

Martin Gonzalez Cabello

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RESEARCH INTERESTS

AI and Organizations · Crowdwork Platforms · Fairness in Digital Labor · Empirical Operations Management

EDUCATION

UCLA Anderson School of Management	Los Angeles, CA
PhD Candidate in Decisions, Operations, and Technology Management	2021 - 2027
• Dissertation Committee: Charles Corbett, Auyon Siddiq, Felipe Caro, Brett Hollenbeck	
MIT Sloan School of Management	Cambridge, MA
Master of Business Administration (MBA)	2013 - 2015
• Entrepreneurship & Innovation Track	
Illinois Institute of Technology	Chicago, IL
Master in Industrial Technology & Operations	2010
• Joint degree program with Universidad Politécnica de Madrid	
Universidad Politécnica de Madrid	Madrid, Spain
B.Sc. & M.Sc. in Industrial Engineering	2005 - 2009
• Research Intern: Applied Mathematics (2007) and Business Administration (2008)	

PUBLICATIONS

Fairness in Crowdwork: Making the Human AI Supply Chain More Humane
with A. Siddiq, C. Corbett and C. Hu. *Business Horizons* (2025), vol. 68, No. 5: 645-657

WORKING PAPERS

First Impressions Matter: Task Frictions and Retention (<i>Job Market Paper</i>)	2026
with A. Siddiq, C. Corbett and A. Gordon	
Searching for Serendipity	2026
with I. Tucker and O. Sorenson, <i>Submitted to Strategic Management Journal</i>	
The Impact of Information Systems on Experts' Decisions	2026
with J.P. Atal, J. Ale-Chilet and A. Benitez, <i>Submitted to American Economic Journal: Applied Economics</i>	

CONFERENCE PRESENTATIONS & TALKS

First Impressions Matter: Task Frictions and Retention

- INFORMS Annual Meeting, Atlanta, GA (2025)

Fairness in Crowdwork: Making the Human AI Supply Chain More Humane

- DSI Annual Conference, Phoenix, AZ (2024)
- INFORMS Annual Conference, Seattle, WA (2024)
- POMS Annual Conference, Minneapolis, MN (2025)
- INFORMS Annual Conference, Phoenix, AZ (2023)

TEACHING

UCLA Anderson School of Management	Los Angeles, CA
Teaching Assistant	2022 - Present
<ul style="list-style-type: none"> • Data and Decisions – MBA Core (140 students), 2022-2025 • Optimization – MSBA (30 students), 2025 • Prescriptive Models & Data Analytics – MSBA (30 students), 2024 • Operations and Technology Management – Global Executive MBA (40 students), 2024 	
Universidad Politécnica de Madrid	Madrid, Spain
Teaching Assistant	2009
<ul style="list-style-type: none"> • Introduction to Organizations – IMIM (30 students), 2009 	

WORK EXPERIENCE

ACHS (Safety Association of Chile)	Santiago, Chile
Head of Advanced Analytics	2019 - 2021
<ul style="list-style-type: none"> • Created and led the analytics department, applying machine learning to healthcare and job safety decision-making • Launched the Research and Innovation area, promoting collaboration with universities and startups across ~10 projects • Project sponsor at MIT Analytics Lab (2020), providing data, guidance, and computing resources to the student team 	
Head of Customer Experience, Analytics and Remote Channels	2018 - 2019
<ul style="list-style-type: none"> • Designed strategies and products to improve customer satisfaction for workers (B2C) and companies (B2B) • Created the analytics area from scratch to support data-driven decision-making across the organization • Managed the call center (~200 agents) and digital channels (public and transactional sites) 	
Asociación DEC Chile	Santiago, Chile
Founder and President	2018 - 2021
<ul style="list-style-type: none"> • Founded the Chilean chapter of the Association for the Development of Customer Experience 	
Oliver Wyman	Madrid, Spain; New York, NY
Management Consultant	2011 - 2017
<ul style="list-style-type: none"> • Based in Madrid and New York with global projects across Europe, Latin America, the Middle East and the US • Focused on Financial Services and Telecommunications industries • Led engagements in strategy, digital transformation, advanced analytics, and value proposition design 	
Thinkids Project	Madrid, Spain
Co-Founder	2012 - 2020
<ul style="list-style-type: none"> • Co-founded an organization teaching entrepreneurship to children (ages 8-14) in five countries 	
Telefonica	Madrid, Spain
Global Affairs and New Ventures - MBA Intern	Summer 2014
<ul style="list-style-type: none"> • Analyzed the global EdTech startup ecosystem, identifying key indicators, trends, and investment opportunities 	
Accenture	Madrid, Spain
Management Consultant Intern	2009 - 2010
<ul style="list-style-type: none"> • Full-time management consulting internship 	

OTHER SKILLS

- **Additional Education:** MITx MicroMasters in Data Science (2020–2021); MIT Sloan Data Analytics Certificate (2020); Universidad de Chile Data Analytics Diploma (2019)
- **Technical:** Python (pandas, numpy, scikit-learn), R, SQL, LaTeX, Jekyll/Liquid
- **Languages:** Spanish (Native), English (Fluent), Portuguese (Advanced), French (Basic)