# Wichinpong **Park Sinchaisri**

Ph.D. Candidate in Operations Management
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## Research Interests

Behavioral and empirical operations management, gig economy, future of work, people analytics, human-AI interface, applied machine learning, pricing, urban operations, smart cities, computational social science

## Education

**The Wharton School, University of Pennsylvania**, Philadelphia, PA                2016–2021 (expected)
*Ph.D. Candidate in Operations, Information, and Decisions (Operations Management)*
*A.M. Candidate in Statistics*
*Certificate in Social, Cognitive, and Affective Neuroscience*
Wharton Social Impact Initiative Fellow
Penn Institute for Urban Research Affiliated Ph.D. Scholar
Advisors: Gad Allon (Primary), Hamsa Bastani, Ken Moon, Serguei Netessine

**Stephen M. Ross School of Business, University of Michigan**, Ann Arbor, MI                2019
*Behavioral Operations Management Summer Institute*

**Massachusetts Institute of Technology**, Cambridge, MA                2013–2016
*S.M. Computation for Design and Optimization*, GPA: 5.0/5.0
2014 Kaufman Teaching Certificate Program
Thesis: Pricing with Quality Perception: Theory and Experiment
Advisors: Georgia Perakis, Yanchong (Karen) Zheng

**Brown University**, Providence, RI                2008–2012
*Sc.B. Computer Engineering and Applied Mathematics-Economics*, GPA: 3.9/4.0
Honors: Tau Beta Pi, Omicron Delta Epsilon, Sigma Xi

**Walter A. Haas School of Business, University of California**, Berkeley, CA                2009
*Certificate in Business for Arts, Sciences, and Engineering*

## 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*
   - Finalist: 2020 POMS College of Behavioral Operations Junior Scholar Paper Competition
   - 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

- 2018 Baker Retailing Center Research Grant
- 2018 Russell Ackoff Doctoral Student Fellowship

2. Markdown Pricing with Quality Perception

   - Coauthors: Rim Hariss, Georgia Perakis, Yanchong Zheng
   - Outlet: Major Revision (2nd Round) at *Manufacturing and Service Operations Management*
   - Honorable Mention: 2017 MIT Operations Research Center Best Student Paper

3. Community Vibrancy and Its Relationship with Safety in Philadelphia

   - Coauthors: Shane Jensen
   - Outlet: Under Review at *PLoS One*
   - 2018–2020 Wharton Social Impact Initiative Fellowship

WORKING PAPERS

4. Learning Best Practices: Can Machine Learning Improve Human Decision-Making?

   - Coauthors: Hamsa Bastani, Osbert Bastani
   - Outlet: In preparation for submission to *PNAS/Management Science*
   - 2020 Russell Ackoff Doctoral Student Fellowship
   - 2019–2020 Mack Institute for Innovation Management Research Fellowship

WORK IN PROGRESS

5. The Structural Behavioral Model of Gig Economy Workers (with Gad Allon, Maxime Cohen, Ken Moon)

   - 2020 Mack Institute for Innovation Management Research Fellowship
   - 2019 Russell Ackoff Doctoral Student Fellowship
   - 2019 Fishman Davidson Center for Service and Operations Management Research Grant

6. Signaling Quality and Speed Through Staffing Decisions (with Serguei Netessine)

   - 2020 Mack Institute for Innovation Management Research Fellowship

7. Scheduling Customers and Resources in the On-Demand Economy: An Empirical Analysis of Telehealth Consultations (with Gad Allon, Christian Terwiesch)

   - 2020 Mack Institute for Innovation Management Research Fellowship

8. Team Dynamics in Healthcare: A Qualitative Study of a Suicide Prevention Unit (with Cadence Bowden, Stephanie Doupnik)

SELECTED OTHER WRITINGS

9. Baum, Alexander, Mariela Hernandez, and **Park Sinchaisri**. Tusculum Square: A Healing Gateway to Kensington. (2019) *Panorama*.

10. **Sinchaisri, Park**, and Titipat Achakulvisut. Biases and (Dis)agreement in Fellowship Selection Process: Insights and Strategies. (2018) *Wharton People Analytics Conference Student Case Competition*.

11. Cairns, Jillian, Jennifer Nguyen, **Park Sinchaisri**, and Xingxin Zhong. Modeling with Too Much Training Data. (2010) *RIPS Program at the Institute for Pure and Applied Mathematics, UCLA*.

## Selected Honors and Awards

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|---|---|
| Mack Institute Research Fellowship ($7,500) | 2020 |
| Finalist, 2020 POMS College of Behavioral Operations Junior Scholar Paper Competition | 2020 |
| Russell Ackoff Doctoral Student Fellowship ($1,500) | 2020 |
| Best Paper in Operations and Supply Chain Management, Academy of Management ($500) | 2019 |
| 2nd Place, Wharton People Analytics Conference Research Paper Competition ($3,000) | 2019 |
| 3rd Place, INFORMS Behavioral Operations Management Best Working Paper Award | 2019 |
| Excellence in Student and Community Engagement Award | 2019 |
| Mack Institute Research Fellowship ($4,000) | 2019 |
| Russell Ackoff Doctoral Student Fellowship ($1,000) | 2019 |
| George James Term Fund Award ($500) | 2019 |
| Baker Retailing Center Research Grant ($5,000) | 2018–2021 |
| Wharton Social Impact Initiative Fellowship ($5,000) | 2018–2020 |
| Goldberg Barclay Fellowship (*Best research in the area of entrepreneurship*) ($500) | 2018 |
| 2nd Place, Wharton People Analytics Conference Case Competition ($3,000) | 2018 |
| Russell Ackoff Doctoral Student Fellowship ($785) | 2018 |
| Honorable Mention, MIT Operations Research Center Best Student Paper | 2017 |
| Albert M. Greenfield Intercultural Center Award | 2017 |
| Wharton Doctoral Fellowship (full funding) | 2016–2021 |
| MIT Graduate Research/Teaching Assistantship (full funding) | 2014–2016 |
| Winner and Best Design, Oracle College Hire Hackathon ($6,000) | 2012 |
| Sigma Xi (*The Scientific Research Honor Society*) | 2012 |
| Karen T. Romers Undergraduate Teaching and Research Award ($1,000) | 2011 |
| Omicron Delta Epsilon (*Outstanding Economics students at Brown*) | 2011 |
| Tau Beta Pi (*Top 1/8th of Engineering juniors at Brown*) | 2010 |
| UCLA IPAM Research in Industrial Projects Fellowship ($3,500) | 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 |

## Invited Presentations

Learning Best Practices: Can Machine Learning Improve Human Decision-Making?

> 2020 INFORMS Annual Conference, Online (November 2020)
> 2020 INFORMS Workshop on Data Mining and Decision Analytics, Online (November 2020)
> 2020 Wharton-INSEAD Doctoral Consortium, Online (November 2020)
> Trustworthy Machine Learning Group at Penn, Online (November 2020)
> 2019 INFORMS Annual Conference, Seattle, WA (October 2019)
> 2019 Mack Institute Fast Takes Researchers' Meeting, Philadelphia, PA (October 2019)

Signaling Quality and Speed Through Staffing Decisions

    2020 INFORMS Annual Conference, Online (November 2020)
    2019 INFORMS Annual Conference, Seattle, WA (October 2019)

Community Vibrancy and Its Relationship with Safety in Philadelphia

    City of Philadelphia, Office of Innovation and Technology, Philadelphia, PA (September 2019)

The Structural Behavioral Model of Gig Economy Workers

    2020 Mack Institute Fast Takes Researchers' Meeting, Online (November 2020)
    2020 INFORMS Annual Conference, Online (November 2020)
    2019 INFORMS Annual Conference, Seattle, WA (October 2019)
    2019 POMS Annual Conference, Washington, DC (May 2019)
    2018 INFORMS Annual Conference, Phoenix, AZ (November 2018)

The Impact of Behavioral and Economic Drivers on Gig Economy Workers

    2020 INFORMS Annual Conference, Online (November 2020)
    2020 Empirical Workshop in Operations Management, Online (September 2020)
    2020 Kellogg-Wharton Operations Management Workshop, Online (July 2020)
    2019 Wharton-INSEAD Doctoral Consortium, Philadelphia, PA (October 2019)
    2019 INFORMS Annual Conference, Seattle, WA (October 2019) (Scheduled)
    2019 Academy of Management Annual Meeting, Boston, MA (August 2019)
    2019 Service Operations SIG Meeting, MSOM Annual Conference, Singapore (June 2019)
    2019 Trans-Atlantic Doctoral Conference, London Business School, London, UK (May 2019)
    2019 POMS Annual Conference, Washington, DC (May 2019)
    2019 Wharton People Analytics Conference, Philadelphia, PA (April 2019)
    Stern School of Business, New York University, New York, NY (March 2019)
    2018 INFORMS Annual Conference, Phoenix, AZ (November 2018)
    2018 INSEAD-Wharton Doctoral Consortium, Fontainebleau, France (September 2018)
    2018 MSOM Annual Conference, Dallas, TX (July 2018)
    2018 Behavioral Operations Conference, Dallas, TX (June 2018)
    2018 Behavioral Decision Research in Management Conference, Boston, MA (June 2018)

Biases and (Dis)agreement in Fellowship Selection Process: Insights and Strategies

    2018 Wharton People Analytics Conference, Philadelphia, PA (March 2018)

Markdown Pricing with Quality Perception

    2017 MSOM Annual Conference, Chapel Hill, NC (June 2017)
    2017 POMS Annual Conference, Seattle, WA (May 2017)
    2016 INFORMS Annual Conference, Nashville, TN (November 2016)
    2016 Behavioral Operations Conference, Madison, WI (July 2016)
    2016 INFORMS Revenue Management & Pricing Conference, New York, NY (June 2016)
    2015 INFORMS Annual Conference, Philadelphia, PA (November 2015)
    2015 MSOM Annual Conference, Toronto, Canada (June 2015)

## Teaching Experience

1. Mentor | Wharton        Spring 2019, Fall 2019, Spring 2020, Fall 2020, Spring 2021
   **OIDD 299: Judgment and Decision Making Research Immersion**
   Undergraduate elective course taught by Maurice Schweitzer
   Supervising and mentoring undergraduate students on their behavioral science research projects
   Mentees: Sarah Kim, Sarah Herman, Stephen Lin, Canary Zhu, Arianna Samet

2. Teaching Assistant | Wharton        Fall 2019, Spring 2020, Fall 2020, Spring 2021
   **OIDD 611: Quality and Productivity**
   Regular and Executive MBA core courses taught by Christian Terwiesch
   Facilitating in-class learning activities (in-person and online), grading problem sets and exams

3. Teaching Assistant | The Vanguard Group        Fall 2019
   **Lean Operations and Operational Performance**
   Wharton Executive Education for Vanguard Leadership taught by Christian Terwiesch
   Facilitated in-class learning activities

4. Teaching Assistant | Wharton        Spring 2019
   **OIDD 615: Operations Strategy**
   Executive MBA core course taught by Gad Allon
   Graded and provided feedback for problem sets and final term papers

5. Facilitator | Wharton        Fall 2018, Fall 2019, Fall 2020
   **MGMT 610: Foundations of Teamwork and Leadership**
   MBA core course taught by the McNulty Leadership Program
   Assisted with multi-day, team-based, interactive simulation sessions

6. Teaching Assistant | Wharton        Fall 2017
   **OIDD 101: Introduction to Operations, Information, and Decisions**
   Undergraduate Business Fundamentals course taught by Ken Moon and Hummy Song
   Facilitated weekly recitations, designed and graded problem sets and exams

7. Teaching Assistant | MIT        Fall 2014, 2015
   **1.200: Transportation Systems Analysis: Performance and Optimization**
   Transportation SM/PhD core course taught by Carolina Osorio, Amadeo Odoni, and James Orlin
   Led weekly hour-long recitations, developed class materials, designed and graded problem sets
   Overall ratings: 6.3/7.0 (2014), 6.4/7.0 (2015)

8. Teaching Assistant | MIT        Spring 2015
   **15.730: Data, Models, and Decisions**
   Executive MBA core course taught by Georgia Perakis
   Led recitations and review sessions, facilitated in-class activities, graded problem sets and case reports
   Overall ratings: 4.35/5

9. Teaching Assistant | Brown University        Spring 2012
   **ENGN 900: Managerial Decision Making**
   Undergraduate course taught by Barrett Hazeltine
   Led weekly case-based discussion sessions, graded problem sets, mentored students on final projects

10. Teaching Assistant | Brown University        Spring 2012
    **CSCI 40: Introduction to Scientific Computing and Problem Solving**
    Undergraduate MATLAB/Python programming course taught by Maurice Herlihy.
    Led weekly lab sessions, designed and graded coding assignments, mentored students on final projects

## Leadership and Service

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| Ad-hoc Reviewer, Service Science | 2020– |
| Reviewer, M&SOM SIG Service Operations | 2020– |
| Reviewer, INFORMS Technology, Innovation Management and Entrepreneurship Section | 2020– |
| Session Chair, INFORMS Workshop on Data Mining and Decision Analytics | 2020– |
| Research Collaborator, Children's Hospital of Philadelphia | 2019– |
| Reviewer, Wharton Innovation Doctoral Symposium | 2019– |
| Reviewer, Wharton-INSEAD Doctoral Consortium | 2018– |
| Coordinator, PhD Student Seminar, Wharton OID | 2018–2019 |
| Senior Advisor, TEDxPenn | 2018–2019 |
| Executive Board, Wharton Doctoral Council | 2017–2018 |
| Coordinator, Operations Management Journal Club, Wharton OID | 2017–2018 |
| Graduate Associate, Stouffer College House | 2017– |
| PhD Student Mentor, Wharton Doctoral Council | 2017– |
| Director of Marketing, TEDxPenn | 2017–2018 |
| Intercultural Leadership Fellow, University of Pennsylvania | 2016– |
| Mentor, Penn Graduate-Undergraduate Mentoring Program | 2016– |
| Student Advisory Board, Weingarten Learning Resources Center | 2016–2019 |
| 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 |
| Team Leader (Active Science Learning), Southeast Asian Service Leadership Network | 2009 |

## Work Experience

**TEDxPenn**, Philaldephia, PA                                              9/2016–4/2019
*Marketing Associate (2016), Director of Marketing (2017), Senior Advisor (2018)*

> Designed and conducted experiments to study consumer behavior and inform marketing strategies
>
> Managed and led data-driven marketing campaigns that sold out 1,000 TEDxPenn Conference tickets and generated over $45,000 in annual revenue from sales and sponsorships

**Deloitte Consulting**, Boston, MA                                         2/2016–9/2016
*Data Scientist, Strategy & Operations Consultant*

> Helped clients solve their complex problems by bringing a data-driven approach to executable strategy
>
> *Selected clients:* retail/healthcare (medication adherence study), foodservice distributor (supply chain optimization), non-profit healthcare (people analytics), beverage corporation (automation)

**Goldman Sachs**, New York, NY                                             6/2014–8/2014
*Summer Analyst, Securities Strats*

> Analyzed big data of stock orders and predicted front-running likelihood (R, Slang)

Enhanced order routing algorithm to minimize risks and costs using predicted front-running likelihood, latency, hidden liquidity, and access to dark pools (Slang)

Backtested the algorithm with historical data and forecast $4 million in annual cost reduction

Created interactive data visualization for Javascript dependencies report and developed the company's electronic trading platform, Marquee (d3.js, Scala, Java)

**Oracle Corporation**, Redwood Shores, CA                                               6/2012–9/2013
*Software Engineer, Fusion Financials Development*

Developed platforms and tools to improve development workflow, including code coverage dashboard and merge-validation process optimization (Java, JSP, XML, and SQL)

Won the First Prize and Best Design at an annual firm-wide Hackathon for an iOS app that helps conference attendees navigate their experience (Java, ADF Mobile)

*College Hire Board of Committee*: Developed and organized training programs/bootcamps for new hires, led team-bonding and social events, and initiated employee wellness and peer learning programs

**Symantec Corporation**, Los Angeles, CA                                               6/2010–8/2010
*Summer Intern, Research in Industrial Projects*

Designed and implemented a new algorithm based on variable-order Markov models and principal component analysis to test candidate malware signatures and minimize false positive rates

Tested the framework through simulations (MATLAB/C++) and presented findings to Engineering

## Skills

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

## References

**Gad Allon** (Primary PhD Advisor)
*Jeffrey A. Keswin Professor of Operations Management*
*Director of the Jerome Fisher Program*
*in Management & Technology*
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*Dhirubhai Ambani Professor of Innovation*
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