

# **Lauren Xiaoyuan Lu**

*Curriculum Vitae*

Tuck School of Business  
Dartmouth College  
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Last Updated: 09/2025

## **Academic Positions**

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### **Tuck School of Business, Dartmouth College**

Hanover, NH

- 2025 - Norman W. Martin 1925 Professor of Business Administration  
2022 - 2025 Professor of Business Administration  
2020 - 2022 Associate Professor of Business Administration  
2020 - 2022 Daniel R. Revers T'89 Faculty Fellow

### **Kenan-Flagler Business School, University of North Carolina at Chapel Hill**

Chapel Hill, NC

- 2019 - 2020 Professor of Operations  
2018 - 2020 Edward M. O'Herron Scholar  
2014 - 2019 Associate Professor of Operations  
2007 - 2014 Assistant Professor of Operations

### **Kellogg School of Management, Northwestern University**

Evanston, IL

- 2018 Spring Visiting Associate Professor of Operations

### **Editorial Positions**

- 2024 - Department Editor, *Manufacturing and Service Operations Management*  
2024 - Associate Editor, *Operations Research*  
2017 - Associate Editor, *Management Science*  
2013 - Senior Editor, *Production and Operations Management*  
2016 - 2023 Associate Editor, *Manufacturing and Service Operations Management*

## **Nonacademic Positions**

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### **Oracle Corporation**

Redwood City, CA

- 2000 - 2003 Senior Software Engineer, Enterprise Resource Planning

## **Education**

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### **Kellogg School of Management, Northwestern University**

Evanston, IL

Ph.D. in Managerial Economics & Strategy

### **Stanford University**

Stanford, CA

M.S. in Industrial Engineering

### **Johns Hopkins University**

Baltimore, MD

M.A. in Biology

### **Nanjing University**

Nanjing, China

B.S. in Biochemistry

## **Research Interests**

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- **Topics:** human-AI interaction, healthcare analytics, retail and e-commerce operations, digital platforms, global supply chain management
- **Methodologies:** causal inference, field experiments, economic and game-theoretic modeling

## **Peer-Reviewed Journal Publications**

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- [1] “Does Social Media Dominate Government Report Cards in Influencing Nursing Home Demand?” (with Y. Li and S. F. Lu), *Manufacturing and Service Operations Management*, 2023, 25(6) 2085-2105.
  - Featured in [\*Tuck Knowledge in Practice: Yelp Impacts Consumer Demand for Nursing Homes\*](#)
  - Featured in [\*McKnights Long-Term Care News: In the quest for Medicare patients, Yelp stars outshine Care Compare\*](#)
- [2] “Estimating the Stockout-Based Demand Spillover Effect in a Fashion Retail Setting” (with S. Li, S. F. Lu, and S. Huang), *Manufacturing and Service Operations Management*, 2023, 25(2) 468-488.
- [3] “Does Customer Email Engagement Improve Profitability? Evidence from a Field Experiment in Subscription Service Retailing” (with Y. Wang and P. Shi), *Manufacturing and Service Operations Management*, 2022, 24(5) 2703-2721.
- [4] “Does Nonprofit Ownership Status Matter for Firm Performance? Financial Distress and Ownership Conversion of Nursing Homes” (with S. F. Lu), *Management Science*, 2022, 68(7) 5127-5145.
  - Finalist, MSOM Society iFORM SIG Best Paper Award, 2023
  - Finalist, MSOM Society Award for Responsible Research in Operations Management, 2022
  - Featured in [\*Tuck Knowledge in Practice: Does Profit Motive Make Nursing Homes Better or Worse?\*](#)
- [5] “The Value of Health Information Technology Interoperability: Evidence from Interhospital Transfer of Heart Attack Patients” (with Y. Li, S. F. Lu, and J. Chen), *Manufacturing and Service Operations Management*, 2022, 24(2) 827-845.
  - INFORMS CIST Best Paper Nomination, 2020
  - INFORMS CIST Best Student Paper Nomination, 2020
  - Featured in [\*Tuck Knowledge in Practice: Time is Muscle\*](#)
- [6] “Buyback Pricing of Durable Goods in Dual Distribution Channels” (with G. Esenduran and J. M. Swaminathan), *Manufacturing and Service Operations Management*, 2020, 22(2) 412-428.
- [7] “Optimizing Local Content Requirements under Technology Gaps” (with S. Cui), *Manufacturing and Service Operations Management*, 2019, 21(1) 213-230.
  - Featured in [\*M&SOM Blogs\*](#)
- [8] “Distance, Quality, or Relationship? Interhospital Transfer of Heart Attack Patients” (with S. F. Lu), *Production and Operations Management*, 2018, 27 (12) 2251-2269.
- [9] “Acute Myocardial Infarction in Patients with Paraplegia: Characteristics, Management, and Outcomes” (with S. F. Lu, S. C. Smith Jr., and X. Dai), *The American Journal of Medicine* (Impact Factor 5.3), 2018, 131(5) 574.e1-574.e11.

- [10] “Acute Myocardial Infarction in Patients with Paraplegia: Percutaneous Coronary Intervention or Coronary Artery Bypass Grafting?” (with X. Dai, S. F. Lu, and S. C. Smith Jr.), *JACC: Cardiovascular Interventions* (Impact Factor 11.4), 2018, 11(4) S8-S9.
  - Top 40 Abstracts of the Cardiovascular Research Technology (CRT) Conference, 2018
- [11] “Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes” (with S. F. Lu), *Management Science*, 2017, 63(11) 3566-3585.
  - Finalist, Pierskalla Award, Health Applications Society, 2016
- [12] “Dynamic Bargaining in a Supply Chain with Asymmetric Demand Information” (with Q. Feng and G. Lai) *Management Science*, 2015, 61(2) 301-315.
- [13] “The Role of Contract Negotiation and Industry Structure in Production Outsourcing” (with Q. Feng), *Production and Operations Management*, 2013, 22(5) 1299-1319.
- [14] “Supply Chain Contracting Under Competition: Bilateral Bargaining vs. Stackelberg” (with Q. Feng), *Production and Operations Management*, 2013, 22(3) 661-675.
- [15] “The Strategic Perils of Low Cost Outsourcing” (with Q. Feng), *Management Science*, 2012, 58(6) 1196-1210.
- [16] “Capacity Allocation over a Long Horizon: The Return on Turn-and-Earn” (with M. A. Lariviere), *Manufacturing and Service Operations Management*, 2012, 14(1) 24-41.
- [17] “On the Role of Demand and Strategic Uncertainty in Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *International Journal of Industrial Organization*, 2010, 28(4) 383-389.
- [18] “Lumpy Capacity Investment and Disinvestment Dynamics” (with D. Besanko, U. Doraszelski, and M. Satterthwaite), *Operations Research*, 2010, 58(4) 1178-1193.
- [19] “Incentives for Quality through Endogenous Routing” (with J. A. Van Mieghem and R. C. Savaskan), *Manufacturing and Service Operations Management*, 2009, 11(2) 254-273.
- [20] “Multimarket Facility Network Design with Offshoring Applications” (with J. A. Van Mieghem), *Manufacturing and Service Operations Management*, 2009, 11(1) 90-108.
  - Second Prize, POMS College of Supply Chain Management Student Paper Competition, 2007

## **Working Papers under Review/Revision**

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- [21] Fulfillment by Amazon as a Strategic Lever: Anticompetitive or Welfare Enhancing? (with Y. Li, J. A. Van Mieghem, W. Xiao), 2025
- [22] Generative AI in Action: Evidence from Alibaba’s E-Commerce Customer Service Operations (with X. Ni, Y. Wang, T. Feng, Y. Wang, C. Zhou), 2024
  - Featured in [Tuck Knowledge in Practice: How Gen AI Can Boost Customer Service?](#)
  - Major Revision at *Management Science*
- [23] When Peers Matter More: The Dominance of Social Influence Over Algorithm Accuracy in Patient Decision Making (Previously titled “Information Disclosure and Acceptance of Algorithmic Advice: A Field Study on Human-AI Interaction in Healthcare Gatekeeping”, with S. Sun, S. F. Lu, W. Gu), 2024.
  - Best Paper Award, Conference on Health IT and Analytics (CHITA), 2025

- Finalist, INFORMS TIMES Best Working Paper, 2025
  - Runner-up, INFORMS CIST Best Paper Award, 2024
  - Major Revision at ***Management Science***
- [24] Ship-Then-Shop as a Promotional Tool: Evidence from an Online Omnichannel Fashion Retailer (with Y. Wang), 2025.  
   – Under 2<sup>nd</sup> Major Revision at ***Management Science***
- [25] “Do Inspection Delays Lead to Quality Decline? Evidence from U.S. Nursing Homes” (with W. Lin, S. F. Lu), 2025
- [26] “When Team Familiarity Backfires: Evidence from Cardiac Teams in the Emergency Department” (with X. Chen, Y. Li, S. F. Lu, W. Zhuang), 2025
- [27] Navigating Tariff Risks: Stockpiling, Sourcing Diversification, or Responsive Pricing? (with S. Cui, Z. Feng, B. Tomlin), 2025
- [28] “Nonprofit vs. For-Profit: Allocation of Beds and Access to Care in U.S. Nursing Homes” (with Y. Jiang and J. A. Van Mieghem), 2024.
   – Finalist, INFORMS Health Applications Society Student Paper Competition, 2021
   – Major Revision at ***Manufacturing and Service Operations Management***
- [29] “Gender Bias in Job Assignment: Evidence from Retail Frontline Managers” (with R. Chen, S. F. Lu, and S. Huang), 2024.
   – Featured in [Tuck Knowledge in Practice: Why Are Women Dropping Off the Corporate Ladder?](#)
   – Major Revision at ***Operations Research***

## Invited Book Chapters

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- [30] “Supply Chain Management” (with J. M. Swaminathan), in *International Encyclopedia of Social and Behavioral Sciences*, edited by James D. Wright. Elsevier, 2015, 2<sup>nd</sup> edition, Vol 23, pp. 709-713.
- [31] “Outsourcing Design to Asia: ODM Practices” (with Q. Feng), *Managing Supply Chains on the Silk Road: Strategy, Performance and Risk*, edited by Çağrı Haksöz, Ananth Iyer, and Sridhar Seshadri. CRC Press, 2012, pp. 169-184.

## Honors & Awards

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|------|---|
| 2025 | Finalist, INFORMS TIMES Best Working Paper  |
| 2025 | Winner, Conference on Health IT and Analytics (CHITA) Best Paper Award                      |
| 2024 | Runner-up, Conference on Information Systems and Technology (CIST) Best Paper Award         |
| 2023 | Finalist, MSOM Society iFORM SIG Best Paper Award   |
| 2022 | Finalist, MSOM Society Award for Responsible Research                                       |
| 2021 | Finalist, Health Applications Society (HAS) Student Paper Competition                       |
| 2020 | Nominated, Conference on Information Systems and Technology (CIST) Best Paper Award         |
| 2020 | Nominated, Conference on Information Systems and Technology (CIST) Best Student Paper Award |
| 2018 | Top 40 Abstracts of the 2018 Cardiovascular Research Technology Conference                  |
| 2017 | MBA Teaching All-Star, UNC Kenan-Flagler  |

- 2016 Finalist, Health Applications Society (HAS) Pierskalla Award
- 2015 Meritorious Service Award, *Management Science*
- 2014 Meritorious Service Award, *Management Science*
- 2012 Weatherspoon Award for Excellence in Undergraduate Teaching (awarded to one faculty member annually at the Kenan-Flagler Business School, UNC-Chapel Hill)
- 2011 Honorable Mention, The Chinese Scholars Association in Management Science & Engineering (CSAMSE) Best Paper Award
- 2011 Meritorious Service Award, *Management Science*
- 2010 Meritorious Service Award, *Manufacturing & Service Operations Management*
- 2009 First Prize, INFORMS Junior Faculty Interest Group (JFIG) Paper Competition
- 2007 Second Prize, POMS College of Supply Chain Management Student Paper Competition

## **Invited Presentations**

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### **2026**

- 1) Invited seminar, Foster School of Business, University of Washington (scheduled)

### **2025**

- 2) Invited seminar, Tepper School of Business, Carnegie Mellon University (scheduled)
- 3) Invited seminar, Columbia Business School (scheduled)
- 4) Invited seminar, McDonough School of Business, Georgetown University
- 5) Invited seminar, The Wharton School, University of Pennsylvania

### **2024**

- 6) Invited keynote speaker, the Conference on Artificial Intelligence, Machine Learning, and Business Analytics, Yale School of Management
- 7) Invited seminar, Haas School of Business, UC-Berkeley
- 8) Invited seminar, David Eccles School of Business, University of Utah
- 9) Invited seminar, Hong Kong University Business School
- 10) Invited speaker, the Mostly OM Workshop, School of Economics and Management, Tsinghua University

### **2023**

- 11) Invited seminar, Anderson School of Management, UCLA
- 12) Invited seminar, Marshall School of Business, University of Southern California
- 13) Invited seminar, School of Management and Economics, The Chinese University of Hong Kong, Shenzhen
- 14) Invited seminar, CUHK Business School, The Chinese University of Hong Kong
- 15) Invited seminar, PolyU Business School, The Hong Kong Polytechnic University
- 16) Invited seminar, Desautels Faculty of Management, McGill University
- 17) Invited seminar, School of Business, University of Connecticut
- 18) Invited seminar, Institute of Economics, School of Social Sciences, Tsinghua University
- 19) Invited seminar, Smeal College of Business, Penn State University

### **2022**

- 20) Invited seminar, School of Economics and Management, University of Science and Technology Beijing (virtual)
- 21) Invited seminar, Qatar Computing Research Institute (virtual)

**2021**

- 22) Invited seminar, Johns Hopkins University, Carey Business School (virtual)
- 23) Invited seminar, University of Michigan, Ross School of Business (virtual)
- 24) Invited seminar, Boston College, Carroll School of Management (virtual)
- 25) Invited seminar, UIUC, Gies College of Business (virtual)

**2020**

- 26) Invited seminar, U.S. Department of Health and Human Services, the Assistant Secretary for Planning and Evaluation (virtual)

**2019**

- 27) Invited seminar, University of California - Riverside, School of Business
- 28) Invited seminar, University of California - Irvine, The Paul Merage School of Business
- 29) Invited seminar, CUNY, Baruch College, Zicklin School of Business
- 30) Invited seminar, Rutgers Business School
- 31) Invited seminar, Dartmouth College, Tuck School of Business
- 32) Invited speaker, Workshop on Innovative and Data-Driven Operations, Antai College of Economics and Management, Shanghai Jiao Tong University
- 33) Invited speaker, UNC Business of Healthcare Research Convocation

**2018**

- 34) Invited seminar, University College London, School of Management
- 35) Invited seminar, Northwestern University, Kellogg School of Management
- 36) Invited seminar, Tsinghua University, Department of Industrial Engineering
- 37) Invited seminar, University of Science and Technology of China, School of Economics & Management
- 38) Invited seminar, University of Texas at Dallas, Naveen Jindal School of Management

**2017**

- 39) Invited seminar, Cornell University, Johnson School of Management
- 40) Invited seminar, Georgetown University, McDonough School of Business
- 41) Invited seminar, London Business School, Management Science & Operations
- 42) Invited seminar, Penn State University, Smeal College of Business
- 43) Invited seminar, Shanghai University of Economics and Finance, School of International Business Administration
- 44) Invited seminar, Tsinghua University, School of Economics & Management
- 45) Invited speaker, The Economics of Aging Workshop, Kenan Institute, UNC-Chapel Hill
- 46) Invited speaker, Global Commerce Summit, Kenan Institute, UNC-Chapel Hill

**2016**

- 47) Invited seminar, Fudan University, School of Management
- 48) Invited seminar, National Chiao Tung University, Department of Information Management and Finance
- 49) Invited seminar, National Taiwan University, College of Management

**2015**

- 50) Invited seminar, University of British Columbia, Sauder School of Business

**2014**

- 51) Invited seminar, Chinese Academy of Social Sciences, Institute of Population and Labor Economics
- 52) Invited seminar, Tsinghua University, School of Economics & Management

**2013**

- 53) Invited seminar, Carnegie Mellon University, Tepper School of Business
- 54) Invited seminar, INSEAD, Technology & Operations Management
- 55) Invited seminar, London Business School, Management Science & Operations
- 56) Invited seminar, New York University, Stern School of Business
- 57) Invited seminar, University College London, Department of Management Science & Innovation
- 58) Invited seminar, University of Southern California, Marshall School of Business
- 59) Invited seminar, University of Texas at Dallas, Naveen Jindal School of Management

## **2012**

- 60) Invited seminar, Washington University, Olin School of Business
- 61) Invited Speaker, ISOM Workshop, Warrington College of Business Administration, University of Florida

## **2011**

- 62) Invited seminar, Duke University, Fuqua School of Business
- 63) Invited seminar, Nanjing University, School of Management and Engineering

## **2010**

- 64) Invited seminar, Dartmouth College, Tuck School of Business
- 65) Invited seminar, Northwestern University, Kellogg School of Management

## **2009**

- 66) Invited seminar, Columbia University, IEOR Department

## **2008**

- 67) Invited seminar, University of North Carolina at Chapel Hill, STOR Department

## **2007**

- 68) Invited seminar, Columbia Business School
- 69) Invited seminar, New York University, Stern School of Business
- 70) Invited seminar, Southern Methodist University, Cox School of Business
- 71) Invited seminar, University of California at Berkeley, Haas School of Business
- 72) Invited seminar, University of California at Berkeley, IEOR Department
- 73) Invited seminar, University of Chicago, Graduate School of Business
- 74) Invited seminar, University of North Carolina at Chapel Hill, Kenan-Flagler Business School
- 75) Invited seminar, University of Pennsylvania, Wharton School
- 76) Invited seminar, University of Rochester, Simon School of Business
- 77) Invited seminar, University of Texas at Austin, McCormick School of Business
- 78) Invited seminar, Washington University, Olin School of Business
- 79) Invited seminar, Western University, Ivey Business School

## **Recent Conference Presentations**

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“Generative AI in Action: Field Experimental Evidence on Worker Performance in E-commerce Customer Service Operations”

The Business and Generative AI Conference, Wharton School, University of Pennsylvania (2024)  
INFORMS Annual Meeting (2024)

“Gender Bias in Job Assignment: Evidence from Retail Frontline Managers”

INFORMS Annual Meeting (2023)  
POMS Annual Meeting (2023)

“Why Do Women Struggle to Climb the Corporate Ladder? Evidence from Frontline Managers in a Sportswear Retail Chain”

INFORMS Annual Meeting (2021), MSOM Supply Chain Management SIG Meeting (2021)  
INFORMS Annual Meeting (2020)

“Does Ownership Conversion from Nonprofit to For-Profit Benefit the Public? Evidence from U.S. Nursing Homes”

INFORMS Annual Meeting (2018), POMS Annual Conference (2019)

“Procurement Contracting under Product Recall Risk”

INFORMS Annual Meeting (2018)

“Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes”

INFORMS Annual Meeting (2017), MSOM Conference (2017), INFORMS Healthcare Conference (2017),  
POMS Annual Conference (2017), INFORMS Annual Meeting (2016), POMS Annual Conference (2016)

“Optimizing Local Content Requirements under Technology Gaps”

INFORMS Annual Meeting (2018), INFORMS Annual Meeting (2017), MSOM Conference (2017)

## Teaching

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### Tuck School of Business, Dartmouth College

MBA: Digital Operations (2025 winter)  
MBA: Supply Chain Management (2021-present)  
MBA: Data-Driven Analytics for Innovative Operating Models (2022-2024)  
MBA Global Insight Expedition (GIX): AI and Data-Driven Innovation in the Chinese Economy (2023)  
Executive Education: Developing Competitive and Data-Driven Supply Chain Strategies  
Advanced Management Program (2022-present), Next Steps (2022-2025), WBENC (2022)

### Kenan-Flagler Business School, UNC-Chapel Hill

MBA: Supply Chain Management (2011-2019)  
MBA: Strategic Sourcing (2019)  
EMBA: Sustainable Operations (2013-2018, co-taught with Vinayak Deshpande)  
BSBA: Operations Management (2008-2017)  
BSBA: Supply Chain Management (2014-2019)  
PhD: Special Topics: Operations and Economics (2016-2018, co-taught with Ali Parlakturk).

### Kellogg School of Management, Northwestern University

MBA: Supply Chain Management (2018 Spring)

### Teaching Cases Developed

*Specright: Revolutionizing Specification Data Management* (with Laura Foti), 2023

## PhD Students

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Yao Li (Northwestern, dissertation committee), expected graduation 2026

Yangzi Jiang (Northwestern, dissertation committee), 2022, placement: The Chinese University of Hong Kong, Shenzhen

Yiwei Wang (UC-Irvine, dissertation committee), 2021, placement: Zhejiang University

Songtao Li (Tsinghua, co-author), 2021, placement: Alibaba

Yao Li (Tsinghua, co-author), 2021, placement: Southern University of Science and Technology

Ruoran Chen (Tsinghua, co-author), 2021, placement: Southwest Jiaotong University

Yuanchen Li (Purdue, co-author), 2020, placement: Tongji University

Oguz Cetin (UNC, dissertation committee), 2019, placement: Indiana University  
Nagarajan Sethuraman (UNC, dissertation committee), 2019, placement: University of Kansas  
Maggie Zhang (UNC, dissertation committee), 2018, currently at Santa Clara University  
Gang Wang (UNC, dissertation committee chair), 2014, placement: founder and CEO of ApplySquare  
Gokce Esenduran (UNC, dissertation committee), 2010, currently at Purdue University

## **Undergraduate Student Research**

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Elena Raccuia, Dartmouth College, Presidential Scholar Award (2023)  
Shay Desai, Dartmouth College, Presidential Scholar Award (2023)

## **Editorial Service**

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**Department Editor**, *Manufacturing & Service Operations Management*, 2024-present  
**Associate Editor**, *Operations Research*, 2024-present  
**Associate Editor**, *Management Science*, 2017-present  
**Associate Editor**, *Manufacturing & Service Operations Management*, 2016-2023  
**Senior Editor**, *Productions and Operations Management*, 2013-present  
**Review Panelist**, *NSF Future Manufacturing Program*, 2020  
**Referee**, *Management Science*, *Operations Research*, *Manufacturing and Service Operations Management*,  
*Productions and Operations Management*, *Journal of Operations Management*, *Naval Research Logistics*,  
*IEEE Transactions on Engineering Management*, *European Journal of Operational Research*, *Decision Sciences*

## **Society Service**

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### **MSOM Society**

Chair, M&SOM Journal and Editorial Review Committee, 2023  
Chair, Supply Chain Management Special Interest Group (SIG), 2017-2019  
Steering Committee for the MSOM Data Driven Research Challenge, 2018, 2020, 2022  
Subdivision Liaison to INFORMS, 2017-2018  
Co-Chair, Student Paper Competition, 2017  
Judge, Student Paper Competition, 2010-2016  
Secretary/Treasurer, 2012-2014

### **POM Society**

President, College of Supply Chain Management, 2021- 2023  
President-Elect, College of Supply Chain Management, 2018-2020  
POMS Doctoral Consortium: Excelling in Research and Teaching Panel, 2019  
Teaching Expert Panel, College of Supply Chain Management, 2017  
Student Paper Competition Final Round Jury, College of Supply Chain Management, 2014, 2021, 2022, 2023  
Student Paper Competition Judge, College of Supply Chain Management, 2008, 2011, 2014-2016  
Best Paper Competition Judge, College of Health Care, 2017, 2019, 2020

### **Health Applications Society**

Pierskalla Award Judge, 2019-2021

### **Miscellaneous**

JFIG Paper Competition Judge, 2019-2020  
CSAMSE Best Paper Competition Judge, 2021

## **Conference Service**

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Guest Department Editor, MSOM Healthcare SIG Meeting, 2024  
Co-Chair, MSOM Healthcare SIG Meeting, 2020 (Cancelled)  
Co-Chair, MSOM Supply Chain SIG Meeting, 2017  
Organizing Committee, MSOM Conference, 2017  
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2016  
Track Co-Chair for Supply Chain Management, POMS Annual Conference, 2015  
Track Co-Chair for Supply Chains, INFORMS Annual Meeting, 2012  
Track Co-Chair for Negotiations and Contracts in Supply Networks, POMS Annual Meeting, 2011  
Session Chair, POMS Annual Meeting 2011- 2016, 2019, 2023  
Session Chair, INFORMS Annual Meeting 2009, 2012-2018, 2021  
Referee, MSOM & SIG Annual Meetings 2011, 2012, 2014, 2019

## **Internal Service**

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### **Dartmouth College**

Title IX Council, 2024-2027

### **Tuck School of Business, Dartmouth College**

Promotion and Tenure Sub-committee, 2024-2025  
Executive Education Committee, 2024-2025  
Strategy Committee, 2023-2024  
Academic Honor Committee, 2023-2024  
Undergraduate Bridge Program Committee, 2023  
Faculty Representative, AACSB Review, 2023  
Faculty Panel, Women in Business Conference, 2022  
MBA Admissions Faculty Committee, 2021-2022  
Meet the Professors, Tuck Launch, 2020  
Alumni Lifelong Learning Program, 2022

### **Kenan-Flagler Business School, University of North Carolina at Chapel Hill**

#### **BSBA Program**

Faculty advisor, Undergraduate Operations Club, 2015-2017  
Ad-hoc undergraduate operations course review and credit appeals committee, 2017-present  
Faculty advisor, undergraduate case competition, first prize, the National Supply Chain Case Competition, 2015  
Faculty facilitator, Undergraduate Business Symposium, 2015

#### **MBA Program**

MBA curriculum advisor/career advisor/concentration leader, Operations Concentration, 2016-2017

#### **EMBA Program**

Faculty committee, UNC-Tsinghua Dual-Degree Program, 2013-2018  
Faculty interviewer, UNC-Tsinghua Dual-Degree Program, 2015-2018

#### **PhD Program**

PhD admission coordinator, Operations Area, 2016  
PhD curriculum committee, Operations Area, 2014  
PhD admission Subcommittee, Operations Area, 2008

#### **Conferences/Workshops/Seminars**

Organizing committee, UNC Operations Healthcare Workshop, 2019  
Organizing committee, UNC MSOM Conference, 2017

Organizing committee, the Business of Healthcare Conference, Kenan Institute, 2017  
Co-organizer, Jr. Faculty Operations Workshop, 2013  
Co-organizer, UNC-Duke Operations Management Workshop, 2010, 2012  
Co-organizer, Operations Seminar Series, 2007, 2009-2010

Miscellaneous

Weatherspoon BSBA Teaching Award Committee, 2013-2015