

# Deniz Şimşek

---

## EDUCATION

### Kellogg School of Management, Northwestern University

Evanston, IL, USA

*Ph.D. in Operations Management*2021 - 2026 (*expected*)

- Advisors: Achal Bassamboo and Ohad Perry (SMU)
- Research Interests: Service operations with customer behavior, queueing systems.

### Department of Industrial Engineering, Bilkent University

Ankara, Turkey

*M.Sc. in Industrial Engineering*

2019 - 2021

- Advisor: M. Selim Aktürk
- Master's Thesis: *Airline Scheduling to Minimize Operational Costs and Variability*

*B.Sc. in Industrial Engineering*

2014 - 2020

## JOURNAL PUBLICATIONS

1. “Resilient Airline Scheduling while Minimizing Delay Risks,” with M. Selim Aktürk. ***Transportation Research Part C***, 2022. <https://doi.org/10.1016/j.trc.2022.103734>

## SUBMITTED FOR PUBLICATION

2. “A Unified Fluid Model for Large Service Systems with Patience- or Delay-Dependent Service Times,” with Achal Bassamboo, Ohad Perry, and Chenguang (Allen) Wu. Under review at ***Operations Research***. <https://ssrn.com/abstract=5530258>

## WORK IN PROGRESS

3. “Design and Control of Large Service Systems with Delay-Dependent Service Times,” with Achal Bassamboo and Ohad Perry.
4. “Burning Daylight: Rational Abandonments under a Time Budget,” with Achal Bassamboo and Martin Lariviere.

## TALKS AND CONFERENCES

### Design and Control of Large Service Systems with Delay-Dependent Service Times

- INFORMS Annual Meeting, Atlanta, USA October 2025
- Applied Probability Society (APS) Conference, Atlanta, USA July 2025
- MSOM Conference, London, UK June 2025
- Poster Presentation – Chicago Operations Workshop, USA June 2025

### A Unified Fluid Model for Large Service Systems with Patience- or Delay-Dependent Service Times

- Purdue SCOM Conference, West Lafayette, USA August 2025
- Applied Probability Society (APS) Conference, Atlanta, USA July 2025
- 35<sup>th</sup> Annual POMS Conference, Atlanta, USA May 2025
- INFORMS Annual Meeting, Seattle, USA October 2024
- Poster Presentation – Chicago Operations Workshop, Chicago, USA June 2024
- INFORMS Annual Meeting, Phoenix, USA October 2023

### Resilient Airline Scheduling while Minimizing Delay Risks

- INFORMS Annual Meeting, Indianapolis, USA October 2022
- YAEM (Turkish OR/IE Society) Annual Meeting, İstanbul, Turkey July 2021

TEACHING EXPERIENCE	<b>Kellogg School of Management, Northwestern University</b>	Evanston, IL, USA
	<i>Teaching Assistant in Operations Management</i>	
	<i>MBA Core Courses</i>	
	• Operations Management	Spring, Summer 2023
	<i>MBA Elective Courses</i>	
	• Supply Chain Management	Spring 2025
	• Data Science with Large Language Models	Fall 2024
	• Applied Advanced Analytics	Spring 2024
	• Humanitarian and Non-Profit Operations	Winter 2023, 2024
	• Decision Models and Prescriptive Analytics	Winter, Fall 2023
	<i>PhD Core Courses</i>	
	• Stochastic Foundations II	Spring 2024, 2025
	<b>Bilkent University</b>	Ankara, Turkey
	<i>Graduate Teaching Assistant in Industrial Engineering</i>	
	• Operations Scheduling, undergraduate elective	Fall 2019, 2020
	• Production Information Systems, undergraduate core	Spring 2020
	<i>Undergraduate Teaching Assistant in Industrial Engineering</i>	
	• Production Information Systems, undergraduate core	Spring 2019
	• Simulation, undergraduate core	Fall 2018
	<i>Undergraduate Teaching Assistant in Computer Science</i>	
HONORS AND AWARDS	• Introduction to Programming, undergraduate core	Spring, Fall 2017
	• Introduction to Computing for Engineers, undergraduate core	Fall 2016
	• Fellowship of Kellogg School of Management for PhD Program	2021 - Present
	• Finalist, INFORMS AAS Student Presentation Competition	2022
	• Scholarship, The Scientific and Technological Research Council of Turkey	2019 - 2021
	• High Honor in Industrial Engineering, Bilkent University	2016 - 2021
	• B.Sc. and M.Sc. Full Tuition Support and Scholarship, Bilkent University	2014 - 2021
	<b>IBM Turkey</b>   Istanbul, Turkey	Summer 2018
	• Operations intern in the Client Center department.	
	• Helped coding a robotic arm designed for a supply chain project of the company.	
INDUSTRY EXPERIENCE	<b>Cimsa</b>   Eskisehir, Turkey	Summer 2017
	• Production systems intern. Observed the manufacturing processes of different kinds of cement and examined the optimization techniques used for production planning.	
	<b>INFORMS Pride Forum</b>	
	<i>Voting Board Member</i>	April 2023 - Present
	• Served as an inaugural board member of the forum supporting LGBTQ+ members and allies within the INFORMS community.	
	<b>Operations Student Life Committee, Kellogg School of Management</b>	
	<i>Vice President</i>	Fall 2023 - Summer 2024
	• Organized research seminars given by students and faculty of the Operations group at the Kellogg School of Management.	
	<b>Additional Information</b>	
	<b>Languages:</b> Turkish (native), English (working proficiency).	
	<b>Programming:</b> R, C, MATLAB, Java, Python.	