**FACULTY OF LIBERAL ARTS
AND PROFESSIONAL STUDIES**

**School of Information
Technology (SIT)**

3068 Victor Phillip Dahdaleh
Bldg. (formerly Tel)
4700 Keele St.
Toronto ON
Canada M3J 1P3

F 416-736-5287

lapsitec@yorku.ca

Dear committee members,

I am writing with regards to my collaboration with Dr. Eliran Sherzer on the project "Supervised ML to solve complex queueing problems".

I am an assistant professor at the School of Information Technology, Faculty of Liberal Arts & Professional Studies, York University, Toronto, Canada. My research interests are mainly at the intersection of process mining, queueing theory, and machine learning (ML). More specifically, I am interested in a field called queue mining, which investigates how insights from queueing theory can improve ML algorithms.

I worked with Dr. Sherzer for two years as part of his postdoc fellowship with Professors Krass and Baron from the Rotman School of Management. Our mutual interest in queueing and machine learning has brought us together and we recently published a paper on the subject in the INFORMS journal on computing. My intention is to continue and actively invest in our collaboration with Dr. Sherzer in the following years.

Please do not hesitate to contact me if you have any questions.

Sincerely,

Arik Senderovich, PhD

Arik Senderovich

Assistant Professor
School of Information Technology (ITEC)
Faculty of Liberal Arts and Professional Studies
York University