

Soo-Haeng Cho

IBM Professor of Operations Management and Strategy

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March 2025

CURRICULUM VITAE

EDUCATION

- 2008 PhD, Decisions, Operations and Technology Management, University of California at Los Angeles (UCLA) Anderson School of Management, Los Angeles, CA
“Asymmetric optimal policies in multi-dimensional operational decisions”
(Kevin F. McCardle, Chair, Christopher S. Tang, Charles J. Corbett, and Pierre-Olivier Weill)
- 2001 M.S., Mechanical Engineering, Massachusetts Institute of Technology, Cambridge, MA
“An integrated method for managing complex engineering projects using the design structure matrix and advanced simulation”
(Steven Eppinger, Thesis Advisor)
- 1999 B.S., Aerospace & Mechanical Engineering, Seoul National University, Seoul, Korea

POSITIONS HELD

- 2022– IBM Professor of Operations Management and Strategy, Tepper School of Business, Carnegie Mellon University
- 2020–22 Professor of Operations Management and Strategy, Tepper School of Business, Carnegie Mellon University
- 2014–20 Associate Professor of Operations Management, Tepper School of Business, Carnegie Mellon University (with Indefinite Tenure Since 2017)
- 2008–14 Assistant Professor of Operations Management, Tepper School of Business, Carnegie Mellon University
- 2022– (Honorary) Visiting Scholar, Foster School of Business, University of Washington
- 2022 Distinguished Visiting Scholar, College of Business, Korea Advanced Institute of Science & Technology (KAIST) (June 2022)
- 2021–05 Senior Advisor, Storelink Inc., Seoul, Korea
- 2003 Consultant, Arthur D. Little, Seoul, Korea
- 2002–03 Associate Consultant, Arthur D. Little, Seoul, Korea
- 2001 Research Associate, Arthur D. Little, Seoul, Korea
- 2000 Summer Intern, Ford Motor Company, Dearborn, MI

1996–98 Korean Augmentation to the U.S. Army, 4th QM Detachment (Airborne), U.S. Army, Pusan, KOREA

CONSULTING ASSIGNMENTS

- 2021–25 Storelink, Seoul, Korea
(Advised AI & data analytics for digital marketing on major global e-commerce platforms including Coupang, Naver, Amazon, and Rakuten; contributed to over 6x sales growth, leading to successful Series B and C investments)
- 2022 Samsung Group, Seoul, Korea
(SLP executive education for 18 executive vice presidents on supply chain disruption and resilience)
- 2022 CJ Group, Seoul, Korea
(Advised innovation in retail and supply chain)
- 2020 One of major craft and art supplies retailers, Chicago, IL
(Analyzed the impact of COVID-19 on its sales and customer behavior on both online and offline channels)
- 2020 Happy Returns, Santa Monica, CA
(Examined the value of offline-online retail partnership between Happy Returns and its partnering retailers)
- 2019 Mozzet, Inc., Seoul, Korea
(Analyzed the recommendation system for online dating services)
- 2014 The Ministry of Health and Welfare, Seoul, Korea
(Developed an optimization model for locating trauma centers and helicopters for emergency medical services across the nation)
- 2012 University of Pittsburgh Medical Center, Pittsburgh, PA
(Analyzed the supply contracts used for flu vaccine procurement)
- 2009 Amazon.com, Seattle, WA
(Developed an analytical tool to help the company select third-party transportation carriers for its inbound logistics services)
- 2009 Medrad, Pittsburgh, PA
(Improved inventory and pricing transparency in its global supply chain)
- 2003 One of the largest global semiconductor manufacturers, Seoul, Korea
(Developed strategic options for restructuring business units; designed financial and operational performance metrics and their monitoring system for the CEO)
- 2002 One of the largest Korean oil companies, Seoul, Korea
(Consulted for reducing logistics costs; designed performance evaluation schemes for thousands of gasoline stations; developed a franchise marketing plan)

- 2002 One of the largest Korean petrochemical companies, Seoul, Korea
(Assisted the CEO in prioritizing strategic options for turnaround operations; consulted for outsourcing logistics to a third-party service provider)
- 2002 A start-up company providing biometric solutions, Seoul, Korea
(Created an IR report and assisted in raising capital from venture capital firms)
- 2001 One of the largest global private equity firms, Seoul, Korea
(Conducted due diligence on one of the largest Korean logistics service providers; assessed operational and IT capabilities)
- 2001 One of the largest global private equity firms, Seoul, Korea
(Conducted due diligence on a manufacturer of a major electric component in a mobile handset; assessed R&D and production competencies)
- 2000 Cytac Corporation, Boston, MA
(Consulted for managing its global logistics integration project)

RESEARCH AREAS

Use data science (statistics, AI/machine learning), game theory, and optimization to address important managerial questions in operations management, marketing, and strategy (in particular, retail, supply chain, innovation, ESG, and health care)

PUBLICATIONS

- 31. Leela Nageswaran, Elina Hwang, Soo-Haeng Cho. Offline returns for online retailers via partnership. *Management Science* 71(1) 279-297, 2024.
- 30. Niels Agatz, Soo-Haeng Cho, Hao Sun, Hai Wang. Transportation-enabled services: Concept, framework, and research opportunities. *Service Science* 16(1) 1-21, 2024.
- 29. Musa Celdir, Soo-Haeng Cho, Elina Hwang. Popularity bias in online dating platforms: Theory and empirical evidence. *Manufacturing & Service Operations Management* 26(2) 537-553, 2024.
- Featured in New York Post, Tech Times, Futurity, London Daily News, and the Piper at Carnegie Mellon University.
- 28. Niels Agatz, Soo-Haeng Cho, Hai Wang, Saif Benjaafar. Introduction to the special issue on innovation in transportation-enabled urban services, Part 1. *Service Science* 15(1) 1-2, 2023.
- 27. Elina Hwang, Leela Nageswaran, Soo-Haeng Cho. Value of online–off-line return partnership to off-line retailers. *Manufacturing & Service Operations Management* 24(3) 1630-1649, 2022.
- 26. Soo-Haeng Cho, Victor DeMiguel, Woonam Hwang. Cover-up of vehicle defects: the role of regulator investigation announcements. *Management Science* 67(6) 3834-3852, 2021.

25. Neda Mirzaeian, Soo-Haeng Cho, Alan Scheller-Wolf. A queueing model and analysis for autonomous vehicles on highways. *Management Science* 67(5) 2904-2923, 2021.
 - First Prize, INFORMS Service Science Section, IBM Best Student Paper Award Competition (2019)
 - Featured video in Tepper website and Facebook, and featured article in Tepper magazine (2019)
24. Xin Wang, Soo-Haeng Cho, Alan Scheller-Wolf. Green technology development and adoption: competition, regulation, and uncertainty – a global game approach. *Management Science* 67(1) 201-219, 2021.
 - Finalist for INFORMS Best Operations Management Paper in *Management Science* Award (2024)
 - INFORMS TIMES (Technology, Innovation Management and Entrepreneurship Section) Best Working Paper Award (2019)
23. Laurence Ales, Soo-Haeng Cho, Ersin Körpeoğlu. Innovation tournaments with multiple contributors. *Production and Operations Management* 30(6) 1772-1784, 2021.
22. Gizem Körpeoğlu, Ersin Körpeoğlu, Soo-Haeng Cho. Supply chain competition: a market game approach. *Management Science* 66(12) 5648-5664, 2020.
21. Leela Nageswaran, Soo-Haeng Cho, Alan Scheller-Wolf. Consumer return policies in omnichannel operations. *Management Science* 66(12) 5558-5575, 2020.
20. Xin Fang, Soo-Haeng Cho. Cooperative approaches to managing social responsibility in a market with externalities. *Manufacturing & Service Operations Management* 22(6) 1107-1286, 2020.
19. Soo-Haeng Cho, Xin Fang, Sridhar Tayur, Ying Xu. Combating child labor: incentives and information disclosure in global supply chains. *Manufacturing & Service Operations Management* 21(3) 692-711, 2019.
 - INFORMS *M&SOM* Journal Best Paper Award (2022)
18. Soo-Haeng Cho. Hui Zhao. Healthcare Supply Chain. Chapter 8 (pages 159-185) in *Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations*, Tinglong Dai and Sridhar Tayur (eds.), John Wiley & Sons. 2018.
17. Laurence Ales, Soo-Haeng Cho, Ersin Körpeoğlu. Innovation and Crowdsourcing Contests. Chapter 16 (pages 379-406) in *Sharing Economy: Making Supply Meet Demand*, Ming Hu (eds.), Springer Series in Supply Chain Management. 2018.
16. Ersin Körpeoğlu, Soo-Haeng Cho. Incentives in contests with heterogeneous solvers. *Management Science* 64(6) 2709-2715, 2018.
15. Laurence Ales, Soo-Haeng Cho, Ersin Körpeoğlu. Optimal award scheme in innovation tournaments. *Operations Research* 65(3) 693-702, 2017.
 - INFORMS TIMES (Technology, Innovation Management and Entrepreneurship Section) Best Paper Award, Runner-Up (2022)

14. Soo-Haeng Cho, Xin Wang. Newsvendor mergers. *Management Science* 63(2) 298-316, 2017.
13. Tinglong Dai, Soo-Haeng Cho, Fuqiang Zhang. Contracting for on-time delivery in the U.S. influenza vaccine supply chain. *Manufacturing & Service Operations Management* 18(3) 332-346, 2016.
 - The William Pierskalla Runner Up Award from INFORMS Health Applications Society (2012)
 - Featured in Pharmacy Times, Infection Control Today, Science Daily, Healio, Hub – Johns Hopkins University, and M&SOM Review
12. Soo-Haeng Cho, Xin Fang, Sridhar Tayur. Combating strategic counterfeiters in licit and illicit supply chains. *Manufacturing & Service Operations Management* 17(3) 273-289, 2015.
 - Featured in Tepper Magazine of Carnegie Mellon University (Fall 2015), and M&SOM Review
11. Jaehyung An, Soo-Haeng Cho, Christopher Tang. Aggregating smallholder farmers for alleviating poverty in emerging economies: models and analyses. *Production and Operations Management* 24(9) 1414-1429, 2015.
10. Soo-Haeng Cho, Hoon Jang, Taesik Lee, John Turner. Simultaneous location of trauma centers and helicopters for emergency medical service planning. *Operations Research* 62(4) 751-771, 2014.
 - The William Pierskalla Best Paper Award from INFORMS Health Applications Society (2014)
 - The Lave-Weil Prize from Tepper School of Business, Carnegie Mellon University (2013)
9. Soo-Haeng Cho. Horizontal mergers in multitier decentralized supply chains. *Management Science* 60(2) 338-355, 2014.
8. Xin Fang, Soo-Haeng Cho. Stability and endogenous formation of inventory transshipment networks. *Operations Research* 62(6) 1316-1334, 2014.
7. Soo-Haeng Cho, Christopher Tang. Capacity allocation under retail competition: uniform and competitive allocations. *Operations Research* 62(1) 72-80, 2014.
6. Soo-Haeng Cho, Christopher Tang. Advance selling in a supply chain under uncertain supply and demand. *Manufacturing & Service Operations Management* 15(2) 305-319, 2013.
5. John Turner, Ben Peterson, Soo-Haeng Cho, Sunder Kekre, Alan Scheller-Wolf. A large U.S. retailer selects transportation carriers under diesel price uncertainty. *Interfaces* 42(4) 365-379, 2012.
4. Soo-Haeng Cho. The optimal composition of influenza vaccines subject to random production yields. *Manufacturing & Service Operations Management* 12(2) 256-277, 2010.
 - Finalist for INFORMS M&SOM Journal Best Paper Award (2013)
 - Second Prize from INFORMS M&SOM Student Paper Competition (2007)
 - Finalist for INFORMS Decision Analysis Society Student Paper Competition (2007)
 - Featured in CMU Homepage, Tepper Magazine of Carnegie Mellon University (Winter 2009), and M&SOM Society Student Paper Competition: Abstracts of 2007 Winners (*Manufacturing & Service Operations Management* 10(2) 328-331, 2008)

3. Soo-Haeng Cho, Kevin McCardle. The adoption of multiple dependent technologies. *Operations Research* 57(1) 157-169, 2009.
2. Soo-Haeng Cho, Kevin McCardle, Christopher Tang. Optimal pricing and rebate strategies in a two-level supply chain. *Production and Operations Management* 18(4) 426-446, 2009.
1. Soo-Haeng Cho, Steven Eppinger. A simulation-based process model for managing complex design projects. *IEEE Transactions on Engineering Management* 52(3) 316-328, 2005.
 - The Xerox/DTM Best Paper Award from the American Society of Mechanical Engineers (ASME) (2001)

Working Papers

32. Elina Hwang, Leela Nageswaran, Soo-Haeng Cho. Impact of COVID-19 on omnichannel retail: Drivers of online sales during pandemic. Available at <http://ssrn.com/abstract=3657827>.
33. Neda Mirzaeian, Soo-Haeng Cho, Sean Qian. Can autonomous vehicles solve the commuter parking problem? Available at <https://ssrn.com/abstract=3872106>.
34. Soo-Haeng Cho, Zijun (June) Shi, Xin Wang, Yushu Zeng. Mergers and product repositioning: Theory and empirical evidence. Available at <https://ssrn.com/abstract=3872106>.
35. Euro Bae, Daegon Cho, Soo-Haeng Cho, Jin Soo Han, Yeongwoo Kim. Two sides of same-day delivery: Evaluating the distributional effects of platform fulfillment on third-party sales. <https://ssrn.com/abstract=4854395>.

PROFESSIONAL ACTIVITIES

Awards, Prizes, Honors

Finalist for INFORMS Best Operations Management Paper in *Management Science* Award (2024)

INFORMS *M&SOM (Manufacturing & Service Operations Management)* Journal Best Paper Award (2022)

INFORMS TIMES (Technology, Innovation Management and Entrepreneurship Section) Best Paper Award, Runner-Up (2022)

INFORMS TIMES Doctoral Dissertation Award, Runner-Up, Given to Neda Mirzaeian (whose dissertation consists of three co-authored papers) (2022)

Research Grant (\$500,000) from the Jewish Healthcare Foundation (2022)

Finalist, IBM Best Student Paper Award Competition from INFORMS Service Science Section for the paper co-authored with Neda Mirzaeian (2021)

INFORMS TIMES Best Working Paper Award (2019)

First Prize, IBM Best Student Paper Award Competition from INFORMS Service Science Section for the paper co-authored with Neda Mirzaeian (2019)

INFORMS TIMES Doctoral Dissertation Award Given to Ersin Korpeoglu (whose dissertation consists of three co-authored papers) (2016)

The Wickham Skinner Early-Career Research Accomplishments Award, Runner-Up, from Production & Operations Management Society (2015)

M&SOM Meritorious Service Award (2015)

Research Grant from the Carnegie Bosch Institute, Carnegie Mellon University (2015)

The William Pierskalla Best Paper Award from INFORMS Health Applications Society (2014)

M&SOM Meritorious Service Award (2014)

The Lave-Weil Prize from Tepper School of Business, Carnegie Mellon University (2013)

Finalist for INFORMS M&SOM Journal Best Paper Award (2013)

BP Junior Faculty Chair from Tepper School of Business, Carnegie Mellon University (AY 2013-2014)

The William Pierskalla Runner Up Award from INFORMS Health Applications Society (2012)

Berkman Faculty Development Fund, Carnegie Mellon University (2012)

M&SOM Meritorious Service Award (2011)

Berkman Faculty Development Fund, Carnegie Mellon University (2009)

The Second Prize from INFORMS M&SOM Student Paper Competition (2007)

Finalist for INFORMS Decision Analysis Society Student Paper Competition (2007)

Research Grants from the Harold Price Center for Entrepreneurial Studies, UCLA (2005, 2007)

Dissertation Year Fellowship from UCLA Graduate Division (a university-wide award to a limited number of graduate students in recognition of outstanding scholarship) (2007-2008)

Doctoral Fellowship from UCLA Anderson School of Management (2003-2007)

The Xerox/DTM Best Paper Award from the American Society of Mechanical Engineers (ASME) at the 13th International Conference on Design Theory and Methodology (2001)

Research Assistantship from the Center for Innovation in Product Development at Massachusetts Institute of Technology (1999-2001)

Army Commendation Medal from the Department of U.S. Army (1998)

Invited Talks at Conferences

Offline returns for online retailers via partnership
INFORMS Annual Meeting, Phoenix, AZ (October 2023)

Value of online-offline return partnership to offline retailers.
The INFORMS M&SOM Annual Conference, Indiana University (June 2021)

Discussant of the paper “Partial Completion as a Nonprofit Strategy” written by Can Zhang, Atalay Atasu, Karthik Ramachandran.
The 2021 M&SOM Sustainable Operations SIG conference, Indiana University (June 2021)

Discussant of the paper “Sustainability in the fast fashion industry” written by Xiaoyang Long, Javad Nasiry.
The 2019 Early-Career Sustainable Operations Workshop, San Diego, CA (March 2019)

Discussant of the paper “Improving supplier social responsibility under incomplete visibility” written by Tim Kraft, Leon Valdes, Yanchong Zheng.
The 2018 Early-Career Sustainable Operations Workshop, Atlanta, GA (March 2018)

Optimal award scheme in innovation tournaments.
The 27th Annual Conference of the Production and Operations Management Society, Bellevue, WA (May 2017)

Cooperative approaches to managing social responsibility in supply chains.
The INFORMS M&SOM Annual Conference, Chapel Hill, NC (June 2017)
INFORMS Annual Meeting, Nashville, TN (November 2016)

Incentives in contests with heterogeneous solvers.
INFORMS International Conference, HI (June 2016)
INFORMS Annual Meeting, Philadelphia, PA (November 2015)
The INFORMS M&SOM Annual Conference, Toronto, Canada (June 2015)
The 26th Annual Conference of the Production and Operations Management Society, Washington, DC (May 2015)

Discussant of the paper “Mitigate supplier responsibility risk in emerging economies: an ethical sourcing framework” written by Li Chen and Hau Lee.
The 2014 M&SOM Sustainable Operations SIG conference, Seattle, WA (June 2014)

Newsvendor mergers.
The 19th INFORMS M&SOM Annual Conference, Seattle, WA (June 2014)
The 23rd Annual Conference of the Production and Operations Management Society, Chicago, IL (April 2012)

Junior Faculty Research Symposium Hosted by UNC Kenan-Flagler Business School, Chapel Hill, NC (April 2012)

Innovation tournaments with multiple contributors.

The 25th Annual Conference of the Production and Operations Management Society, Atlanta, GA (May 2014)

Combating child labor: incentives and information transparency in global supply chains.

The 25th Annual Conference of the Production and Operations Management Society, Atlanta, GA (May 2014)

INFORMS Annual Meeting, Phoenix, AZ (October 2012)

Simultaneous location of trauma centers and helicopters for emergency medical service planning.

The 24th Annual Conference of the Production and Operations Management Society, Denver, CO (May 2013)

Contracting for on-time delivery in the U.S. influenza vaccine supply chain.

INFORMS Annual Meeting, Phoenix, AZ (October 2012)

Pierskalla Award Finalists Session, INFORMS Annual Meeting, Phoenix, AZ (October 2012)

Horizontal mergers in multitier decentralized supply chains.

The 16th INFORMS M&SOM Annual Conference, Ann Arbor, MI (June 2011)

INFORMS Annual Meeting, Charlotte, NC (November 2011)

INFORMS Annual Meeting, Austin, TX (November 2010)

Combating strategic counterfeiters in licit and illicit supply chains.

The 2011 M&SOM Supply Chain Management SIG Conference, Ann Arbor, MI (June 2011)

The 21st Annual Conference of the Production and Operations Management Society, Vancouver, BC, Canada (May 2010)

Advance selling in a supply chain under uncertain supply and demand.

The 21st Annual Conference of the Production and Operations Management Society, Vancouver, BC, Canada (May 2010)

INFORMS Annual Meeting, San Diego, CA (October 2009)

The adoption of multiple dependent technologies.

INFORMS Annual Meeting, Washington D.C. (October 2008)

INFORMS Annual Meeting, San Francisco, CA (November 2005)

The optimal composition of influenza vaccines subject to random production yields.

INFORMS Annual Meeting, Seattle, WA (November 2007)

The 12th INFORMS M&SOM Annual Conference, Beijing, China (June 2007)

Optimal pricing and rebate strategies in a two-level supply chain.

INFORMS Annual Meeting, Seattle, WA (November 2007)

A simulation-based process model for managing complex design projects.

The 2nd DSM International Conference, Cambridge, MA (September 2000)

Industry Roundtables

The Tepper Health Care Initiative: How Is AI Changing Health Care? (October 2023)

The Tepper Health Care Initiative: The Intelligent Future of Health Care (April 2022)

The Tepper Health Care Initiative: Industry Roundtable 1.2 (November 2021)

The Tepper Health Care Initiative: Industry Roundtable 1.0 (May 2021)

Seminars at Academic Institutions

Fox School of Business, Temple University (2025)

School of Management, University College London (2025)

Hong Kong University of Science and Technology (2024; Two Seminars)

Pohang University of Science and Technology, Pohang-Pittsburgh City Future Forum (2023)

Desautels Faculty of Management, McGill University (2023)

KAIST (Korea Advanced Institute of Science & Technology) (2022; Three Seminars)

Stephen M. Ross School of Business at University of Michigan (2022)

Smeal College of Business, Penn State University (2022)

Carroll School of Management, Boston College (2019)

KAIST (Korea Advanced Institute of Science & Technology), AIM Executive Education (2019)

SNU (Seoul National University) Forum (2019)

Ivey Business School, Western University, Canada (2019)

University of Chicago Booth School of Business (2018)

UNC Kenan-Flagler Business School (2018)

Naveen Jindal School of Management, University of Texas at Dallas (2018)

Krannert School of Management, Purdue University (2018)

David Eccles School of Business, University of Utah (2018)

Hong Kong University of Science and Technology (2018)

The Chinese University of Hong Kong (2018)

School of Business, University of California, Riverside (2018)

Carlson School of Management, University of Minnesota (2017)

Tepper School of Business at Carnegie Mellon University (2017)

Fuqua School of Business, Duke University (2016)

Sloan School of Management, Massachusetts Institute of Technology (2016)

Graduate School of Business, Stanford University (2016)

Smeal College of Business, Penn State University (2015)

London Business School (2015)

Sauder School of Business, University of British Columbia (2014)

Foster School of Business, University of Washington (2014)

UCLA Anderson School of Business (2013)
Johnson Graduate School of Management, Cornell University (2013)
McDonough School of Business, Georgetown University (2013)
University College London (2012)
The Paul Merage School of Business, University of California at Irvine (2012)
University of Pittsburgh (2009)
College of Management at Georgia Institute of Technology (2008)
Kellogg School of Management at Northwestern University (2008)
Leonard N. Stern School of Business at New York University (2008)
London Business School (2008)
Tepper School of Business at Carnegie Mellon University (2008)
Columbia Business School (2008)
Cox School of Business at Southern Methodist University (2008)
Haas School of Business at University of California at Berkeley (2008)
National University of Singapore Business School (2008)
Olin Business School at Washington University in St. Louis (2008)
School of Business at University of Miami (2008)
Stephen M. Ross School of Business at University of Michigan (2008)
Korea University Business School (2007)
Korean Institute of Science and Technology (2001)

Membership in Professional Societies

Institute for Operations Research and the Management Sciences (INFORMS): Manufacturing and Service Operations Management (M&SOM) Society; Technology, Innovation Management and Entrepreneurship Section

Production and Operations Management Society (POMS)

TEACHING: COURSES TAUGHT

Tepper School of Business, Carnegie Mellon

MBA Program: Dean's List of Excellent MBA Instructors (who have both course and instructor ratings above 4.0 out of 5.0 and have above 50% response from students) (2011–)

Operations Management:

Three sections for full-time MBAs every year (2019–)

Operations Strategy:

Two sections for online hybrid & full-time MBAs every year (2020–)

Three sections for online hybrid, full-time & part-time MBAs every year (2016–2019)

Two sections for full-time & part-time MBAs every year (2011–2015)

Fundamentals of Business: Operations Management Module

One section for online hybrid accelerated (1 year) MBAs every year (2022–)

Operations Management Project (sponsored by Amazon.com) (2009)

Undergraduate Program: Dean's List of Excellent Undergraduate Instructors (who have both course and instructor ratings above 4.0 out of 5.0 and have above 50% response from students) (2009, 2010, 2011, 2013, 2018, 2019).

Operations Management:

Two sections (2009, 2010, 2011, 2013, 2018, 2019)

Ph.D. Program

Dynamic Programming (2008, 2010, 2012, 2014)

Innovative & Sustainable Operations (2016, 2020, 2022, 2024)

UCLA Anderson School of Management

MBA Pre-Course in Excel

Summer 2006

STUDENT SUPERVISION

Doctoral Student Supervision (at Carnegie Mellon)

Musa Celdir (Chair, Thesis Committee 2023; Summer Paper Reader, 2019) (Tepper School of Business)

(First Placement: Data Scientist, United Airlines)

- William W. Cooper Doctoral Dissertation Award (2023)
- Presidential Fellowship in the Tepper School of Business at Carnegie Mellon University (2022)

Neda Mirzaeian (Chair, Thesis Committee 2022; Summer Paper Reader, 2017, 2018) (Tepper School of Business)

(First Placement: Assistant Professor, University of Texas at Dallas)

- Presidential Fellowship in the Tepper School of Business at Carnegie Mellon University (2019)

Xin Wang (Co-Chair, Thesis Committee 2016; Summer Paper Reader 2011, 2012) (Tepper School of Business)

(First Placement: Assistant Professor, Hong Kong University of Science and Technology)

Ersin Körpeoğlu (Co-Chair, Thesis Committee 2015; Summer Paper Reader 2011) (Tepper School of Business)

(First Placement: Assistant Professor, University College London)

Xin Fang (Chair, Thesis Committee 2014; Summer Paper Reader 2009, 2010) (Tepper School of Business)

(First Placement: Assistant Professor, Singapore Management University)

Siddharth Singh (Member, Thesis Committee 2019; Summer Paper Reader, 2014, 2015) (Tepper School of Business)

(First Placement: Assistant Professor, University College London)

Leela Nageswaran (Member, Thesis Committee 2018) (Tepper School of Business)

(First Placement: Assistant Professor, University of Washington)

Ying Xu (Member, Thesis Committee 2015, Summer Paper Reader, 2011) (Tepper School of Business) (2015)

(First Placement: Assistant Professor, Singapore University of Technology and Design)

- Finalist for POMS College of Supply Chain Management Best Student Paper (2015)

- The Third Prize for POMS College of Sustainable Operations Best Student Paper (2015)

Tinglong Dai (Member, Thesis Committee 2013) (Tepper School of Business)

(First Placement: Assistant Professor, Johns Hopkins University)

- Finalist for POMS College of Supply Chain Management Best Student Paper (2013)

John Turner (Co-author) (Tepper School of Business) (2010)

(First Placement: Assistant Professor, University of California – Irvine)

Doctoral Student Supervision (out of Carnegie Mellon)

Saeid Soleimaniamiri (Member, Thesis Committee 2022) (University of South Florida)

(First Placement: Transportation Research Analyst, Leidos)

EDITORIAL ROLES

Scientific/Professional Journals

Co-Editor: *Service Science*, Special Issue on Innovation in Transportation-Enabled Urban Services (2020–2024)

Associate Editor: *Operations Research* (2018–)

Associate Editor: *Management Science* (2017–)

Senior Editor: *Production & Operations Management* (2023–)

Associate Editor: *Manufacturing & Service Operations Management* (2015–2022)

Associate Editor: *MSOM Special Issue on Responsible Operations and Supply Chain Management* (2017–2019)

Guest Editor-in-Chief: *Manufacturing & Service Operations Management* (2015, 2016)

Editorial Review Board: *Production & Operations Management* (2015–2023)

Ad Hoc Referee: Management Science, Manufacturing & Service Operations Management, Operations Research, Production & Operations Management, Naval Research Logistics, IEEE Transactions on Engineering Management, IIE Transactions, Socio-Economic Planning Sciences

Paper Competitions

Chair of the Award Committee, The William Pierskalla Best Paper Award, INFORMS Health Applications Society (2015)

Judge, The William Pierskalla Best Paper Award, INFORMS Health Applications Society (2016, 2017, 2020, 2021)

Judge, INFORMS M&SOM Student Paper Competition (2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024)

Judge, INFORMS Public Sector Operations Research Best Paper Award (2018, 2020)

Judge, INFORMS TIMES (Technology, Innovation Management and Entrepreneurship Section) Best Paper Award (2021)

Judge, POMS College of Supply Chain Management Best Student Paper Competition (2011, 2012, 2014, 2015, 2016, 2017, 2018, 2021)

Judge, POMS College of Healthcare Operations Management Best Paper Competition (2013, 2017)

Case Competitions

Judge, Tepper Healthcare Case Competition (2021, 2023)

Judge, Deloitte Supply Chain & Manufacturing Operations National Case Competition (2014)

Judge, 17th International Operations Case Competition (2012)

Judge, 15th International Operations Case Competition (2010)

Professional Meetings (Conference/Symposium)

Reviewer for the M&SOM Sustainable Operations SIG Conference, London, England (2025)

Reviewer for the M&SOM Technology, Innovation, and Entrepreneurship SIG Conference, Montreal, Canada (2023)

Reviewer for the M&SOM Sustainable Operations SIG Conference, Auckland, New Zealand (2016)

Reviewer for the M&SOM Sustainable Operations SIG Conference, Fontainebleau, France (2013)

Reviewer for the International Conference on Health Care Systems Engineering, Milan, Italy (2013)

Reviewer for the 17th INFORMS M&SOM Annual Conference, New York, New York (2012)

Reviewer for the 16th INFORMS M&SOM Annual Conference, Ann Arbor, Michigan (2011)

Reviewer for the 15th INFORMS M&SOM Annual Conference, Haifa, Israel (2010)

SERVICE

Carnegie Mellon University

Member, Carnegie Mellon University Committee in Support of Public and Population Health (investigating whether and how CMU expertise can be more intentionally aligned in support of addressing the gaps and challenges facing public health in the 21st century) (2021)

Member, Carnegie Mellon University Working Group in Support of Army Research Laboratory (identifying gaps and opportunities in making the additive manufacturing supply chain robust using machine learning methods) (2021)

Tepper School of Business

Chair, Tepper School Strategic Recruiting Committee (2024–25); recruiting multiple experienced faculty across all areas to advance the school's research mission in alignment with strategic priorities in the areas of AI in Business, Economic Prosperity, and Entrepreneurial Pursuits

Chair, OM Faculty Recruiting Committee (2022–23, 2023–24)

Chair, OM Visiting Faculty Recruiting Committee (2023–24)

Chair, Tepper Health Care Initiative (2020–); leading research, education, and outreach activities in healthcare, including fostering industry partnerships and fundraising, hosting executive roundtables and webinars, chairing research grant reviews, advising the Tepper MBA Healthcare Club, and organizing and judging annual MBA healthcare case competitions

Chair, Design of a New Healthcare Analytics Concentration in the MBA Program (which led to a corporate gift from Vertex Pharmaceuticals) (2020)

Chair, Edward R. Mosier Scholarship Award Committee (2018–)

Member, MBA Curriculum Review Task Force (which proposed new master's degree programs and revised the MBA curriculum) (2021)

Member, Policy Committee (which deliberates the school-wide policy and faculty promotions) (2018–)

Member, Masters Educational Affairs Committee (representing the OM area in the committee that oversees the master's program curriculum and policy) (2012–)

Member, Francis-Walker Scholarship Award Committee (2021–)

Member, Elliott Dunlap Smith Award Committee (2023, 2024)

Member, Library Committee (2018–2021)

Member, Lave-Weill Prize Committee (2019)

Member, Tepper Strategic Planning Committee for Experience (which assesses the current strategic positioning of the Tepper School and develops a future strategic plan) (2016–2017)

Member, OM Faculty Recruiting Committee (2015–2016, 2016–17)

Member, Edward R. Mosier Scholarship Award Committee (2011, 2015, 2016, 2017)

Member, Gerald L. Thompson Doctoral Dissertation Award Committee (2012, 2016, 2017)

Faculty Advisor, 16th International Operations Case Competition (2011)

Coordinator, Operations Management Seminar Series (2009–12, 2014–15, 2018–19)

Conference Program Chair

Chair for the 2018 M&SOM Supply Chain SIG conference, Dallas, TX (2018)

Chair for the 2014 M&SOM Sustainable Operations SIG conference, Seattle, WA (2014)

Conference Track Chair

Chair for Supply Management Track at the 23rd Annual POMS Conference, Chicago, IL (2012)

Conference Session Chair

INFORMS Annual Meeting, Seattle, WA (2024)

INFORMS Annual Meeting, National Harbor, MD (2020)

The 30th Annual POMS Conference, Washington, DC (2019)

The 27th Annual POMS Conference, Orlando, GA (2016)

INFORMS Annual Meeting, Philadelphia, PA (2015)

The 25th Annual POMS Conference, Atlanta, GA (2014)

The 24th Annual POMS Conference, Denver, CO (2013)

INFORMS Annual Meeting, Minneapolis, MN (2013)

INFORMS Annual Meeting, Phoenix, AZ (2012)

INFORMS Annual Meeting, Charlotte, NC (2011)

INFORMS Annual Meeting, Seattle, WA (2007)

