Clare Snyder

Technology and Operations Area
Stephen M. Ross School of Business
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Research Interests

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

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

Publications

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.
   — *Job market paper.*

2. Keppler S, Sinchaisri WP, Snyder C. 2024. Making ChatGPT Work for Me. *CSCW* (forthcoming). *[SSRN]*
   — *CSCW is a top-ranked, peer-reviewed conference (∼25% acceptance rate).*

Working Papers

3. Keppler S, Sinchaisri WP, Snyder C. 2024. Backwards Planning with Generative AI. *[SSRN]*
   — *In preparation for submission to Management Science.*

Work In Progress

4. Snyder C, Keppler S, Leider S. 2024. Worker Reactions to (Fair) Algorithms.
   — *In preparation for submission to Management Science.*

5. Sinchaisri WP, Snyder C. Learning to Use Generative AI.
   — *In experiment design stage.*

Other Research   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]*

Media Mentions 1. ALGORITHM RELIANCE, FAST AND SLOW.
                  · *Ross Faculty News & Research*, 2024. *[Link]*
                  · *Michigan News*, 2024. *[Link]*

          3. BACKWARDS PLANNING WITH GENERATIVE AI.
                  · *Ethan Mollick — One Useful Thing Newsletter*, 2024. *[Link]*
                  · *The Conversation*, 2024. *[Link]*
                  · *The 74*, 2024. *[Link]*
                  · *Fast Company*, 2024. *[Link]*
                  · KCBS 106.9 FM/740 AM, September 29, 2024.

Awards   SERVICE SCIENCE BEST STUDENT PAPER (FINALIST)   2024
INFORMS Service Science Section
— *For "Algorithm Reliance, Fast and Slow." Selected from 78 submissions.*

THOMAS W. LEABO SCHOLARSHIP   2024
University of Michigan, Stephen M. Ross School of Business
— *For academic and teaching excellence: top 1–2 student instructors.*

JAMES S. AND BONNIE B. REECE SCHOLARSHIP   2024
University of Michigan, Stephen M. Ross School of Business
— *For academic excellence in operations/marketing.*

EMERITUS AWARD (NOMINEE)   2021
Technology and Operations Department
— *Department nominee for best second-year PhD paper.*

TAU BETA PI HONOR SOCIETY   2018
— *Indicating top 1/8 of junior class.*

NATIONAL MERIT SCHOLARSHIP   2015

Invited Talks   2024
         · Dartmouth Tuck School of Business, Hanover, NH

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

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

Teaching

INSTRUCTOR - UNIVERSITY OF MICHIGAN
· TO 313: Operations Management   Fall 2022
— *Core undergraduate course. 76 students. Evaluation: 4.8/5.*

TEACHING ASSISTANT - UNIVERSITY OF MICHIGAN
· TO 534: Introduction to Operations   2024
— *Instructional Support Specialist. Core online MBA course.*
· TO/BE 435: Behavioral Econ. and Behavioral Operations   2023 – 2024
— *Undergraduate elective.*
· TO/BE 635: Behavioral Econ. and Behavioral Operations   2022 – 2024
— *MBA elective.*
· EMBA 610: Data Analytics   2023
— *Executive MBA elective.*
· TO 502: Applied Business Statistics   2021
— *Core MBA course.*
· WMBA 623: Applied Business Analytics   2020 – 2021
— *Weekend MBA elective.*
· EMBA 603: Business Analytics and Statistics   2020 – 2021
— *Core Executive MBA course.*

TEACHING ASSISTANT - CORNELL UNIVERSITY
· ORIE 3800: Information Systems and Analysis   2019
— *Discussion leader.*

	· CS 2800: Discrete Structures	2017 – 2019
	— *Head TA.*	
	· PHYS 1112: Physics I: Mechanics and Heat	2016 – 2017

TUTOR - CORNELL ENGINEERING LEARNING INITIATIVES
· ENGRD 2700: Basic Engineering Probability and Statistics   2017 – 2019

Service

REVIEWER
Management Science

SESSION CHAIR
INFORMS 2023, POMS 2024, INFORMS 2024, POMS 2025

GRADUATE STUDENT INSTRUCTOR PANEL   2023 – 2024
— *Invitation based on past teaching success.*

NEW PHD STUDENT WELCOME PANEL   2022 – 2023

ROSS PHD FORUM
· Interim President   2023
· Social Chair   2021 – 2023

Skills

PROGRAMMING
z-Tree, R, Stata, JavaScript, Python, HTML, CSS, PHP, MATLAB, SQL, Java, AMPL.

RESEARCH METHODS AND OTHER TOOLS
Experiment design, survey design, interviewing and observations, Qualtrics, Prolific recruiting, z-Tree *unleashed.*

Personal

HOBBIES
NYT crossword, indoor cycling, reading, Nordic skiing, hiking.