

EDUCATION

| | |
|--|---------------------------------|
| Kellogg School of Management, Northwestern University | Evanston, IL, USA |
| <i>Ph.D. in Operations Management</i> | 2021 - 2026 (<i>expected</i>) |
| • Advisors: Achal Bassamboo and Ohad Perry (SMU) | |
| • Research Interests: Service operations with customer behavior, queueing systems. | |
| Department of Industrial Engineering, Bilkent University | Ankara, Turkey |
| <i>M.Sc. in Industrial Engineering</i> | 2019 - 2021 |
| • Advisor: M. Selim Aktürk | |
| • Master's Thesis: <i>Airline Scheduling to Minimize Operational Costs and Variability</i> | |
| <i>B.Sc. in Industrial Engineering</i> | 2014 - 2029 |

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
- 35th 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 | Kellogg School of Management, Northwestern University | 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 |
| Bilkent University | | 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> | |
| | • Introduction to Programming, undergraduate core | Spring, Fall 2017 |
| | • Introduction to Computing for Engineers, undergraduate core | Fall 2016 |
| HONORS AND AWARDS | • 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 |
| INDUSTRY EXPERIENCE | IBM Turkey 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. | |
| | Cimsa 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. | |
| SERVICE | INFORMS Pride Forum | |
| | <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. | |
| | Operations Student Life Committee, Kellogg School of Management | |
| | <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. | |
| ADDITIONAL INFORMATION | Languages: Turkish (native), English (working proficiency). | |
| | Programming: R, C, MATLAB, Java, Python. | |