

RESEARCH INTERESTS

Revenue Management, Consumer Choice and Behavior, Applied Game Theory, Queueing Theory and Applications, Healthcare Operations Management.

EDUCATION

Ph.D. Operations Management, Northwestern University, 2010.

M.S. Industrial Engineering, Koç University, Turkey, 2006.

B.S. Industrial Engineering, Middle East Technical University, Turkey, 2004.

WORK EXPERIENCE

Associate Professor, Operations & Business Analytics, University of Oregon, 2017 - Present.

- Robert J. and Leona M. DeArmond Research Scholar, University of Oregon, 2018- Present

Assistant Professor, Operations & Business Analytics, University of Oregon, 2010 - 2017.

PUBLICATIONS

1. Managing Service Systems via Disguised Queues: The Role of Customers' Retaliatory Behavior, single author. Forthcoming, *Decision Sciences*
2. What if Hotelling's Firms Offer Mass Customization? with A. Yazdani-Tabaei and M. Pangburn. *Decision Sciences*, Vol: 51, No: 2, 2020.
3. Skill Management in Large-scale Service Marketplaces, with G. Allon, and A. Bassamboo. *Production & Operations Management*, Vol: 26, No: 11, 2017
4. Mass Customization and Guardrails: 'You Can't Be All Things To All People' with M. Pangburn. *Production & Operations Management*, Vol: 26, No: 9, 2017.
5. Saving Seats for Strategic Customers, with M. A. Lariviere. *Operations Research*, Vol: 61, No: 6, 2013.
6. Large Scale Service Marketplaces: The Role of the Moderating Firm, with G. Allon, and A. Bassamboo. *Management Science*, Vol: 58, No: 10, 2012.
7. Dynamic Pricing and Scheduling in a Multi-Class Single-Server Queueing System, with F. Karaesmen, and E.L. Örmeci., *Queueing Systems*, Vol: 67, No: 4, 2011.
8. Effects of System Parameters on the Optimal Policy Structure in a Class of Queueing Control Problems, with F. Karaesmen, and E. L. Örmeci, *Queueing Systems*, Vol: 61, No: 4, 2009.
9. Structural Results on a Batch Acceptance Problem, with F. Karaesmen, and E. L. Örmeci, *Mathematical Methods of Operations Research*, Vol: 66, No: 2, 2007.

SUBMITTED MANUSCRIPTS

10. Sample Boxes for Retail Products: Bundling Experience Goods to Leverage Consumer Uncertainty, with A. Yazdani-Tabaei and M. Pangburn. Under review, *Production & Operations Management*.
11. Implications of Innovative Engineering Design on Closed Loop Supply Chain Coordination: Incentives for Input Material Reduction vs. Enhanced Recycling, with T. Aydınliyım and N. Murthy. Reject & Resubmit, *Manufacturing & Service Operations Management*.
12. Rationing Scarce Healthcare Capacity: Unintended Consequences of NYS Ventilator Allocation Guidelines, with D. Anderson, T. Aydınliyım, M. Bjarnadottir, and M. Anderson. Under review, *Production & Operations Management (Special Issue on Managing Pandemics)*.

MANUSCRIPTS IN PREPARATION

13. Optimal Seller Induced Learning: Joint or Decoupled Product Trials, with M. Jalili and M. Pangburn. Target journal: *Manufacturing & Service Operations Management*.
14. Economics of Introducing a Mobile Clinic as an Added or Exclusive Modality for Dialysis Service, with M. Jabbari and N. Murthy. Target journal: *Manufacturing & Service Operations Management*.

TEACHING EXPERIENCE

Business Analytics 1, University of Oregon: Fall 2018, Fall 2019, Winter 2021 (Scheduled).

Operations Management, University of Oregon: Winter 2021 (Scheduled).

Database Management Systems, University of Oregon: Winter 2019.

Service Operations, University of Oregon: Fall 2015, Fall 2016, Fall 2017.

Business Information Systems, University of Oregon: Between Winter 2011 and Winter 2018 (Over 20 sections, including honor sections).

Non-linear Optimization (PhD level), University of Oregon: Winter 2015

UNIVERSITY SERVICES

Coordinator, Operations & Business Analytics Department Ph.D. Program (2013- Present).

Chair, University of Oregon Academic Requirements Committee (2014- 2015, 2016-2017).

Co-chair, PhD Thesis Committee of Alireza Yazdani, University of Oregon (2017-2019).

Member, PhD Thesis Committee of Mona Jabbari, University of Oregon (2019- Present)

Member, University of Oregon Scholastic Review Committee (2020-).

Member, University of Oregon Academic Council (2014- 2015, 2016-2017).

Member, University of Oregon Academic Requirements Committee (2012- 2018).

Member, University of Oregon Scholarship Committee (2011-2013).

Institutional Representative, PhD Thesis Committee of Dan Raies, University of Oregon (2019).

PROFESSIONAL SERVICES

Track Chair, Marketing & OM Interface, 2016 POMS Annual Meeting.

Session Chair, INFORMS Annual Conference, 2013 & 2015 & 2017.

Session Chair, POMS Annual Conference, 2013 & 2015 & 2018.

Editorial Review Board, Production & Operations Management (2015-Present).

Editorial Review Board, Decision Sciences (2020-Present).

Reviewer, Management Science, Operations Research, Manufacturing & Service Operations Management, Production & Operations Management, Naval Research Logistics, Decision Sciences Journal, Quarterly Journal of Operations Research.

INVITED SEMINARS

M&SOM Service SIG 2012 (New York, NY), June 2012

- Acceptance Rates: 20-25%. Discussant: Prof. Robert A. Shumsky, Dartmouth College.

Hong-Kong University Science and Technology, February 2010.

Wharton School of Business, University of Pennsylvania, February 2010.

University of Oregon, February 2010.

European School of Management and Technology, February 2010.

London Business School, February 2010.

Rotterdam School of Management, February 2010.

University of Michigan- Dearborn, January 2010.

RECENT CONFERENCE PRESENTATIONS

“Sample Boxes for Retail Products: Bundling Experience Goods to Leverage Consumer Uncertainty,”

- INFORMS Annual Meeting 2019 (Seattle, WA),
- POMS Annual Meeting 2019 (Washington, DC),
- M&SOM Annual Meeting 2018 (Dallas, TX).

“Optimal Seller Induced Learning: Joint or Decoupled Product Trials,”

- INFORMS Annual Meeting 2019 (Seattle, WA).
- POMS Annual Meeting 2019 (Washington, DC).

“Managing Service Systems via Disguised Queues: The Role of Strategic Customer Behavior,”

- INFORMS Annual Meeting 2018 (Phoenix, AZ).
- POMS Annual Meeting 2017 (Seattle, WA).

“Implications of Innovative Engineering Design on Closed Loop Supply Chain Coordination,”

- POMS Annual Meeting 2019 (Washington, DC).

What if Hotelling’s Firms Offer Mass Customization?”

- INFORMS Annual Meeting 2018 (Phoenix, AZ),
- POMS Annual Meeting 2017 (Seattle, WA).

GRANTS

Collaborating Faculty with Principal Investigator, Nagesh N. Murthy on “*Jobs and Innovation Accelerator Challenge (JIAC-I) Grant*” for Clean-Tech Cluster in Oregon, Federal Granting Agency: Economic Development Agency, \$178,000, 2011.

HONORS AND AWARDS

M&SOM Journal Meritorious Service Award, 2015.

INFORMS Future Academician Colloquium, 2009 (San Diego, CA).

Kellogg School of Management Graduate Fellowship, 2006-2010.

TÜBİTAK (Turkish Scientific and Technical Research Association) Graduate Fellowship, 2005-2006.

Koç University Graduate Fellowship, 2004-2006.

COMMUNITY SERVICE

Guest Lecturer, Summer Academy To Inspire Learning (SAIL), University of Oregon. July 2014.

MISCELLANEOUS

Citizenship: Republic of Turkey and U.S.A

Marital Status: Married (with one daughter of 6 years old)