

# ZAHRA JALALI

Citizenship: Canadian citizen

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## RESEARCH INTERESTS

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**Context:** Retail Operations Management, Healthcare Operations Management, Supply Chain Management, Applied Operations Management, Artificial Intelligence.

**Methodology:** Data Analytics, Optimization, Field Experiments, Econometrics, Machine Learning.

## EDUCATION

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**McGill University**, Montreal, Canada

2018 - 2024

Ph.D., Operations Management

- Thesis: *Three Essays on Data Analytics for Healthcare and Retail Operations Management*
- Supervisors: Prof. Maxime Cohen and Prof. Mehmet Gumus

**Sharif University of Technology**, Tehran, Iran

2014 - 2016

M.Sc., Industrial Engineering

- Thesis: *A Risk-Averse Capacity Control Policy in Network Revenue Management*

**Amirkabir University of Technology**, Tehran, Iran

2010 - 2014

B.Sc., Industrial Engineering

- Thesis: *A Framework for Outpatient Appointment Systems*

## JOB EXPERIENCES

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**AWS Amazon**, Data Analytics Applied Science Team, Seattle, US

2023 - Present

**Applied Scientist**

- Led the design and implementation of A/B experiments to optimize customer experiences on online platforms, with measurable improvements in business metrics.
- Developed optimization models to minimize processor costs while meeting contractual commitments, contributing to significant operational savings.
- Designed and deployed machine learning models to enhance the customer payment journey, leveraging data analytics to reduce transaction failures and improve the user experience.
- Built and evaluated large language model (LLM) agents for online platforms, applying cutting-edge AI techniques to drive innovation in customer service and operational efficiency.

## PUBLICATIONS

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1. **Outpatient Appointment Systems in Healthcare: A Review of Optimization Studies**  
Amir Ahmadi-Javid, **Zahra Jalali**, Kenneth Klassen  
European Journal of Operational Research, 258.1 (2017): 3-34 (A\* ranked journal *ABDC* list)
2. **Do options trading activities affect underlying firms' asymmetric cost behavior?**  
Mohammad Hendijani Zadeh, **Zahra Jalali**  
Journal of Corporate Finance, 88 (2024): 102657 (A\* ranked journal *ABDC* list)

## WORKING PAPERS

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1. **On the Effects of Boarding Congestion on Treatment Time in Emergency Departments**  
**Zahra Jalali**, Beste Kucukyazici, Mehmet Gumus  
*Status:* Revise and Resubmit at Production and Operations Management (Financial Times Top 50 Journals)
2. **Vertical Product Location Effect on Sales: A Field Experiment in Convenience Stores**  
**Zahra Jalali**, Maxime Cohen, Necati Ertekin, Mehmet Gumus  
*Status:* Reject and Resubmit at Manufacturing & Service Operations Management (Financial Times Top 50 Journals)
3. **Offline-Online Retail Collaboration via Pickup Partnership**  
**Zahra Jalali**, Maxime Cohen, Necati Ertekin, Mehmet Gumus  
*Status:* Under Review at Production and Operations Management (Financial Times Top 50 Journals)
4. **Abandonment Behavior in Semi-Visible Queues: Applications for Abandonment Behavior in Semi-Visible Queues.**  
**Zahra Jalali**  
*Status:* In preparation for resubmission to Journal of Operations Management (Financial Times Top 50 Journals)
5. **Options Trading Activities and Non-GAAP Earnings Disclosure**  
Mohammad Hendijani Zadeh, **Zahra Jalali**  
*Status:* Revise and Resubmit at British Accounting Review (A\* ranked journal ABDC list)

## TEACHING EXPERIENCES

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**Instructor at McGill University, Business Statistics** *Summer 2022*

- Full teaching responsibilities (class size: 78 students)
- Course evaluation response rate: 55%
- Evaluation score: 4.4/5

**Instructor at McGill University, Operations Management** *Summer 2021*

- Full teaching responsibilities (class size: 58 students)
- Course evaluation response rate: 75%
- Evaluation score: 4.3/5

**Teaching Assistant at McGill University**

- Mathematical and Statistical Foundations for Analytics (MMA) *2021-2022*
- Data Decisions and Models (MMA) *2020*
- Healthcare Systems (MBA) *2019*
- Operations Management *2019-2021*
- Business Statistics *2020*

## AWARDS AND RESEARCH GRANTS

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- **McGill Ph.D. Student Teaching Excellence Award** *2022*
- **Fonds de recherche du Québec – Société et culture (FRQSC) Ph.D. award**  
21,000 CAD per year for 3 years *2020-2023*
- **McGill Management Science Research Center Student Paper Award**  
5,000 CAD *2021*

## INVITED TALKS & PRESENTATIONS

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- Amazon Machine Learning Conference (AMLC), Seattle, USA. *October 2024*
- MSOM SIG, Minnesota, USA. *June 2024*
- INFORMS Annual Meeting, Phoenix, USA (virtual) *October 2023*
- Amazon, Workshop on AI/ML in Consumer & B2B Payments and Fintech, Virtual *October 2023*
- Oracle, Science Seminar Series, Virtual *July 2023*
- Manufacturing and Service Operations Management Conference, Montreal, Canada *June 2023*
- Women in Data Science, Vancouver, Canada *May 2023*
- Amazon, Consumer Payments Machine Learning Day, Virtual *November 2022*
- INFORMS Revenue Management and Pricing Section Conference, Virtual *June 2022*
- Production and Operations Management Society (POMS) Conference, Virtual *May 2021*
- Manufacturing and Service Operations Management Conference, Toronto, Canada *May 2015*

## SERVICES

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**Journal Reviewer:** European Journal of Operational Research, Computers & Operations Research.  
**Competition Reviewer:** The 2023 INFORMS Behavioral Operations Management Section Best Working Paper Competition.