

Clare Snyder

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Technology, Operations, & Statistics

Leonard N. Stern School of Business

New York University

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🌐 claresny.github.io

Research Interests

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

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| Employment | NEW YORK UNIVERSITY, NEW YORK, NY Stern School of Business Assistant Professor of Technology, Operations, & Statistics | 2025 – present |
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| Education | UNIVERSITY OF MICHIGAN, ANN ARBOR, MI Ross School of Business PhD Technology and Operations — <i>Committee: Samantha Keppler (Co-Chair), Stephen Leider (Co-Chair), Tanya Rosenblat, Park Sinchaisri.</i> | 2019 – 2025 |
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| | CORNELL UNIVERSITY, ITHACA, NY College of Engineering BS Information Science, Systems, and Technology — <i>Magna Cum Laude.</i> — <i>Advisor: Siddhartha Banerjee.</i> | 2015 – 2019 |
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| Publications | 1. Snyder C, Keppler S, Leider S. 2024. Algorithm Reliance, Fast and Slow. <i>Management Science</i> . [Link] |
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| | 2. Keppler S, Sinchaisri WP, Snyder C. 2025. Making ChatGPT Work for Me. <i>PACM HCI</i> . [Link] |
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| Working Papers | 3. Keppler S, Sinchaisri WP, Snyder C. 2025. Backwards Planning with Generative AI. [SSRN] |
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| Work In Progress | 4. Snyder C, Keppler S, Leider S. 2025. Worker Reactions to (Fair) Algorithms. |
| | 5. Sinchaisri WP, Snyder C. 2025. Learning to Use Generative AI. |

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| Other Research | Snyder C, Pogue BW, Jermyn M, et al. 2018. Algorithm development for intrafraction radiotherapy beam edge verification from Cherenkov imaging. <i>J Med Imaging (Bellingham)</i> , 5(1). [Link] | |
| Media Mentions | <ol style="list-style-type: none"> 1. ALGORITHM RELIANCE, FAST AND SLOW. <ul style="list-style-type: none"> · Ross Faculty News & Research, 2024. [Link] · Michigan News, 2024. [Link] 3. BACKWARDS PLANNING WITH GENERATIVE AI. <ul style="list-style-type: none"> · 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 | <p>DEI PHD STUDENT RESEARCH AWARD University of Michigan, Stephen M. Ross School of Business — For “Worker Reactions to (Fair) Algorithms.”</p> <p>SERVICE SCIENCE BEST STUDENT PAPER FINALIST INFORMS Service Science Section — For “Algorithm Reliance, Fast and Slow.”</p> <p>THOMAS W. LEABO SCHOLARSHIP University of Michigan, Stephen M. Ross School of Business</p> <p>JAMES S. AND BONNIE B. REECE SCHOLARSHIP University of Michigan, Stephen M. Ross School of Business</p> <p>EMERITUS AWARD NOMINEE Technology and Operations Department</p> <p>TAU BETA PI HONOR SOCIETY</p> <p>NATIONAL MERIT SCHOLARSHIP</p> | <p>2025</p> <p>2024</p> <p>2024</p> <p>2024</p> <p>2021</p> <p>2018</p> <p>2015</p> |
| Invited Talks | <p>2024</p> <ul style="list-style-type: none"> · Dartmouth Tuck School of Business, Hanover, NH | |
| Conference Talks | <ol style="list-style-type: none"> 1. ALGORITHM RELIANCE, FAST AND SLOW. <ul style="list-style-type: none"> · M&SOM – 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
- M&SOM 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.**

- POMS Annual Conference, 2025, Atlanta, GA
- 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

UNIVERSITY OF MICHIGAN

- TO 313: Operations Management

Fall 2022

— 76 students. Evaluation: 4.8/5.

Service

REVIEWER

Management Science, Manufacturing & Service Operations Management, Production and Operations Management, M&SOM Conference

SESSION CHAIR

INFORMS 2023, POMS 2024, INFORMS 2024, POMS 2025, INFORMS 2025