, Management Science*
- ii. Gallino, S., Moreno, A., Rooderkerk, R., Omnichannel Fulfillment Dilemmas: Customer Preferences and Manager Perceptions. *Invited for revision, Production and Operations Management*.
- iii. Gallino, S., Karacaoglu, N., Moreno, A., Need for Speed: The Impact of Website Performance on Online Retail. *Under review, Operations Research*.
- iv. Gallino, S., Kaaua, D., Terwiesch, C., Mehta, S. The Impact of Waiting Location on Customer Satisfaction: An Empirical Analysis of Preoperative Patient Flow. *Under review, Operations Research*.

#### *Other articles*

- i. Bell, D., Gallino, S., Moreno, A. How to Win in an Omnichannel World. *MIT Sloan Management Review*, September 16, 2014. Vol. 56, No. 1, 45-53.
- ii. Bell, D., Gallino, S., Moreno, A. The Store Is Dead—Long Live the Store. *MIT Sloan Management Review*, April 1, 2018. Vol. 59, No. 3, 59-66.

- iii. Fisher, M., Gallino, S., Netessine, S., Retailers Are Squandering Their Most Potent Weapons. *Harvard Business Review*, January-February, 2019.
  - HBR Top 25 most popular articles 2019.
- iv. Gallino, S., Rooderkerk, R. New Product Development in an Omnichannel World. *California Management Review*. Forthcoming.
- v. Whether Weather Matters: Impact of Exogenous Factors on Customers Channel Choice. Gallino, S., Karacaoglu, N., Moreno, A. in *Springer Series in Supply Chain Management*, C. Tang (Series Ed.). 2019.

#### *Books*

Operations in an Omnichannel World. Santiago Gallino and Antonio Moreno (Ed.), in *Springer Series in Supply Chain Management*, C. Tang (Series Ed.). 2019.

#### *Invited papers*

Bell, D., Gallino, S., Moreno, A. Showrooms and Information Provision in Omni-channel Retail. *Production and Operations Management*, September 2014.

#### *Teaching Cases*

Keg & Table: Evaluating an Omnichannel Intervention in Retail (with Antonio Moreno)  
Buy Online, Pickup in Store (with Antonio Moreno and Amy Klopfenstein)

#### **Research in Progress**

- Supply Chain and Culture: A Global Study of E-commerce (with Antonio Moreno)
- Pricing Challenges in Retail Platforms (with Nil Karacaoglu and Antonio Moreno).
- Contract Design and Work Quality (with Carolyn Deller).
- How May I Help You? Inferring Service Quality from a Server's Personal Details (with Dawson Kaaua).

#### **Academic Service and Affiliations**

##### *Reviewer for:*

*Management Science*. Distinguished Service Award. 2018, 2015; Meritorious Service Award. 2017.

*Manufacturing & Service Operations Management*. Meritorious Service Award. 2017; 2016.

*Production and Operations Management*.

*Journal of Marketing*.

*Journal of Marketing Research*.

##### *Session and Cluster Chair:*

*SIG Supply Chain Day Chair* at MSOM (2020 – Conference Cancelled COVID)

*Session Chair* at INFORMS (2015, 2016, 2017, 2019) and POMS (2013, 2014, 2015, 2019).

*Cluster Chair of the Service SIG* at INFORMS (2015)

*Judge MSOM Student Paper Competition* (2014, 2015, 2016, 2017, 2018, 2019)

#### **PhD Student Supervision**

As dissertation proposal/defense committee member:

Kaaua Dawson (graduated 2020, The Wharton School, placed at Georgetown University).  
Nil Karacaoglu (graduated 2019, Kellogg School of Management, placed at Ohio State University).  
Yannis Stamatopoulos (graduated 2016, Kellogg School of Management, placed at UT Austin).

## Teaching

The Wharton School:

OIDD 101: 2019-current

Tuck School of Business:

Decision Science: 2013-2018

Retail Operations: 2014-2018

Decision Science – Bridge Program: 2014-2016

Edx Online Course:

Retail Fundamentals

(<https://www.edx.org/course/retail-fundamentals-dartmouthx-rfundx-0>)

Omnichannel Strategy and Management

(<https://www.edx.org/course/omnichannel-strategy-management-dartmouthx-romnix-0>)

## Scholarships and Awards

Wickham Skinner Early-Career Research Accomplishments Award, POMS, 2020

The Fishman-Davidson Center, 2018

Daniel R. Revers T'89 Faculty Fellow, 2017

The Management Science Meritorious Service Award, 2017

Finalist, MSOM Society's 2017 Best OM Paper in Management Science.

Winner, 11th Annual Behavioral Operations Conference Best Presentation Award, 2016

Winner, INFORMS Revenue Management and Pricing Section Practice Award, 2015

Winner, POMS Applied Research Challenge, Production and Operations Management Society (POMS). 2014

Winner, Overall Best Paper Award in the Workshop of Information Systems and Economics, WISE (Workshop of Information Systems and Economics). 2014

Semi-finalist in the Junior Faculty Interest Group Paper Competition, INFORMS-JFIG. 2013

OPIM Scholar Award, 2011

Doctoral Fellowship, The Wharton School, 2008-2012

The Fishman-Davidson Center. 2012

Jay H. Baker Retailing Grant, 2009, 2012

Mack Center for Technological Innovation, 2011

Russell Ackoff Doctoral Student Fellowship, 2010

## Invited Talks

- School of Business, Torcuato Di Tella University, November 2019, Buenos Aires Argentina.
- IESE Business School, October 2019, Barcelona, Spain.
- Rotterdam School of Management, Erasmus University, October 2019, Rotterdam, Netherlands.
- Kuehne Logistics University - KLU, October 2019, Hamburg, Germany.
- Fashion Operations Conference, October 2019, Imperial College Business School, London, UK.
- Cátedra Fundación Ramón Areces, Universidad de Oviedo, May 2019, Oviedo, Spain.
- Consortium for Operational Excellence in Retail, May 2019, HBS, Boston, MA.
- Workshop: Future of Retail Operations, Technical University of Munich, October 2018, Heilbronn, Germany.
- Columbia Business School, Columbia University, October 2018, New York, NY.
- *Key Note Speaker*. 8th LATAM Retail Congress, October 2018, Santiago, Chile.
- Ross School of Business, University of Michigan, September 2018, Ann Arbor, MI.
- *Key Note Speaker*. 3rd EURO Working Group Meeting on Retail Operations, May 2018, Eindhoven, The Netherlands.
- London Business School, February 2018, London, UK.
- UNC Kenan-Flagler Business School, January 2018, Chappel Hill, NC.
- The Wharton School, UPenn, December 2017, Philadelphia, PA.
- Kellogg School of Management at Northwestern University, November 2017, Evanston, IL.
- University of Notre Dame, Mendoza College of Business, August 2017, South Bend, IN.
- Consortium for Operational Excellence in Retail, May 2017, HBS, Boston, MA.
- Operations Management Seminar, April 2017, Mc Gill University, Montreal, Canada.
- Fashion Operations Conference, February 2017, IESE Business School, New York City, NY.
- 2016 Kümpem Forum Retail Conference, May 2016, Koç University, Istanbul, Turkey.
- Consortium for Operational Excellence in Retail, May 2016, The Wharton School, Philadelphia, PA.
- Operations Management Seminar, April 2016, Boston University, Boston, MA.
- Consortium for Operational Excellence in Retail, May 2015, HBS, Boston, MA.
- Fashion Operations Conference, March 2015, IESE Business School, Barcelona, Spain.
- Consortium for Operational Excellence in Retail, May 2014, The Wharton School, Philadelphia, PA.
- POMS Conference 2014 (May 2014, Atlanta, GA). POMS Applied Research Challenge (ARC) Finalist.
- Academic Workshop and Workshop Retail CERET, January 2014, University of Chile, Santiago de Chile.
- Tuck Operations Workshop, September 2013, Tuck School, Hanover, NH.
- Consortium for Operational Excellence in Retail, May 2013, HBS, Boston, MA.
- Job market talks (December 2012- March 2013): Columbia University, Cornell University, Dartmouth College, Duke University, Harvard University, Johns Hopkins University, Northwestern University, University of Michigan, University of North Carolina at Chapel Hill, University of Texas at Austin, University of Texas at Dallas, University of Wisconsin-Madison.
- Empirical Workshop in Operations Management, October 2012, The Wharton School, Philadelphia, PA.
- Consortium for Operational Excellence in Retail, May 2012, The Wharton School, Philadelphia, PA.
- Dana Clyman Research Seminar Series, November 2011, Darden School of Business, Charlottesville, VA.
- Consortium for Operational Excellence in Retail, May 2011, HBS, Boston, MA.