Morgan Wood

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CONTACT INFORMATION

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RESEARCH INTERESTS

Business Analytics & Data Quality; Forecasting; Decision Making under Uncertainty; Stochastic Modeling & Analysis

EDUCATION

University of North Carolina at Chapel Hill, Chapel Hill, NC

Ph.D. in Statistics and Operations Research (STOR)	May 2025
Master of Science in Statistics and Data Analytics	May 2024

Dissertation Title: "Data-driven Population Tracking and Arrival Forecasting in Service Systems"
Research Mentors: Fernando Bernstein (Duke University Fuqua School of Business)
Bora Keskin (Duke University Fuqua School of Business)
Adam Mersereau (UNC Kenan-Flagler Business School)
Serhan Ziya (UNC STOR Department)

East Carolina University, Greenville, NC

Master of Arts in Mathematics, Concentration in Statistics, GPA: 4.0	May 2020
Bachelor of Science in Mathematics, GPA: 4.0, summa cum laude	May 2018

WORK EXPERIENCE

School of Business & Professional Studies, North Carolina Wesleyan University, Rocky Mount, NC

Assistant Professor of Business & Data Science	August 2025 - present

ACCEPTED PAPERS

"Show-Up Profiles for Scheduled Services: Estimation and Applications"
with Bernstein, F., Keskin, N. B., Mersereau, A. J., and Ziya, S.
Accepted at *Manufacturing & Service Operations Management*

PAPERS UNDER REVISION

"Data-driven Population Tracking in Large Service Systems"
with Bernstein, F., Keskin, N. B., Mersereau, A. J., and Ziya, S.
Selected for presentation at the 2024 MSOM Service Management SIG
Minor revision at *Management Science*

AWARDS

Walter L. Deemer Excellence in Teaching Award, UNC Chapel Hill	December 2023

Award given to students or faculty who have done consistently excellent work in supporting the department's teaching mission

Amazon SCOT/INFORMS Scholarship	October 2023
Bonder Scholar for the INFORMS Doctoral Student Colloquium	October 2023
Cambanis-Hoeffding-Nicholson Award, UNC Chapel Hill	December 2021

Award given for outstanding performance in first-year graduate courses and comprehensive written exams

Spaniolo Gift Award, UNC Chapel Hill	August 2021

Awards and Scholarships from East Carolina University

– Eron-Vittitow Scholarship	May 2018 & May 2019
– Ji and Li Family Scholarship	May 2017 & May 2019
– Outstanding Senior Award	May 2018
– Graduate Scholar Award	May 2018
– Pignani Archer Award	May 2018
– STEM Merit Scholarship	May 2016

TEACHING EXPERIENCE

Instructor of Record, NC Wesleyan University

– BUS 630: Information Technology for Decision-Makers (MBA program)	Spring 2026
– CIS 360: Data Visualization	Spring 2026
– MAT 213: Elementary Statistics	Fall 2025 & Spring 2026
– COL 150: Using Data in Business	Fall 2025

Instructor of Record, UNC Chapel Hill

– STOR 215: Introduction to Decision Sciences	Fall 2022
– STOR 155: Introduction to Data Models and Inference	2022-2023 (multiple terms)

Instructor of Labs and Recitations, UNC Chapel Hill

– STOR 320 Lab Sessions: Introduction to Data Science	Fall 2024
– STOR 315 Recitation Sessions: Discrete Mathematics for Data Science	Fall 2023

Teaching Assistant, UNC Chapel Hill

– STOR 642: Stochastic Modeling II	Spring 2024
– STOR 415: Stochastic Modeling	Fall 2020 - Fall 2021

Instructor of Record, East Carolina University

– MATH 1065 College Algebra	Spring 2020
– MATH 0001: Remedial Mathematics	Spring 2019

PROFESSIONAL SERVICE

Referee Work

– Ad-hoc reviewer, *Operations Research*	November 2025 - present
– Track reviewer, Service Operations Track, MSOM 2025 Conference	February 2025

Statistical Consulting

Free statistical consulting in conjunction with the course STOR 765: Statistical Consulting

– "Determining Core Words for Mandarin-Speaking Children"	November 2023
– "Teeth Asymmetry after MARPE"	April 2024

Conference Organization

– STORFest organization student committee member, UNC Chapel Hill	September 2023
– Liaison between East Carolina University and conference organizers for UNC System Math Pathways conference	September 2019

Mentoring & Retention

– Member of graduate student committee for mentoring new and prospective Ph.D. students of UNC STOR department	March 2023 - May 2025

SELECTED PRESENTATIONS

"Making Sense of Messy Data: Tracking and Forecasting Airport Passengers"

– UNC Chapel Hill's Data Science Day, Chapel Hill, NC	September 2025

"Data-Driven Population Tracking in Large Service Systems"

– Kellogg School of Management's OM Rookiepalooza, Evanston, IL	October 2024
– INFORMS Annual Meeting, Seattle, WA	October 2024

– Revenue Management and Pricing Conference, Los Angeles, CA   July 2024
– MSOM Conference Service Management SIG, Minneapolis, MN   June 2024
– INFORMS Annual Meeting, Phoenix, AZ   October 2023
– Poster presentation, STORFest, Chapel Hill, NC   September 2023
– MSOM Conference, Montreal, Quebec   June 2023
– Production and Operations Management Society Annual Conference, Orlando, FL   May 2023

"Structural Forecasting of Customer Arrivals for Scheduled Services"
– INFORMS Annual Meeting, Seattle, WA   October 2024
– MSOM Conference, Minneapolis, MN   July 2024

"Evaluating the Short- and Long-term Effects of Prognostic Factors on Allograft Failure Following Kidney Transplantation: Potential Implications for Donor and Recipient Selection"
– East Carolina University, Greenville, NC   May 2020