

Angela Kohlenberg

CONTACT INFORMATION	2211 Campus Dr, Evanston, IL 60208 angela.kohlenberg@kellogg.northwestern.edu angelakohlenberg.github.io
EDUCATION	Northwestern University, Kellogg School of Management , Evanston, IL PhD in Operations Management 2020-2025 (expected) Advisor: Itai Gurvich Master of Science in Operations Management 2020-2021 York University, Schulich School of Business , Toronto, ON Master of Business Administration (MBA) 2013-2014 University of Alberta, Alberta School of Business , Edmonton, AB Bachelor of Commerce with Distinction in Operations Management 2006-2010
RESEARCH INTERESTS	Applications: dynamic matching, service operations Methodologies: queueing theory, applied probability
JOURNAL PUBLICATIONS	The Cost of Impatience in Dynamic Matching: Scaling Laws and Operating Regimes [link] Angela Kohlenberg and Itai Gurvich <i>Management Science, Articles in Advance 2024</i>
SUBMITTED TO REFEREED JOURNALS	Quality Versus Quantity in Dynamic Matching with Impatient Agents [link] Angela Kohlenberg <i>Submitted 2024</i>
WORK IN PROGRESS	Matching Resources with Deteriorating Quality with Itai Ashlagi and Itai Gurvich
TEACHING	Instructor OM 502, Operations Management, MBA elective, University of Alberta, Spring 2020 and Summer 2018 [syllabus] <i>Overall instructor (2020): 4.5/5.0 (32 students)</i> OM 411, Business Process Management, undergraduate elective, University of Alberta, Winter 2020 [syllabus] (<i>course evaluation cancelled due to Covid</i>) MGTS 352, Operations Management, undergraduate core, Macewan University, Winter 2020 [description] (<i>course evaluation cancelled due to Covid</i>) MGTS 113, Introduction to Quantitative Decision Making, undergraduate core, Macewan University, Winter 2020 and Fall 2018 (<i>2020 course evaluation cancelled due to Covid</i>) <i>Overall Instructor (2018): 4.6/5.0 (36 students)</i> Lab Instructor and Manager MGTS 501, Data Analysis and Decision Making, MBA core, University of Alberta, Fall 2018 and 2017 [syllabus] <i>Overall Instructor (2018): 4.6/5.0 (121 students)</i>

Teaching Assistant

OPNS 516, Stochastic Foundations II, PhD core, Northwestern University, Spring 2024

OPNS 912, Service Management and Analytics, MBA elective, Northwestern University, Winter 2024 and 2023

OPNS 450, Decision Models and Prescriptive Analytics, MBA elective, Northwestern University, Spring 2024 and 2023, Winter 2023 and 2022, Summer 2022

OPNS 430, Operations Management, MBA core, Northwestern University, Summer 2024 and Fall 2021

MGTSC 405, Forecasting, undergraduate elective, University of Alberta, Winter 2018

MGTSC 820, Data Analysis and Modeling, EMBA core, University of Alberta, Winter 2018

TALKS

Quality Versus Quantity in Dynamic Matching

INFORMS Annual Meeting 2024, Seattle, USA October 2024

MSOM Conference 2024, Minneapolis, USA June 2024

Stochastic Modelling Meeting (STOCHMOD), Milan, Italy June 2024

The Cost of Impatience in Dynamic Matching

Canadian Operations Research Society (CORS) Conference, *virtual talk* June 2024

POMS Annual Conference 2024, Minneapolis, USA April 2024

INFORMS Annual Meeting 2023, Phoenix, USA October 2023

Applied Probability Society (APS) Conference, Nancy, France June 2023

INFORMS Annual Meeting 2022, Indianapolis, USA October 2022

AWARDS

First place, CORS Queueing and Applied Probability Student Paper Competition, 2024

Dean's Entrance Award, Schulich School of Business at York University, 2013

Dr. William Winspear Dean's Citation in Business, University of Alberta, 2007-2010 (full scholarship based on academic performance as a Math major at the University of Alberta)

INDUSTRY

EXPERIENCE

City of Edmonton, Urban Planning and Economy Department, Edmonton, AB

Strategic Advisor (management level) 2014-2017

Facilitated strategic planning and led service transformation projects for municipal land use planning, development, and building functions (1M city population, 700 full-time employee department). [[This document summarizes some of these initiatives.](#)]

Business Analyst 2010-2013

Utilized data analytics to identify operational and policy improvements for urban planning functions. [*I was hired as the first operations/analytics employee to help improve, what were, very inefficient services, and introduce data-driven decision-making. Edmonton now ranks first in Canada for urban planning services.*]

Developed performance metrics and reports for improved decision-making, service efficiency, and transparency. [*These are still in use today. Here is a recent report.*]

Proposed and justified fiscal policy for a new \$40M+ reserve fund, based on demand forecasting. [*This policy eliminated the department's access to tax-based revenue and enabled it to operate more like a competitive business.*]

RELEVANT

SKILLS

Programming: R, Python, AMPL