

# ACHAL BASSAMBOO

(February 2025)

Phone: (847) 491-2529

E-mail: a-bassamboo@kellogg.northwestern.edu

4157 Global Hub

2211 Campus Drive, Evanston, IL 60208

## EDUCATION

Ph.D. *Business - Operations, Information and Technology*, Stanford University (2005)

Dissertation title: *Mathematical Models for Call Centers*

Dissertation advisors: J. Michael Harrison (GSB, Stanford University)  
and Assaf Zeevi (GSB, Columbia University)

M.S. *Statistics*, Stanford University (2004)

B.Tech. *Mechanical Engineering*, Indian Institute of Technology-Delhi (2000)

## PROFESSIONAL EXPERIENCE

- 2005 – *Kellogg School of Management, Northwestern University*, Evanston, IL  
Professor of Operations 2012 –  
Charles E. Morrison Professor of Decision Sciences, 2016 –  
Co-director for MMM program (a dual degree program), 2014 –  
Chair of the Operations Department, 2020 –  
PhD Coordinator for Operations, 2012 – 2017  
Associate Professor of Managerial Economics & Decision Sciences, 2009 – 2012  
Assistant Professor of Managerial Economics & Decision Sciences, 2006 – 2009  
Donald P. Jacobs Scholar, 2005 – 2006
- 2001 – 2005 *Stanford University*, Stanford, CA  
Research and teaching assistant

## RESEARCH INTERESTS

Applied probability and stochastic models, Stochastic systems: performance analysis and optimal control, Flexibility, Real-time information sharing, Retail Operations and Service Systems, Learning Algorithms, Bandits.

## PUBLICATIONS (PEER-REVIEWED)

### Appeared/Forthcoming

1. V. Deep, A. Bassamboo and S. Juneja, Asymptotically Optimal Adaptive A/B tests for Average Treatment Effect, International Conference on Machine Learning, 2024
2. S. Li, M.A. Lariviere and A. Bassamboo, Paying by the Hour: Are Wages the Cost of Waiting? *Forthcoming, Management Science*.

3. A. Bassamboo, R.S. Randhawa and C. Wu, Optimally Scheduling Heterogenous Impatient Customers. *Manufacturing and Service Operations Management*, 25(3), 811–1208, 2023
4. C. Wu, A. Bassamboo and O. Perry, When Service Times Depend on Customers' Delays: A Solution to Two Empirical Challenges *Operations Research*, 70(6), 3345–3354, 2022
5. G. Allon, A. Bassamboo, K. Hu, Understanding Customers Retrials in Call Centers: An Empirical Study. *Manufacturing and Service Operations Management*, 2022
6. V. Deep, A. Bassamboo and S. Juneja, Exact Optimal Fixed-width Confidence Interval Estimation for the Mean, Winter Simulation Conference, 2022
7. A. Bassamboo and R. Ibrahim, A General Framework to Compare Announcement Accuracy: Static vs. LES-Based Announcement, *Management Science*, 67(7): 4191–4208, 2021.
8. E. Barlow, G. Allon and A. Bassamboo Worker poaching in a supply chain: Enemy from within?, *Forthcoming, Managerial Decision economics*.
9. Q. Yu, G. Allon, A. Bassamboo, The Reference Effect of Delay Announcements: A Field Experiment, *Management Science*, 2021
10. A. Bassamboo, and A. Moreno and I. Stamatopoulos, The Effects of Menu Costs on Retail Performance: Evidence from Adoption of the Electronic Shelf Label Technology, *Management Science*, 2021
11. A. Bassamboo, and A. Moreno and I. Stamatopoulos, Inventory Auditing and Replenishment Using Point-of-sales Data. *Production and Operations Management*, 2020.
12. E. Barlow, G. Allon and A. Bassamboo, Worker poaching in a supply chain: Enemy from within?, *Managerial and Decision Economics*, 2020.
13. I. Stamatopoulos, and N. Chehrazai, and A. Bassamboo, Welfare Implications of Inventory-Driven Dynamic Pricing, *Management Science*, 65 (12), 5741–5765, 2019.
14. R. Cui, D. Zhang and A. Bassamboo Learning from Inventory Availability Information: Field Evidence from Amazon, *Management Science*, 65 (3), 1216–1235, 2019.  
(Finalist, Best OM Paper in Management Science, 2022)
15. C. Wu, A. Bassamboo and O. Perry. Service Systems with Dependent Service and Patience Times *Management Science*, 65 (3), 1151–1172, 2019.
16. Q. Yu, G. Allon, A. Bassamboo and S. Iravani, Managing Customer Expectations and Priorities in Service Systems. *Management Science*, 64(8): 3942–3970, 2018.
17. G. Allon, A. Bassamboo and E. Cil, Skill Management in Large-Scale Service Marketplace, *Production and Operations Management*, 26 (11), 2050–2070, 2017.
18. R. Ibrahim, M. Armony, A. Bassamboo Does the Past Predict the Future? The Case of Delay Announcements in Service Systems. *Management Science*, 63 (6), 1762–1780, 2017.
19. Q. Yu, G. Allon, and A. Bassamboo, The impact of delay announcements on consumers: An empirical study. *Management Science*. 63(1): 1–20, 2017  
(First Prize, CSAMSE Annual Conference/Columbia China Business Initiative Best Paper, 2016.)  
(Lead Article.)

20. A. Bassamboo, and R. S. Randhawa. Scheduling Homogeneous Impatient Customers. *Management Science*, 62 (7), 2129–2147, 2016.  
(Finalist for the Service Management SIG Prize, MSOM Society, 2019.)
21. R. Cui, G. Allon, A. Bassamboo, and J. A. Van Mieghem, Information sharing in supply chains: An empirical and theoretical valuation. *Management Science*, 61(11): 2803–2824, 2015.
22. T. Huang, G. Allon and A. Bassamboo, Bounded rationality in queueing systems. *Manufacturing and Service Operations Management*, 15(2):263–279, 2013.
23. M. Lim, A. Bassamboo, M. Daskin and S. Chopra, Facility location decisions with random disruptions and imperfect estimation. *Manufacturing and Service Operations Management*, 15(2), 239–249, 2013.
24. A. Bassamboo, L. Y. Chu and R. S. Randhawa, Designing Flexible Systems Using a New Notion of Submodularity. *Operations Research Letters*, 41(1): 107–111, 2013.
25. A. Bassamboo, R. Randhawa and J. A. Van Mieghem, A little flexibility is all you need: Asymptotic optimality of tailored chaining and pairing in queueing systems. *Operations Research*, 60:1423 – 1435, 2012.
26. E. Cil, G. Allon and A. Bassamboo, Large-scale Service Marketplaces: The Role of the Moderating Firm. *Management Science*, 58: 1854 – 1872, 2012.
27. G. Allon, A. Bassamboo and I. Gurvich, “We will be right with you.” Managing customers with vague promises. *Operations Research*, 59:1382 – 1394, 2011.  
(Second prize in 2008 INFORMS JFIG Competition.)
28. G. Allon, and A. Bassamboo, Impact of delaying the delay announcement. *Operations Research*, 59:1198 – 1210, 2011.
29. G. Allon and A. Bassamboo, Buying from the babbling retailer? The impact of availability information on customer behavior, *Management Science*, 57:713 – 726, 2011.
30. A. Bassamboo, R. S. Randhawa, and J. A. Van Mieghem, Optimal flexibility configurations in newsvendor networks: Going beyond chaining and pairing. *Management Science*, 56:1526 – 1303, 2010.
31. A. Bassamboo and R. S. Randhawa, On the accuracy of fluid models for capacity sizing in queueing systems with impatient customers. *Operations Research*, 58: 1398 – 1413, 2010.  
(Third prize in 2010 INFORMS JFIG Competition.)
32. A. Bassamboo, R. S. Randhawa, and A. Zeevi, Capacity sizing under parameter uncertainty: Safety staffing principles revisited. *Management Science*, 56:1668– 1686, 2010.
33. M. Sohoni, A. Bassamboo, S. Chopra, U. Mohan and N. Sendil, Threshold incentives over multiple periods and the sales hockey stick phenomenon. *Naval Research Logistics*, 57:503 – 518, 2010.
34. Lim, M., M. Daskin, A. Bassamboo and S. Chopra, A facility reliability problem: Formulation, properties and algorithm. *Naval Research Logistics*, 57:58 – 70, 2010.
35. A. Bassamboo, S. Kumar and R. S. Randhawa, Dynamics of new product introduction in closed rental systems. *Operations Research*, 57:1347 –1359, 2009.

36. A. Bassamboo and A. Zeevi, On a data-driven method for staffing large call centers. *Operations Research*, 57:714–726, 2009.
37. A. Bassamboo, J. M. Harrison, and A. Zeevi, Pointwise stationary fluid models for stochastic processing networks. *Manufacturing and Service Operations Management*, 11:70 – 89, 2009.
38. A. Bassamboo, S. Juneja and A. Zeevi, Portfolio credit risk with extremal dependence. *Operations Research*, 56:593–606, 2008.
39. A. Bassamboo, S. Juneja and A. Zeevi, Performance of importance sampling simulation in the presence of heavy-tails. *Operations Research Letters*, 34:521– 531, 2006.
40. A. Bassamboo, J. M. Harrison and A. Zeevi, Design and control of a large call center: Asymptotic analysis of an LP-based method. *Operations Research*, 54:419–435, 2006.
41. A. Bassamboo, J. M. Harrison and A. Zeevi, Dynamic routing and admission control in high-volume service systems: Asymptotic analysis via multi-scale fluid limits. *Queueing Systems: Theory and Applications*, 51:249-285, 2005.

### Book Chapters

42. G. Allon, A. Bassamboo and E. Cil Large-scale Service Marketplaces: The Role of the Moderating Firm. *Sharing Economy*, M. Hu, editors, Springer, 2019.
43. G. Allon and A. Bassamboo, Cheap talk in operations: The role of intentional vagueness, *Chapter 1 in Operations Management Models with Consumer-Driven Demand*, S. Netessine and C. Tang, editors, 2009.
44. G. Allon and A. Bassamboo, Buying from the Babbling Retailer? The Impact of Availability Information on Customer Behavior. *Chapter 12 in Handbook*, C. Tang and A. Ha, editors.

### Submitted/Revised

45. H. Ding, M. Armony, A. Bassamboo and R. Cui, Are Buyers Strategic in their reviews in B2B markets.
46. N. Sharma, G. Allon and A. Bassamboo, Structuring online communities.
47. A. Bassamboo, V. Deep, S. Juneja, A. Zeevi, Discriminative learning via adaptive questioning.
48. N. Sharma, A. Bassamboo, and M. Sohoni, Designing Subscription Contracts for Two-Sided Markets
49. A. Ghosh, M. Lariviere and A. Bassamboo, Understanding Customers Retrials in Call Centers: An Empirical Study, *Under Revision*

### Work in progress/Manuscript in preparation

50. A. Bassamboo, V. Deep, S. Juneja, A. Zeevi, Exact optimal fixed-width confidence interval estimation for the mean
51. N. Sharma, A. Bassamboo, M. Sohoni and S. Singha, Dynamic pricing in advanced sharing platforms.

### PATENTS

---

- A. Bassamboo, M. Gupta and S. Juneja. An efficient winner determination technique for determining winner bids in online single item, multiple units auctions, filed at USPTO, 2000.

## CASE STUDY

---

- Zango, 2019
- Z-Car, 2019
- Armadio da Sorealla, 2020, (with S. Chopra and M. Lariviere)
- Mitsubishi Electric: the e-Factory, 2021, (with J. A. Van Mieghem)
- Paytran A/B, 2021 (with T. Abdallah)

## TALKS AND PRESENTATIONS

---

### Conferences

- Asymptotically Optimal Adaptive A/B tests for Average Treatment Effect, Explorations in Statistics, Probability, Learning and Optimization Research, Ashoka University, January 2025.
- Learning from Inventory Availability Information: Field Evidence from Amazon, Behavioral Operations Conference, Madison, July 2016.
- Patience Time Based Scheduling in Multi-class Service Systems, INFORMS San Francisco, November 2014.
- Using Estimated Patience Levels to Optimally Schedule Customers, INFORMS, October 2013.
- Using Estimated Patience Levels to Optimally Schedule Customers, MSOM Conference INSEAD, July 2013.
- Using Estimated Patience Levels to Optimally Schedule Customers, APS Conference, Costa Rica, July 2013.
- Using Estimated Patience Levels to Optimally Schedule Customers, EURO INFORMS Rome, July 2013.
- Would the Social Planner Let Bags Fly Free?, INFORMS Phoenix, October 2012.
- Price as a signal of product availability: Is it cheap?, MSOM Conference, Columbia University, New York, June 2012
- Near-optimal Control of Parallel Server Queueing Networks, CORS-SCRO 2012 Annual Conference, Niagara Falls, Ontario, June 2012
- Bounded Rationality in Service Systems, POMS, Chicago, April 2012
- Cheap Talk in Queues with Multiple Customer Classes, POMS, Chicago, April 2012
- Cheap Talk in Queues with Multiple Customer Classes, INFORMS Charlotte, November 2011.

- On the Accuracy of Fluid Models for Capacity Planning in Queueing Systems with Impatient Customers, INFORMS Charlotte, November 2011.
- On the accuracy of fluid models for capacity sizing in queueing systems with impatient customers, Applied Probability Society of INFORMS Conference, Stockholm, Sweden, July 2011.
- Near optimal control of parallel server queueing networks, Applied Probability Society of INFORMS Conference, Stockholm, Sweden, July 2011.
- Almost optimal control and capacity selection in parallel service systems, MSOM Conference, University of Michigan, Ross School of Business, Michigan, June 2011.
- Price as a signal of product availability: Is it cheap?, MSOM Conference, University of Michigan, Ross School of Business, Michigan, June 2011.
- Delaying the delay announcements, INFORMS Austin, November 2010.
- On the accuracy of fluid models for capacity sizing in queueing systems with impatient customers, INFORMS Austin, November 2010.
- Bounded rationality in queueing systems, MSOM, Technion, Israel June 2010.
- Accuracy of fluid models for capacity planning in queueing systems, Applied Probability Cluster, INFORMS San Diego, October 2009.
- Teaching your customers to play Nash, MSOM Cluster, INFORMS San Diego, October 2009.
- Optimal call center staffing with arrival uncertainty, Service Science Cluster, INFORMS San Diego, October 2009.
- Optimal flexibility configurations in newsvendor networks: Going beyond chaining and pairing, Applied Probability Cluster, INFORMS San Diego, October 2009.
- Accuracy of fluid models for capacity planning in queueing systems, MSOM Conference, MIT, Cambridge, June 2009.
- Cheap talk in queues, MSOM Conference, MIT, Cambridge, June 2009.
- A little flexibility is all you need: Optimality of tailored chaining and pairing, Applied Probability Cluster, INFORMS Washington DC, October 2008.
- Staffing call centers with differentiated levels of service: Approximate solutions via constraint dualization, MSOM Cluster, INFORMS Washington DC, October 2008.
- “We Will be Right with You”: Managing customers with vague promises. JFIG Finalist, INFORMS Washington DC, October 2008.
- Dynamics of new product introduction in closed rental systems. Applied Probability Cluster, INFORMS Washington DC, October 2008.
- Capacity planning in service systems with arrival rate uncertainty: Safety staffing principles revisited. Applied Probability Cluster, INFORMS Washington DC, October 2008.
- Optimal control in a Netflix-like closed rental system, MSOM, Maryland, June 2008.

- Staffing call centers with differentiated levels of service: Approximate solutions via constraint dualization, MSOM, Maryland, June 2008.
- “We Will be Right with You”: Managing customers with vague promises. MSOM, Maryland, June 2008.
- Staffing call centers with differentiated levels of service: Approximate solutions via constraint dualization, Contact Center Forum, Wharton School, February 2008.
- Dynamics of new product introduction in closed rental systems. Applied Probability Cluster, INFORMS, Seattle, November 2007.
- On the asymptotic accuracy of delay-based delay estimate. Applied Probability Cluster, INFORMS, Seattle, November 2007.
- Role of Services: Pricing, Durability and Product line. Revenue Management Cluster, INFORMS, Seattle, November 2007
- Capacity sharing, Revenue Management Cluster, INFORMS, Seattle, November 2007.
- Staffing to meet service level constraint at large call center using pointwise stationary fluid models, Applied Probability Society of INFORMS Conference, Eindhoven, The Netherlands, July 2007.
- Role of Services: Pricing, Durability and Product line. POMS, Dallas, May 2007.
- Optimal resource allocation in two stage sampling of input distributions, Winter Simulation Conference Monterey, December 2006.
- Importance sampling for reduced form models, Winter Simulation Conference, Monterey, December 2006
- Role of services, MSOM cluster, INFORMS, Pittsburgh, November 2006.
- Importance sampling for reduced form models, Applied Probability cluster, INFORMS, Pittsburgh November 2006.
- Expected shortfall in credit portfolios with extremal dependence, Winter Simulation Conference, Orlando, December 2005.
- Importance sampling simulation in the presence of heavy tails, Winter Simulation Conference, Orlando, December 2005.
- An approximately optimal data-driven call center staffing method, Applied Probability cluster, INFORMS, New Orleans/San Francisco, November 2005.
- Importance sampling for portfolio credit risk with extremal dependence, Applied Probability cluster, INFORMS, New Orleans/San Francisco, November 2005.
- Importance sampling for portfolio credit risk with extremal dependence, Applied Probability Conference, Ottawa, July 2005.
- An LP-based method for staffing and routing in large call centers, Applied Probability cluster, INFORMS, Denver, October 2004.
- Importance sampling and rare event simulation in the presence of heavy-tails, Applied Probability cluster, INFORMS, Denver, October 2004.



- Asymptotically optimal staffing and routing in large call centers, Applied Probability cluster, INFORMS, Atlanta, October 2003.
- Optimal use of manufacturing capacity options, Manufacturing and Service Operations Management Society, sponsored session, INFORMS, San Jose, October 2002.
- Constructing an optimal portfolio of capacity options, MSOM conference, Ithaca, June 2002.

## Academic Institutes

- Stanford University, Operations, Information and Technology, November 2024
- University of Illinois at Chicago, February 2024.
- Tepper School of Business, CMU, February 2024.
- Rotman School of Business, University of Toronto, January 2024.
- Arizona State University, November 2023.
- Georgetown University, November 2023
- Marshall School of Business, University of Southern California, September 2023.
- Ross School of Business, University of Michigan, February 2023.
- Kenan-Flagler Business School, University of North Carolina, November 2022.
- Wisconsin School of Business, University of Wisconsin, January 2021.
- Sloan School of Management, MIT, February 2019.
- College of Business at Illinois, University of Illinois at Urbana-Champaign, December 2019.
- McCombs School of Business, University of Texas at Austin, October 2019
- Boston College, March 2019
- Boston University, February 2019
- Marshall, USC, October 2018
- Graduate School of Business, Columbia University, November 2017
- Stern, NYU, October 2017
- University of Madison, April 2017
- Georgia Tech, Scheller College of Business, April 2017
- Jindal School of Management, University of Texas, Dallas, March 2017
- Naveen Jindal School of London Business School, October 2015.
- Rady School of Business, UCSD, October 2015.
- Graduate School of Business, Stanford University, October 2014.



- Rotman School of Business, University of Toronto, September 2014.
- The Fuqua School of Business, Duke University, September 2013.
- INSEAD, France, April 2012.
- College of Business at Illinois, University of Illinois at Urbana-Champaign, September 2011.
- Haas School of Business, University of California Berkeley, September 2010.
- Marshall School of Business, University of Southern California, November 2009.
- The H. Milton Stewart School of Industrial and Systems Engineering, Georgia Institute of Technology, November 2008.
- McCombs School of Business, University of Texas at Austin, November 2008
- Sloan School of Management, MIT, October 2008.
- Indian School of Business, Hyderabad, May 2008.
- Graduate School of Business, Stanford University, April 2008.
- Joint Kellogg Operations and IEMS seminar, Northwestern University, March 2008.
- Indian Institute of Technology, New Delhi, India, January 2006
- Joint Kellogg Operations and IEMS seminar, Northwestern University, October 2005
- Sloan School of Management, MIT, February 2005.
- Management Science and Engineering, Stanford University, February 2005.
- Anderson School of Management, UCLA, January 2005.
- Graduate School of Business, Columbia University, January 2005.
- Kellogg School of Management, Northwestern University, January 2005.
- Graduate School of Business, University of Chicago, January 2005.
- Stern School of Business, New York University, January 2005.
- Graduate School of Business, Stanford University, December 2004.

## HONORS AND AWARDS

---

- Professor of the year for core course: PGP Class of 2023 Mohali Cohort, *Indian School of Business*.
- Winter Simulation Conference 2022, Finalist for best theoretical paper for *Exact optimal fixed width confidence interval estimation for the mean*.
- Won Second Prize in poster competition at CMU Informs YinzOR, 2022 for *Structuring Online communities*.
- Finalist for IBM Service Science Best Student Paper, 2022 for *Structuring Online communities*.

- Finalist for Best OM Paper in Management Science, MSOM Society 2022 for *Learning from Inventory Availability Information: Field Evidence from Amazon*, published at *Management Science*
- Sidney J. Levy Teaching Award for an elective course, *Kellogg School of Management* for 2021-2022.
- Professor of the year for core course: PGPpro Class of 2022, Bengaluru Cohort, *Indian School of Business*.
- Professor of the year for core course: PGP Class of 2022 Mohali Cohort, *Indian School of Business*.
- L.G. Lavengood Professor of the Year Nominee for 2021, *Kellogg School of Management*.
- Professor of the year for core course: PGP Class of 2021 Mohali Cohort, *Indian School of Business*.
- Professor of the year for core course: PGPpro Class of 2020, Bengaluru & Mumbai Cohorts, *Indian School of Business*.
- Chairs' Core Teaching Award at *Kellogg School of Management* for 2019-2020.
- Professor of the year for core course: PGP Class of 2020 Mohali Cohort, *Indian School of Business*.
- Finalist for the Service Management SIG Prize, MSOM Society 2019 for "*Scheduling Homogeneous Impatient Customers*" published at *Management Science*.
- Professor of the year for core course: PGPpro Class of 2019 Mohali Cohort, *Indian School of Business*.
- Professor of the year for core course: PGP Class of 2019 Hyderabad Cohort, *Indian School of Business*.
- Professor of the year for core course: PGPpro Class of 2018 Hyderabad Cohort, *Indian School of Business*.
- Chairs' Core Teaching Award at *Kellogg School of Management* for 2017-2018.
- MSOM Young Scholar Award 2016
- Professor of the Year Award for Core Courses 2015, *Indian School of Business*.
- Faculty Impact Award for *Supply Chain Management*, Spring 2014
- Third Prize in JFIG Competition at INFORMS 2010 for the paper "*On the accuracy of fluid models for capacity sizing in queuing systems with impatient customers.*"
- Chairs' Core Teaching Award at *Kellogg School of Management* for 2009-2010.
- Second Prize in JFIG Competition at INFORMS 2008 for the paper "*We will be right with you: Managing customer using vague promises.*"
- Robert K. Jaedicke Merit Fellowship, Graduate School of Business, Stanford University for the year 2000-2001.
- Silver Medal for obtaining the highest CGPA among the students in Mechanical Engineering at IIT Delhi. Scholarship in all the semesters for being amongst the top 7% students at IIT Delhi.

## DOCTORAL STUDENTS

---

- Vikas Gupta  
Graduation: 2025 First Position: SMU
- Hojun Choi  
Graduation: 2024. First position: Colorado School of Mines
- Neha Sharma  
Graduation: 2022. First position: Wharton
- Koushiki Sarkar, advisor  
Graduation: 2021. First position: Amazon
- Abhishek Ghosh, advisor  
Graduation: 2021. First position: Tulane University
- Allen Wu, co-advisor  
Graduation: 2018, First position: HKUST
- Kejia Hu, co-advisor  
Graduation: 2017, First position: Owen Graduate School of Management, Vanderbilt Business School
- Ioannis Stamatopoulos, co-advisor  
Graduation: 2016, First position: University of Texas, Austin, McCombs School of Business.
- Evan Barlow, co-advisor  
Graduation: 2016, First position: Weber State University, Goddard School of Business and Economics.
- Ruomeng Cui, co-advisor  
Graduated: 2014, First Position: Kelly School of Business.
- Qiuping Yu, co-advisor  
Graduated: 2014, First Position: Kelly School of Business.
- Eric Park, Dissertation Committee, Graduated: 2014.
- Tingliang Huang, Dissertation Committee  
Graduated: 2011, First Position: University College London.
- Eren Cil, co-advisor, “Managing service System with Self-interested Actors”  
Graduated: 2010, First Position: Lundquist College of Business, University of Oregon.
- Michael Lim, co-advisor, “Supply Chain Network Design in the Presence of Disruption Risks”  
Graduated: 2009, First Position: College of Business, UIUC.

## SERVICE

---

- Committee Member on *MSOM Service Management SIG best paper award*, 2022
- Co-Chair, Junior Faculty Interest Group, Best Paper Award, 2020
- Committee Member for *Wickham Skinner Award for Early-Career Research Accomplishments*, 2020

- Senior Editor for Production and Operations Management Society 2017 –
- Kellogg Personnel Committee (Promotion and Tenure committee) 2016–2020
- Associate Editor for Naval Research Logistics, since 2009–
- Associate Editor for Management Science, 2014–2016,2020 –
- Co-Chair for MSOM Health Care SIG, Rotman, University of Toronto, Canada, June 2015.
- Co-Chair for Applied Probability Society, Conference, June 2017.
- Faculty Recruiting Committee Chair, 2013,2018,2019.
- PhD Coordinator for Operations Management program, 2012–2017
- Organizing Committee of Kellogg Operations Workshop, 2012.
- Kellogg Research Computing Committee 2011–2012.
- Co-chair for Capacity Planning track at POMS, Chicago, April 2012.
- Untenured observer in the Kellogg's Personnel Committee for 2010–2011.
- Cluster-Chair for APS tracks at INFORMS, Charlotte, North Carolina, November 2011.
- Co-Chair of MSOM Student Paper Competition 2011.
- Council Member of Applied Probability Society 2011–2013.
- Organizing Committee of Kellogg Operations Workshop, 2010.
- Co-Chair for MSOM Service SIG, Technion, Israel, June 2010.
- Organizing Committee of Kellogg Operations Workshop, 2008.
- Referee for Operations Research, Mathematics of Operations Research, Management Science, Manufacturing and Service Operations Management, Queueing Systems: Theory and Applications, and European Journal of Operations Research.
- Organized sessions regularly in Applied Probability track, MSOM track and RM track at INFORMS annual conference.
- Organized a session at POMS, Dallas, May 2007.
- Judge for MSOM student paper competition for 2007, 2008 and 2009, 2013
- Majors Presentation to the Kellogg incoming students 2006 and 2007

## TEACHING

---

- Operations Management (Core Class for MBA and EMBA)
- Statistical Decision Analysis (Core Class for EMBA)
- Supply Chain Management (MBA and EMBA)
- Stochastic Foundations (Doctoral course)