Angela Kohlenberg

Contact

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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, stochastic control

Journal Papers

The Cost of Impatience in Dynamic Matching: Scaling Laws and Operating Regimes [link]
Angela Kohlenberg and Itai Gurvich
Management Science, Articles in Advance
First place, 2024 CORS Queueing and Applied Probability Student Paper Competition

Working Papers

Quality Versus Quantity in Dynamic Matching with Impatient Agents [link]
Angela Kohlenberg
Submitted 2024

Work in Progress

Matching Resources with Deteriorating Quality
with Itai Ashlagi and Itai Gurvich

Teaching

Instructor, University of Alberta, Edmonton, AB
Operations Management, MBA elective [syllabus] Spring 2020, Summer 2018
Created new lecture materials, exams, and assignments in 2020
Overall instructor (2020): **4.5/5.0** (32 students)

Business Process Management, undergraduate elective [syllabus] Winter 2020
Course evaluation cancelled due to Covid

Lab Instructor, University of Alberta, Edmonton, AB
Data Analysis and Decision Making, MBA core [syllabus] Fall 2018, Fall 2017
Created completely new lab content and exercises (11 one-hour labs) in 2018
Overall instructor (2018): **4.6/5.0** (121 students in three sections)

Instructor, Macewan University, Edmonton, AB
Introduction to Quantitative Decision Making, undergraduate core Winter 2020,
2020 course evaluation cancelled due to Covid Fall 2018
Overall instructor (2018): **4.6/5.0** (36 students)

Operations Management, undergraduate core — Winter 2020
Course evaluation cancelled due to Covid

Teaching Assistant, Northwestern University, Evanston, IL
Stochastic Foundations II, PhD core — Spring 2024
Service Management and Analytics, MBA elective — Winter 2024, Winter 2023
Decision Models and Prescriptive Analytics, MBA elective — Spring 2024, Spring 2023, Winter 2023, Summer 2022, Winter 2022
Operations Management, MBA core — Summer 2024, Fall 2021

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 projects.*]

Business Analyst — 2010-2013
Utilized data analytics to identify operational and policy improvements for urban planning functions. [*Edmonton's urban planning services now* `rank first in Canada.`]

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 $50M+ reserve fund, based on demand forecasting. [*This policy enabled the department to operate more like a competitive business without access to tax-based revenue.*]

Additional

Programming: R, Python
Work leaves: 2019 (maternity leave)
Interests: Backcountry snowboarding (splitboarding), mountain biking, cycling