

Jeffrey M. Fossett

CONTACT INFORMATION

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EDUCATION

Harvard Business School, Cambridge, MA *2018 - Present*
Ph.D. in Business Administration (in progress)

- Technology & Operations Management Unit
- Secondary Field: Science & Technology Studies (STS)

Harvard University, Cambridge, MA *2017-2018*
A.M. in Statistics

Oxford University, Oxford, UK *2011-2012*
Visiting Student, Exeter College

Williams College, Williamstown, MA *2009-2013*
B.A., *Magna Cum Laude*, 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)

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

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 Gyenes, 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://jeffreyyfossett.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
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Michael Luca
Johns Hopkins University, Carey Business School
mluca@jhu.edu

Shane Greenstein
Harvard Business School, Technology & Operations Management Unit
sgreenstein@hbs.edu

**OTHER
REFERENCES** **Rose Bloomin**
Executive Director, Plurality Institute
rose@plurality.institute