

# Jeffrey M. Fossett

**CONTACT  
INFORMATION**

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**EDUCATION**

|   |                       |
|---|-----------------------|
| <b>Harvard Business School</b> , Cambridge, MA            | <i>2018 - Present</i> |
| Ph.D. in Business Administration (in progress)            |                       |
| • Technology & Operations Management Unit                 |                       |
| • Secondary Field: Science & Technology Studies (STS)     |                       |
| <b>Harvard University</b> , Cambridge, MA                 | <i>2017-2018</i>      |
| A.M. in Statistics  |                       |
| <b>Oxford University</b> , Oxford, UK                     | <i>2011-2012</i>      |
| Visiting Student, Exeter College                          |                       |
| <b>Williams College</b> , Williamstown, MA                | <i>2009-2013</i>      |
| B.A., <i>Magna Cum Laude</i> , in Philosophy, Mathematics |                       |

**RESEARCH  
INTERESTS**

Economics of Digitization; Technology, Public Policy, and Governance; Science & Technology Studies (STS); Technology & Cooperation.

**ACADEMIC  
RESEARCH**

Technology & Cooperation  
“Large Language Models for Bridging and Mediation in Online Conversations”  
(with Ian Baker, Rose Bloomin, Peter Darche, Amina Green, Lisa Schirch & Michael Luca); draft available upon request.

Economics of Digitization

“Leaving Money on the Dashboard: Price Dispersion and Search Frictions on Uber and Lyft”  
(with Michael Luca & Richard Xu); [NBER working paper](#).

“AI and the Future of Work: the Role of Employee Beliefs” (in progress)  
(with Michael Luca, Mingyang Sun, & Vijay Viswanathan)

“Resale Royalties in Digital Art Markets: Evidence from Ethereum” (resting)

Science & Technology Studies (STS)

“Performativity, Complexity, & Framing in FCC Spectrum Incentive Auction” (in progress)

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| <b>RESEARCH EXPERIENCE &amp; APPOINTMENTS</b> | <b>Research Fellow</b> , Johns Hopkins University Carey Business School  | <i>2025-Present</i> |
|   | <ul style="list-style-type: none"> <li>Technology and Society Initiative</li> </ul>  |                     |
|   | <b>Research Lead</b> , Plurality Institute   | <i>2024-Present</i> |
|   | <ul style="list-style-type: none"> <li>Principal investigator for research project on LLMs and conflict mediation.</li> <li>Built connections across the plurality ecosystem, engaging researchers and practitioners from academia (computer science, economics, HCI, political theory, sociology), industry, public sector, and civic tech communities.</li> </ul>  |                     |
|   | <b>STS Fellow</b> , Harvard Program on Science, Technology and Society (STS)   | <i>2024-2025</i>    |
|   | <b>Research Assistant</b> , Harvard Business School<br>with Professor Shane Greenstein   | <i>2019</i>         |
|   | <ul style="list-style-type: none"> <li>Data analysis &amp; visualization for research project on the geography of innovation.</li> </ul>   |                     |
|   | <b>Researcher</b> , Techtopia at Harvard University (Berkman Klein Center)   | <i>2018-2019</i>    |
|   | <ul style="list-style-type: none"> <li>Developed project on algorithmic accountability for municipal governments</li> <li>Interviewed &amp; delivered recommendations to stakeholders in Boston city government.</li> </ul>  |                     |
|   | <b>Research Assistant</b> , Harvard Business School<br>with Professor Michael Luca   | <i>2017-2018</i>    |
|   | <ul style="list-style-type: none"> <li>Supported research projects on digital market design and trust on the internet.</li> </ul>  |                     |
|   | <b>Research Intern</b> , Berkman Klein Center for Internet & Society<br>with Ethics and Governance of AI Initiative  | <i>2017</i>         |
|   | <ul style="list-style-type: none"> <li>Projects on AI interpretability and algorithmic content moderation.</li> </ul>  |                     |
| <b>AWARDED GRANTS</b>                         | <p>“Norma: AI for Value Checking” (\$5,000); <i>Cosmos Institute</i>; 2025<br/>(with Ryan Sepassi &amp; Jesse Bryant)</p> <p>“Representing Non-human Actors in Deliberative Processes: The Case of the Clark Fork River in Missoula” (\$10,000); <i>Plurality Institute</i>; 2025<br/>(with Emma Humphris, Travis Kriplean, Deborah Tien, &amp; Isaac Levine)</p> <p>“Large Language Models for Bridging &amp; De-escalation in Online Conversations” (\$550,000); <i>Google.org</i>; 2024<br/>(with Rose Bloomin &amp; Plurality Institute)</p> |                     |
| <b>POPULAR WRITING</b>                        | <p><b>Fossett, Jeffrey</b>. “Exploring Opportunities for LLMs in Public Discourse”. <i>Plurality Institute Blog</i>. 2025.<br/><a href="https://www.plurality.institute/blog-posts/exploring-opportunities-for-large-language-models-in-public-discourse">https://www.plurality.institute/blog-posts/exploring-opportunities-for-large-language-models-in-public-discourse</a></p> <p><b>Fossett, Jeffrey</b>, Duncan Gilchrist, and Michael Luca. “Using Experiments to Launch New</p>  |                     |

Products.” *Harvard Business Review, Digital*, November 2018.  
<https://hbr.org/2018/11/using-experiments-to-launch-new-products>

**Fosset, Jeffrey**, Yuan Stevens, Levin Kim, Sam Daitzman, Zach Tan, Natalie Gynes, and Nikki Bourassa. “Net Neutrality, Kanye, and Hot Dogs: Quantifying the Impact of the Day of Action Using Media Cloud and Google Trends.” *Berkman Klein Center Medium Page*, December 2017.  
<https://medium.com/berkman-klein-center/net-neutrality-kanye-and-hot-dogs-b3cfae106d75>

Talbot, David and **Jeffrey Fossett**. “Exploring the Role of Algorithms in Online Harmful Speech.” *Berkman Klein Center Medium Page*, August 2017.  
<https://medium.com/berkman-klein-center/exploring-the-role-of-algorithms-in-online-harmful-speech-1b804936f279>

**Fossett, Jeffrey**. “FCC Filings Overwhelmingly Support Net Neutrality Once Anti-Net Neutrality Spam is Removed”. Personal blog post. May 2017.  
<https://jeffreyfossett.com/2017/05/13/fcc-filings.html>

- Personal blog post; reached the front page of Reddit /r/all; viewed over 100,000 times; cited by publications including Wired, Fortune, Ars Technica, & Gizmodo

**TEACHING EXPERIENCE**

**Teaching Fellow**, From Data To Decisions: The Role of Experiments (MBA Course)  
Harvard Business School, Professor Michael Luca, 2019-2020

- Developed course structure and materials in collaboration with Professor Luca
- Organized panel discussions with academic and industry experts.

**Teaching Assistant**, Calculus I (Undergraduate course)  
Williams College, 2011-2012

**INDUSTRY EXPERIENCE**

**Data Scientist**, Airbnb Inc.

2014-2017

- First data scientist on the "Marketplace Booking" team, responsible for the guest booking flow. Helped drive growth through improvements in guest booking conversion, host experience & instant book.
- Conducted wide range of quantitative work including experiment design & analysis, machine learning, metric development, data visualization, dashboarding, and decision support.

**PRESENTATIONS** “LLMs in Public Discourse” Conference; Plurality Institute & The Council on Technology & Social Cohesion; Berkeley CA. (2025)

STS Circle; Harvard University; Cambridge MA. (2024)

Graduate Research in STS (GRiSTS) Conference; Harvard University; Cambridge, MA. (2024)

ZEW Conference on the Economics of Information and Communication Technologies  
(2024)

INFORMS (2022)

HBS TOM Graduate Research Seminar

**TECHNICAL SKILLS** R, Python, SQL, Javascript/HTML/CSS

**SELECTED GRADUATE COURSEWORK** Science, Power & Politics (Jasanoff); Knowledge as Power in Law & Society (Jasanoff & Kennedy); Philosophy of Technology (Risse); Labor Economics II (Autor / Dube); Labor Economics I (Angrist / Acemoglu); Industrial Organization I (Ellison / Agarwal); Economics of Ideas, Innovation & Entrepreneurship (Stern); Microeconomic Theory I (Kotowski); Microeconomic Theory II (Avery); Econometric Methods II (Andrews); Econometric Methods II (Goodman); Principles of Econometrics (Tamer); Market Design (Kominers); Empirical Studies of Innovation & Digitization (Greenstein)

**DISSERTATION COMMITTEE** **Chiara Farronato**  
Harvard Business School, Technology & Operations Management Unit  
[cfarronato@hbs.edu](mailto:cfarronato@hbs.edu)

**Michael Luca**  
Johns Hopkins University, Carey Business School  
[mluca@jhu.edu](mailto:mluca@jhu.edu)

**Shane Greenstein**  
Harvard Business School, Technology & Operations Management Unit  
[sgreenstein@hbs.edu](mailto:sgreenstein@hbs.edu)

**OTHER REFERENCES** **Rose Bloomin**  
Executive Director, Plurality Institute  
[rose@plurality.institute](mailto:rose@plurality.institute)