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Academic Positions

Assistant Professor, Haas School of Business, University of California, Berkeley Operations and Information Technology Management	7/2021–
Lecturer, The Wharton School, University of Pennsylvania Operations, Information, and Decisions	7/2021–8/2021

Education

The Wharton School, University of Pennsylvania Ph.D. in Operations, Information, and Decisions A.M. in Statistics	9/2016–5/2021
Massachusetts Institute of Technology S.M. in Computation for Design and Optimization	9/2013–2/2016
Brown University Sc.B. in Computer Engineering and Applied Mathematics-Economics	9/2008–5/2012

Research

PAPERS UNDER REVIEW/REVISION

1. The Impact of Behavioral and Economic Drivers on Gig Economy Workers
 - Coauthors: Gad Allon, Maxime Cohen
 - Outlet: Major Revision (1st Round) at *Manufacturing and Service Operations Management*
 - Best Paper: 2019 Academy of Management, Operations and Supply Chain Management Division
 - 2nd Place: 2019 People Analytics Conference Research Paper Competition
 - 3rd Place: 2019 INFORMS Behavioral Operations Management Best Working Paper
 - Finalist: 2020 POMS College of Behavioral Operations Junior Scholar Paper Competition
2. Markdown Pricing with Quality Perception
 - Coauthors: Rim Hariss, Georgia Perakis, Yanchong Karen Zheng
 - Outlet: Major Revision (2nd Round) at *Manufacturing and Service Operations Management*
 - Honorable Mention: 2017 MIT Operations Research Center Best Student Paper
3. Improving Human Decision-Making with Machine Learning
(Previous title: "Learning Best Practices: Can Machine Learning Improve Human Decision-Making?")
 - Coauthors: Hamsa Bastani, Osbert Bastani
 - Outlet: Under review at *Nature*
 - Finalist: 2021 INFORMS Behavioral Operations Management Best Working Paper Award
 - Finalist: 2021 INFORMS TIMES Best Working Paper Award
 - 2nd Place: 2021 POMS College of Behavioral Operations Junior Scholar Paper Competition

4. Community Vibrancy and Its Relationship with Safety in Philadelphia
 - Coauthors: Shane Jensen
 - Outlet: Accepted at *PLoS ONE*

WORKING PAPERS

5. The Structural Behavioral Model of Gig Economy Workers
 - Coauthors: Gad Allon, Maxime Cohen, Ken Moon
 - Outlet: In preparation for submission to *Management Science*

WORK IN PROGRESS

6. Signaling Quality and Speed through Staffing Decisions (with Serguei Netessine)
7. An Empirical Analysis of Telehealth Consultations (with Gad Allon, Christian Terwiesch)

Selected Awards and Honors

Finalist, INFORMS Behavioral Operations Management Best Working Paper Award	2021
Finalist, INFORMS TIMES Best Working Paper Award	2021
2 nd Place, POMS College of Behavioral Operations Junior Scholar Paper Competition	2021
Finalist, POMS College of Behavioral Operations Junior Scholar Paper Competition	2020
Best Paper in Operations and Supply Chain Management, Academy of Management	2019
2 nd Place, Wharton People Analytics Conference Research Paper Competition	2019
3 rd Place, INFORMS Behavioral Operations Management Best Working Paper Award	2019
Excellence in Student and Community Engagement Award	2019
Goldberg Barclay Fellowship (<i>Best research in the area of entrepreneurship</i>)	2018
2 nd Place, Wharton People Analytics Conference Case Competition	2018
Honorable Mention, MIT Operations Research Center Best Student Paper	2017
Albert M. Greenfield Intercultural Center Award	2017
Sigma Xi (<i>The Scientific Research Honor Society</i>)	2012
Karen T. Romers Undergraduate Teaching and Research Award	2011
Omicron Delta Epsilon (<i>International Economics Honor Society</i>)	2011
Tau Beta Pi (<i>Top 1/8th of Engineering juniors at Brown</i>)	2010
Converse Prize for General Excellence in Mathematics	2008
Fred Tuttle Prize for Excellence in Physics	2008
Tabor Book Award for Excellence in Statistics	2008

Selected Fellowships and Grants

Mack Institute Research Fellowship (\$11,500)	2019–2021
George James Term Fund Award (\$500)	2019
Baker Retailing Center Research Grant (\$5,000)	2018–2021
Russell Ackoff Doctoral Student Fellowship (\$3,285)	2018–2021
Wharton Social Impact Initiative Fellowship (\$5,000)	2018–2020
Wharton Doctoral Fellowship	2016–2021
MIT Graduate Research/Teaching Assistantship	2014–2016
UCLA IPAM Research in Industrial Projects Fellowship (\$3,500)	2010

Invited Academic Talks

- 2021 Utah Eccles (OM&IS); NUS Business School (A&O); CSUN David Nazarian (Systems & OM); Bucknell Freeman (Business Analytics); MIT (Center for Transportation & Logistics); NEOMA Business School (SCM); Singapore University of Technology & Design (Engineering Systems & Design); UCL School of Management (O&T); UVA Darden (TOM); UC Berkeley Haas (Marketing/OITM); Penn (Center for Human Resources); Stanford (Center for Work, Technology & Organization)
- 2020 Penn (CIS); Wharton (Mack Institute/OIDD); UC Berkeley Haas (OITM); HKUST Business School (ISOM); Sungkyunkwan GSB (Decision Sciences); Notre Dame Mendoza (ITAO); CUHK Engineering (SEEM); Oxford Saïd (TOM); BC Carroll (Business Analytics); Singapore Management University LKCSB (OM); HEC Paris (IS&OM); Shanghai Jiao Tong Antai (Management Science)
- 2019 Wharton (Baker Retailing Center/Mack Institute); NYU Stern (IOMS); City of Philadelphia (Office of Innovation & Technology)

Invited Conference Presentations

- 2021 POMS Annual Conference (×4); Service Management SIG; MSOM Conference; INFORMS Revenue Management & Pricing Conference; ICML Workshops (Human-AI Collaboration in Sequential Decision-Making/Reinforcement Learning for Real Life/Human in the Loop Learning); EC Workshop (Operations of People-Centric Systems); International Conference on Computational Social Science; AOM Annual Meeting; INFORMS Workshop on Data Mining and Decision Analytics; INFORMS Annual Meeting (×4); DSI Conference (×2)
- 2020 Kellogg-Wharton Operations Management Workshop; Empirical Workshop in Operations Management; INSEAD-Wharton Doctoral Consortium; INFORMS Workshop on Data Mining and Decision Analytics; INFORMS Annual Meeting (×4)
- 2019 Wharton People Analytics Conference; POMS Annual Conference (×2); Trans-Atlantic Doctoral Conference; Service Operations SIG; AOM Annual Meeting; INFORMS Annual Meeting (×4); Wharton-INSEAD Doctoral Consortium
- 2018 Wharton People Analytics Conference; Penn Institute for Urban Research Doctoral Symposium; Behavioral Decision Research in Management Conference; Behavioral Operations Conference; MSOM Conference; INSEAD-Wharton Doctoral Consortium; INFORMS Annual Meeting (×2)
- 2017 Wharton-INSEAD Doctoral Consortium; POMS Annual Conference; MSOM Conference
- 2016 INFORMS Revenue Management & Pricing Conference; Behavioral Operations Conference; INFORMS Annual Meeting
- 2015 MSOM Conference; INFORMS Annual Meeting

Teaching Experience

Instructor, Haas School of Business, University of California, Berkeley

UGBA 141: Production and Operations Management (UG Elective), Spring 2022

Instructor, The Wharton School, University of Pennsylvania

OIDD 001: Prescriptive Analytics (Wharton Pre-Baccalaureate Program), Summer 2021

Instructor/Mentor, The Wharton School, University of Pennsylvania

OIDD 299: Judgment and Decision Making Research Immersion (UG Elective), Spring 2019, Fall 2019, Spring 2020, Fall 2020, Spring 2021

Teaching Assistant, The Wharton School, University of Pennsylvania

OIDD 236: Scaling Operations in Technology Ventures (UG Elective), Spring 2021

OIDD 636: Scaling Operations: Linking Strategy and Execution (MBA Elective), Spring 2021

OIDD 611: Quality and Productivity (MBA/EMBA Core), Fall 2019, Spring 2020, Fall 2020, Spring 2021
Executive Education for The Vanguard Group (Lean Operations), Fall 2019

OIDD 615: Operations Strategy (EMBA Core), Spring 2019

OIDD 101: Introduction to Operations, Information, and Decision (UG Core), Fall 2018

Teaching Assistant, Massachusetts Institute of Technology

15.730: Data, Models, and Decisions (EMBA Core), Spring 2015 (*Evaluation: 4.35/5*)

1.200: Transportation Systems Analysis: Performance and Optimization (SM/PhD Core), Fall 2014
(*Evaluation: 6.3/7*), Fall 2015 (*Evaluation: 6.4/7*)

Teaching Assistant, Brown University

CSCI 40: Introduction to Scientific Computing and Problem Solving, Spring 2012

ENGN 900: Managerial Decision Making, Spring 2012

Service, Leadership, and Academic Activities

Refereeing Service for Journals/Conferences/Competitions

Referee for the following journals: *Management Science*, *Manufacturing and Service Operations Management*, *Production and Operations Management*, *Service Science*, *PLoS ONE*

Reviewer for the following conferences: MSOM Service Operations SIG (2020–2021), Wharton-INSEAD Doctoral Consortium (2018–2020), Wharton Innovation Doctoral Symposium (2019)

Reviewer for the following competitions: INFORMS BOM Best Working Paper (2021), POMS CBOM Best Junior Scholar Paper (2021), INFORMS TIMES Best Working Paper (2020)

Other Service and Leadership

Recruiting Committee, UC Berkeley Haas OITM	2021–
Panelist and Mentor, IDDEAS@Wharton	2020–2021
Panelist, US Department of Education <i>Upward Bound</i> Program	2020
PhD Student Seminar Coordinator, Wharton OID	2018–2019
Graduate Associate, Stouffer College House	2017–2021
Executive Board and PhD Student Mentor, Wharton Doctoral Council	2017–2021
OM Journal Club Coordinator, Wharton OID	2017–2018
Student Advisory Board, Weingarten Learning Resources Center	2016–2019
Mentor, Penn Graduate-Undergraduate Mentoring Program	2016–2017
President, Thai Students at MIT	2014–2015
Social Chair, MIT Association of Computational Science and Engineering Students	2014–2015
Publicity Committee, MIT Ashdown House	2014–2015
IS&T Student Technology Advisory Board (ISTAB), MIT	2013–2014
College Hire Committee, Oracle Corporation	2012–2013
President, Brown Thai Students Association	2010–2011

Other Academic Activities

Summer Institute in Machine Learning and Economics, Chicago Booth	2021
Certificate in Social, Cognitive, and Affective Neuroscience, Penn	2021
Behavioral Operations Management Summer Institute, Michigan Ross	2019

Penn Institute for Urban Research Affiliated Scholar	2017–2021
Kaufman Teaching Certificate, MIT	2014
Certificate in Business for Arts, Sciences, and Engineering, UC Berkeley Haas	2009

Student Advising

Undergraduate Students (Initial placement)

Lorry Wu, Wharton '23
 Stephen Lin, Penn '22 (*Master of Behavioral and Decision Sciences, Penn*)
 Canary Zhu, Xi'an Jiaotong '21 (*Ph.D. in Information Systems and Management, CMU*)
 Arianna Samet, Wharton '20 (*Amazon*)
 Sarah Kim, Wharton '20 (*Accenture*)

Consulting/Industry Experience

Research Advisor, PLG Partners (Singapore)	2021–
Director of Marketing/Senior Advisor, TEDxPenn (Philadelphia, PA)	2017–2019
Data Scientist (Strategy & Operations), Deloitte Consulting (Boston, MA)	2016
Securities Strats Summer Analyst, Goldman Sachs (New York, NY)	2014
Software Engineer, Oracle (Redwood City, CA)	2012–2013
Corporate Acturial Analyst Intern, American International Assurance (Bangkok, Thailand)	2010–2011
RIPS Summer Intern, Symantec (Los Angeles, CA)	2010

Skills

Mathematical/Statistical Tools: R, MATLAB, Mathematica, Gurobi
Programming: Java, Python, SQL, JavaScript, HTML, CSS
Languages: English (professional), Thai (native), Japanese (beginner, N5)