

## EDUCATION

<b>Kellogg School of Management, Northwestern University</b>	Evanston, IL, USA
<i>Ph.D. in Operations Management</i>	2021 - 2026 ( <i>expected</i> )
<ul style="list-style-type: none"> <li>Advisors: Achal Bassamboo and Ohad Perry</li> <li>Research Interests: Service operations, queueing theory, large-scale service systems.</li> </ul>	
<b>Department of Industrial Engineering, Bilkent University</b>	Ankara, Turkey
<i>M.Sc. in Industrial Engineering</i>	2019 - 2021
<ul style="list-style-type: none"> <li>Advisor: M. Selim Aktürk</li> <li>Master's Thesis: <i>Airline Scheduling to Minimize Operational Costs and Variability</i></li> </ul>	
<i>B.Sc. in Industrial Engineering</i>	2014 - 2019

## 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>

## WORKING PAPERS

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. Submitted to ***Operations Research***. Available at: <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

<b>Design and Control of Large Service Systems with Delay-Dependent Service Times</b>	
• ( <i>Upcoming</i> ) INFORMS Annual Meeting, Atlanta, USA	October 2025
• INFORMS APS Conference, Atlanta, GA	July 2025
• INFORMS MSOM Conference, London, UK	June 2025
• Poster Presentation – Chicago Operations Workshop, USA	June 2025
<b>A Unified Fluid Model for Large Service Systems with Patience- or Delay-Dependent Service Times</b>	
• Purdue SCOM Conference, West Lafayette, IN	August 2025
• INFORMS APS Conference, Atlanta, GA	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
<b>Resilient Airline Scheduling while Minimizing Delay Risks</b>	
• INFORMS Annual Meeting, Indianapolis, USA	October 2022
• YAEM (Turkish OR/IE Society) Annual Meeting, İstanbul, Turkey	July 2021

## TEACHING

<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

*PhD Core Courses*

- Stochastic Foundations II Spring 2024, 2025

**Bilkent University**

Ankara, Turkey

*Graduate Teaching Assistant in Industrial Engineering*

- Operations Scheduling, undergraduate elective Fall 2019, 2020
- Production Information Systems, undergraduate core Spring 2020

*Undergraduate Teaching Assistant in Industrial Engineering*

- Production Information Systems, undergraduate core Spring 2019
- Simulation, undergraduate core Fall 2018

*Undergraduate Teaching Assistant in Computer Science*

- 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
- National MSc/MA 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**

*Voting Board Member*

April 2023 - Present

- Involved in establishing the Pride Forum to support LGBTQ+ members and allies within the INFORMS community.
- Served as an inaugural board member of the forum and participated actively in the mentorship subcommittee to promote inclusive mentorship initiatives.

**Operations Student Life Committee, Kellogg School of Management**

*Vice President*

Fall 2023 - Summer 2024

- Organized research seminars given by students and faculty of the Operations group at the Kellogg School of Management.
- Participated in the events co-organized with the NU INFORMS Student Chapter.

**ADDITIONAL INFORMATION**

**Languages:** Turkish (native), English (working proficiency).

**Programming:** R, C, MATLAB, Java, Python.