

Angela Kohlenberg

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| 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 PAPERS | The Cost of Impatience in Dynamic Matching: Scaling Laws and Operating Regimes [link] Angela Kohlenberg and Itai Gurvich Management Science , <i>Articles in Advance</i> 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 <i>Submitted 2024</i> |
| 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 <i>Course evaluation cancelled due to Covid</i> 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, <i>2020 course evaluation cancelled due to Covid</i> Fall 2018 Overall instructor (2018): 4.6/5.0 (36 students) |

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| | Operations Management, undergraduate core <i>Course evaluation cancelled due to Covid</i> | Winter 2020 |
| | 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, <i>virtual talk</i> | 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. [<i>Edmonton's urban planning services now rank first in Canada.</i>] | |
| | Developed performance metrics and reports for improved decision-making, service efficiency, and transparency. [<i>These are still in use today. Here is a recent report.</i>] | |
| | Proposed and justified fiscal policy for a new \$40M+ reserve fund, based on demand forecasting. [<i>This policy enabled the department to operate more like a competitive business without access to tax-based revenue.</i>] | |
| ADDITIONAL | Programming: R, Python, AMPL | |
| | Work leaves: Maternity leave, 2019 | |
| | Interests: Backcountry snowboarding (splitboarding), mountain biking, cycling | |