Angela Kohlenberg

Contact Information

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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, applied probability

Publications

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)

Instructor, Macewan University, Edmonton, AB

Operations Management, undergraduate core [description] — Winter 2020

Course evaluation cancelled due to Covid

Introduction to Quantitative Decision Making, undergraduate core — Winter 2020, Fall 2018

2020 course evaluation cancelled due to Covid

Overall Instructor (2018): **4.6/5.0** (36 students)

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 initiatives.]

Business Analyst — 2010-2013

Utilized data analytics to identify operational and policy improvements for urban planning functions. [*Edmonton went from having very inefficient services to being* ranked 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.*]

Additional

Programming: R, Python, AMPL

Interests: backcountry snowboarding (splitboarding), mountain biking, cycling