# Clare Snyder

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**Research Interests**

Behavioral operations management • Human-algorithm interaction • Frontline workers and technology

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| **Education** | UNIVERSITY OF MICHIGAN, ANN ARBOR, MI | 2019 – present |
| | Ross School of Business | |
| | PhD Technology and Operations | |
| | *Advised by Samantha Keppler and Stephen Leider* | |
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| | CORNELL UNIVERSITY, ITHACA, NY | 2015 – 2019 |
| | College of Engineering | |
| | BS Information Science, Systems, and Technology | |
| | Magna Cum Laude | |
| | *Advised by Siddhartha Banerjee* | |

**Research**

1. Snyder C, Keppler S, Leider S. 2024. Algorithm Reliance, Fast and Slow. *Management Science* (forthcoming). *[SSRN]*
· Selected for MSOM Service Management SIG 2023.
· 2024 INFORMS Service Science Best Student Paper Finalist.

2. Keppler S, Sinchaisri WP, Snyder C. 2024. Making ChatGPT Work for Me. Major Revision at *CSCW*. *[SSRN]*

**In Progress**

3. Snyder C, Keppler S, Leider S. 2024. Worker Reactions to (Fair) Algorithms.

4. Keppler S, Sinchaisri WP, Snyder C. 2024. Backwards Planning with Generative AI. *[SSRN]*

**Other Research**

5. Snyder C, Pogue BW, Jermyn M, et al. 2018. Algorithm development for intrafraction radiotherapy beam edge verification from Cherenkov imaging. *J Med Imaging (Bellingham)*, 5(1). *[Link]*

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| **Awards** | SERVICE SCIENCE BEST STUDENT PAPER (FINALIST) | 2024 |
| | INFORMS competition, for "Algorithm Reliance, Fast and Slow." | |
| | THOMAS W. LEABO SCHOLARSHIP | 2024 |
| | For academic and teaching excellence at Ross. | |
| | JAMES S. AND BONNIE B. REECE SCHOLARSHIP | 2024 |
| | For academic excellence in operations/marketing at Ross. | |
| | EMERITUS AWARD (NOMINEE) | 2021 |
| | T&O department nominee for best second-year PhD paper. | |
| | TAU BETA PI HONOR SOCIETY | 2018 |
| | NATIONAL MERIT SCHOLARSHIP | 2015 |

**Invited Talks**

· Dartmouth Tuck School of Business, 2024, Hanover, NH (*scheduled*)

**Conference Talks**

1. ALGORITHM RELIANCE, FAST AND SLOW.
· MSOM – Service SIG, 2023, Montreal, Canada
· Behavioral Operations Conference, 2023, Baltimore, MD
· POMS Annual Conference, 2023, Orlando, FL
· Conference on AI, ML, and Business Analytics, 2022, Boston, MA
· INFORMS Annual Meeting, 2022, Indianapolis, IN
· MSOM Annual Conference, 2022, Munich, Germany
· Behavioral Operations Conference, 2022, Fayetteville, AR
· POMS Annual Conference, 2022, virtual
· INFORMS Annual Meeting, 2021, Anaheim, CA

2. MAKING CHATGPT WORK FOR ME.
· POMS Annual Conference, 2024, Minneapolis, MN

3. WORKER REACTIONS TO (FAIR) ALGORITHMS.
· INFORMS Annual Meeting, 2024, Seattle, WA (*scheduled*)
· Behavioral Operations Conference, 2024, Boulder, CO
· POMS Annual Conference, 2024, Minneapolis, MN
· INFORMS Annual Meeting, 2023, Phoenix, AZ
· POMS Annual Conference, 2023, Orlando, FL

4. BACKWARDS PLANNING WITH GENERATIVE AI.
· POMS Annual Conference, 2024, Minneapolis, MN

| **Media Mentions** | Post-apocalyptic education. *One Useful Thing Newsletter*, 2024. *[Link]* |
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**Teaching**

INSTRUCTOR - UNIVERSITY OF MICHIGAN

| · TO 313: Operations Management | Fall 2022 |
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*Core BBA course. 76 students. Evaluation: 4.8/5.*

TEACHING ASSISTANT - UNIVERSITY OF MICHIGAN

| · TO 534 - *Online MBA Instructional Support Specialist* | 2024 |
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| · TO/BE 435 | 2023 − 2024 |
| · TO/BE 635 | 2022 − 2024 |
| · EMBA 610 | 2023 |
| · TO 502 | 2021 |
| · WMBA 623 | 2020 − 2021 |
| · EMBA 603 | 2020 − 2021 |

TEACHING ASSISTANT - CORNELL UNIVERSITY

| · ORIE 3800 - *Discussion Leader* | 2019 |
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| · CS 2800 - *Head TA* | 2017 − 2019 |
| · PHYS 1112 | 2016 − 2017 |

**Service**

REVIEWER
*Management Science*

SESSION CHAIR
INFORMS 2023, POMS 2024, INFORMS 2024

ROSS PHD FORUM

| Interim President | 2023 |
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| Social Chair | 2021 − 2023 |