

ANTON S. OVCHINNIKOV

Distinguished Professor of Management Analytics
Smith School of Business, Queen's University
143 Union Street (Goodes Hall), Kingston, ON, K7L 3N6, Tel (office): 1-613-533-3186
E-mail: anton.ovchinnikov@queensu.ca
Web: www.antonovchinnikov.com

EDUCATION

UNIVERSITY OF TORONTO, Joseph L. Rotman School of Management Toronto, Canada
PhD in Operations Management, 2001 - 2007

ERASMUS UNIVERSITY ROTTERDAM Rotterdam, the Netherlands
HIGHER SCHOOL FOR ECONOMICS Moscow, Russia
Diploma in Economics and Business, 1998 – 1999

KRASNOYARSK STATE UNIVERSITY Krasnoyarsk, Russia
Department of Economics, Diploma of Higher Education in International Business, 1992-1997

ACADEMIC EMPLOYMENT

SMITH SCHOOL OF BUSINESS, QUEEN'S UNIVERSITY Kingston, ON, Canada
Professor of Management Analytics 2021-present
Associate Professor of Management Science and Operations Management (tenured) 2014-2021

INSEAD Fontainebleau, France
Visiting Professor of Technology, Operations and Decision Sciences 2016-present

DARDEN SCHOOL OF BUSINESS, UNIVERSITY OF VIRGINIA Charlottesville, VA, USA
Assistant Professor of Quantitative Analysis area (tenure-track) 2007 - 2014

AWARDS AND HONORS

- Winner, INFORMS Case Competitions, 2005, 2011, 2021
- (Inaugural) Director of Research, Analytics and AI, Smith School of Business, Queen's University
- Co-winner, INFORMS UPS George D. Smith Prize, 2020
- Faculty of the Year Award 2020, Smith Master in Management Analytics (MMA), 2020S and 2020W
- Co-Principal Investigator, 2017-21 Collaborative Research and Discovery Grant, Natural Sciences and Engineering Research Council of Canada. Grant amount: CAD\$1,800,000
- Winner, Smith School of Business Research Excellence Award, 2018
- Scotiabank Scholar of Customer Analytics, 2016-present
- Winner, 2015 POMS Paul Kleindorfer Award in Sustainability
- Finalist, INFORMS Revenue Management and Pricing section Practice Award, 2014
- Finalist, INFORMS Junior Faculty Interest Group's Best Paper Competition, 2009
- Excellence in Teaching Award, 2005, 2006, Rotman School of Management, University of Toronto
- Honorable mentioning at DSI 2005 Best Case Studies Competition.

RESEARCH INTERESTS

My research interests are in Management Analytics (Management Science and Operations Management), and particularly in its intersection with Marketing and Economics. These include on the theoretical side: models of strategic behavior of consumers and firms, innovative operations, and environmental sustainability, and on the applied – data driven decision making in business, government, and non-profits.

REFEREED PUBLICATIONS

- “Customization and Returns” with Gokce Esenduran and Paolo Letizia. Forthcoming in *Management Science [Fast Track]*
Popular press articles about this paper:
 - “Why You Should Allow Returns on Customized Products” *Harvard Business Review*, March 2022
 - “The Trouble With Online Shopping Returns” *Smith Business Insight*, April 12, 2021
- “Anti-Discrimination Laws, AI and Gender Bias” with S. Kelley, D. Hardoon and A. Heinrich. Forthcoming in *Manufacturing & Services Operations Management [special issue on Responsible Research in Operations Management]*
- “Pandemic Lock-down, Isolation, and Exit Policies Based on Machine Learning Predictions” with T. Evgeniou, M. Fekom, R. Porcherd, C. Pouchole, and N. Vayatis. Forthcoming in *Production and Operations Management [special issue on Managing Pandemics]*
Popular press articles about this paper:
 - “A national health data infrastructure could manage pandemics with less disruption” *The Conversation*, Aug 16, 2020
 - “To Fight Pandemics, Take the Netflix Approach” *Smith Business Insight*, Aug 11, 2020
 - “Leveraging AI to Battle This Pandemic — And The Next One” with T. Evgeniou and D. R. Hardoon *Harvard Business Review*, April 2020
- “Epidemic Models for COVID-19 during the First Wave from February to May 2020: a Methodological Review” (2021) with M. Garin, M. Limnios, A. Nicolaï, I. Bargiotas, O. Boulant, S. Chick, A. Dib, T. Evgeniou, M. Fekom, A. Kalogeratos, C. Labourdette, R. Porcher, C. Pouchol and N. Vayatis. arXiv:2109.01450
- “SEAIR Framework Accounting for a Personalized Risk Prediction Score: Application to the Covid-19 Epidemic” (2020) with O. Boulant, T. Evgeniou, M. Fekom, R. Porcherd, C. Pouchole, and N. Vayatis. *Image Processing On Line* 10 (2020) 150-166
- “The Impact of Inventory Risk on Market Prices Under Competition” with Hubert Pan and Gal Raz. Forthcoming in *Decision Sciences Journal*.
- “Strategic Consumers, Revenue Management, and the Design of Loyalty Programs” with S.Y. Chun. (2019) *Management Science* 65(9) 3969-3987
Popular press articles about this paper:
 - “Optimal Design of Loyalty Programs” *INSEAD Knowledge*, August 2, 2019
 - “Who’s Afraid of the Strategic Consumer?” *Smith Business Insight*, July 27, 2018
 - “Why Loyalty Programs Based on Consumer Spending Can Be a Win-Win” by Palmquist *strategy+business*, December 10, 2015
 - “Customer-Friendly Skies” by Lubell, *Georgetown Business Magazine*, Fall 2015
- “Behavioral Ordering, Competition and Profits: An Experimental Investigation” with Brent Moritz and Bernie Quiroga. (2019) *Production and Operations Management*, 28(9), 2242-2258
Popular press articles about this paper:
 - “Why You Can’t Be Trusted to Restock Your Shelves” *Smith Business Insight*, July 23, 2019
 - “Managerial Biases Cost Your Firm More Than You Think” *INSEAD Knowledge*, December 11, 2019
- “Heterogeneity of Reference Effects in Competitive Newsvendor Problem” with Sam Kirshner. (2019) *Manufacturing & Services Operations Management* 21(3) 571-581
- “Dynamic Pricing in the Presence of Myopic and Strategic Consumers: Theory and Experiment” (2018, former title “Strategic Consumers, Myopic Retailers”) with Mirko Kremer and Benny Mantin. *Production and Operations Management*, 26(1), 116-133

- Popular press article about this paper: “Finding Retail Profit in Delayed Gratification” *Smith Business Insight*, Feb 23, 2017
 - “Behavioral Anomalies in Consumer Wait-or-Buy Decisions and Their Implication for Markdown Management” with Manel Baucells and Nikolay Osadchiy. (2017) *Operations Research*, 65(2), 357-378.
- Popular press articles about this paper:
- “Customer Focused Retail Strategy”, *IEDP Editorial*, July 28, 2016
 - “Markdown Management: In Pursuit of the Optimal Discount” *Darden Ideas to Action*, Oct 7, 2016
 - “Markdowns: Decoding the Nuances of Consumer Behaviour” *Smith Business Insight*, Dec 29, 2016
- “Economic, Environmental and Social Assessment of Remanufacturing in a Competitive Setting” with Gal Raz and Vered Blass. (2017) *IEEE Transactions on Engineering Management*, 64(4), 476-490
 - “How to Compete against a Behavioral Newsvendor” with Brent Moritz, and Bernie Quiroga. (2015) *Production and Operations Management*, 24(11), 1783-2973
 - Popular press article about this paper: “Out-Stocking Your Competitor”, *QSB Insight*, July 3, 2015
 - “Coordinating Pricing and Supply of Public Interest Goods Using Government Rebates and Subsidies” with Gal Raz. (2015) *IEEE Transactions on Engineering Management*, 62 (1), 65-79
 - Popular press article about this paper: “Tweaking incentives could aid the adoption of electric vehicles” *The Washington Post*, February 20, 2015
 - “Balancing Acquisition and Retention Spending for Firms with Limited Capacity” with Beatrice Boulu-Reshef and Phil Pfeifer. (2014) *Management Science*, 60 (8), 2002–2019
 - “Economic and Environmental Assessment of Remanufacturing Strategies for Product+Service Firms”, with Vered Blass and Gal Raz. (2014) *Production and Operations Management* 23(5) 744-761
 - Popular press article about this paper: “Bringing new life to an old phone” *The Washington Post*, May 29, 2015
 - “Environmental Taxes and the Choice of Green Technology”, with Dmitry Krass and Timur Nedorezov. (2013) *Production and Operations Management* 22(5), 1035-1055 [**Lead article**]
 - “Revenue Management with End-of-Period Discounts in the Presence of Customer Learning”, with Joseph Milner. (2012) *Production and Operations Management* 21(1), 69-84
 - “Revenue and Cost Management for Remanufactured Products.” (2011) *Production and Operations Management* 20(6), 824-840 [**Finalist, INFORMS JFIG Best Paper Competition**]
 - “A Note on Willingness to Spend and Customer Lifetime Value for Firms with Limited Capacity”, with Phil Pfeifer. (2011) *Journal of Interactive Marketing* 25 (3), 178-189
 - “Constrained Group balancing: Why Does it Work”, with Dmitry Krass. (2010) *European Journal of Operational Research* 206(1) 144-154
 - “Spreadsheet Model Helps to Assign Medical Residents at the University of Vermont’s College of Medicine”, with Joseph Milner. (2008) *Interfaces* 38(4) 311-323
 - “The University of Toronto’s Rotman School of Management Uses Management Science to Create MBA Study Groups”, with Dmitry Krass. (2006) *Interfaces* 36(2) 126-137

PRACTITIONER-ORIENTED ARTICLES (excluding CASE STUDIES)

- “Why You Should Allow Returns on Customized Products” *Harvard Business Review*, March 2022
- “The Trouble With Online Shopping Returns” *Smith Business Insight*, April 12, 2021
- “A national health data infrastructure could manage pandemics with less disruption” *The Conversation Canada*, Aug 16, 2020
- “To Fight Pandemics, Take the Netflix Approach” *Smith Business Insight*, Aug 11, 2020
- “What Happens When AI is Used to Set Grades?” with T. Evgeniou and D. R. Hardoon *Harvard Business Review*, August 2020
 - Popular press coverage: [Business Times](#) (Singapore), [The Standard](#) (Hong Kong), [NewsTalk](#), [Academia](#) (Canada)

- “Leveraging AI to Battle This Pandemic — And The Next One” with T. Evgeniou and D. R. Hardoon *Harvard Business Review*, April 2020
 - Chinese version: <https://www.hbrchina.org/2020-05-13/8046.html>
 - Russian version: <https://hbr-russia.ru/innovatsii/tekhnologii/830531>
 - French version: <https://www.hbrfrance.fr/chroniques-experts/2020/07/30697-lintelligence-artificielle-au-service-de-la-lutte-contre-la-pandemie-actuelle-et-la-sui-vante/>
 - Popular press coverage: *FT/Sifted*, *Challenges – France*, *Le Parisien*, *Business Times* (Singapore), *The Edge* (Singapore), *Yahoo Finance*, *Maeil* (Korea)
- “Balancing Data Policies: What COVID-19 Taught Us” with T. Evgeniou and D. R. Hardoon *United Nations Development Program (UNDP) blog*, May 2020. [[link](#)]
- “Managerial Biases Cost Your Firm More Than You Think” *INSEAD Knowledge*, December 11, 2019
- “Optimal Design of Loyalty Programs” *INSEAD Knowledge*, August 2, 2019
- “Who’s Afraid of the Strategic Consumer?” *Smith Business Insight*, July 27, 2018
- “Why You Can’t Be Trusted to Restock Your Shelves” *Smith Business Insight*, July 23, 2019
- “Finding Retail Profit in Delayed Gratification” *Smith Business Insight*, Feb 23, 2017
- “Markdowns: Decoding the Nuances of Consumer Behaviour” *Smith Business Insight*, Dec 29, 2016
- “Markdown Management: In Pursuit of the Optimal Discount” *Darden Ideas to Action*, Oct 7, 2016
- “Customer Focused Retail Strategy”, *IEDP Editorial*, July 28, 2016
- “Why Loyalty Programs Based on Consumer Spending Can Be a Win-Win” by Palmquist *strategy+business*, December 10, 2015
- “Customer-Friendly Skies” by Lubell, *Georgetown Business Magazine*, Fall 2015
- “Bringing new life to an old phone” with Gal Raz and Vered Blass (2015) *The Washington Post*, May 29, 2015
- “Tweaking incentives could aid the adoption of electric vehicles” with Gal Raz (2015) *The Washington Post*, February 20, 2015
- “Pitched roofs or math — what matters for solar?” (2013) *The Washington Post*, June 14, 2013
- “Reduce, Reuse, Recycle...or Rethink”, with Tim Laseter and Gal Raz (2010) *strategy+business* 61, 28-32

BOOK CHAPTERS, NON-REFEREED AND POPULAR PRESS PUBLICATIONS

- “Customer Lifetime Value and Fund Transfer Pricing” with Meisam Soltani-koopa, Hootan Kamran Habibkhani and Mikhail Nediak, forthcoming in *Precision Retailing*, eds. M. Cohen, L. Dube and N. Yang
- “Incorporating Consumer Behavior into Operational Decisions” (2018) in the *Handbook of Behavioral Operations*, eds. Donohue K., Katok E. and S. Leider, Willey
- “Green Technology Choice” (2017) in *Sustainable Supply Chains*. Eds. Bouchery Y., Tan T., Fransoo J., C. Corbett, Springer International Publishing
- “The Wait or Buy Game: How to Game the System That’s Designed to Game you Back” (2015) in *Handbook of Behavioral Operations Management: Social and Psychological Dynamics in Production and Service Settings*. Eds. Bendoly E., Van Wezel W. and D. G. Bacharach. Oxford University Press

WORKING PAPERS

- “Quantifying Mileage-Runs: Empirical Investigation of Strategic Consumer Behavior in Premium-Status Loyalty Programs” with Yang Chan. Under revision for *Management Science*.
- “Which Customers are More Valuable in Dynamic Pricing Situations?” with Jue Wang. Under revision for *Marketing Science*.
- “Guiding Managers Through Planning Advanced Analytics (“AI”) Projects” with Ilia Tsetlin. Under revision for *California Management Review*.

WORK IN PROGRESS

- “Operational Challenges in Distributed Manufacturing: Managing a Virtual Factory in Kenya” with Victor Araman and Andre Calmon.
- “Competitive Industry’s Response to Environmental Tax Incentives for Green Technology Adoption” with Dmitry Krass.

- “Empirical Investigation of Strategic Buyer and Seller Behavior in the Wait-or-Buy Game.”
- “When Should an Entrepreneur Hire the First Employee: Experimental Analysis” with Beatrice Boulu-Reshef, Denis Degtyarev and Charles Corbett.
- “Randomness and Correlations in Willingness-to-Pay for Remanufactured Products” with Sheh Tauqeer.
- “Trade Credit and Lifetime Value of a Newsvendor Buyer” with Meisam Soltani-koopa, Yuri Levin and Mikhail Nediak
- “Optimization of Risk Weighted Assets: Algorithms and Insights” with Xianfeng Meng, Ilia Tsetlin, Daria Drik and Maria Ryzhikova
- “Selling and Renting Mechatronics (Digitally Controlled Physical Goods)” with Xianfeng Meng and Guang Li
- “Pricing and Returns in the Era of Big Tech: Implications of Information Asymmetry Reversal” with Kiarash Hassani and Murray Lei
- Ongoing work with Yang Chen and Nicole Robitaille, title TBD
- Ongoing work with Xianfeng Meng, Guang Li, Murray Lei and Sumit Kunnumkal, title TBD
- Ongoing work on Human-AI collaborations with Tracy Jenkin, Cecilia Ying and Stephanie Kelley, title TBD
- Ongoing work on Explainability with Stephanie Kelley and Adrienne Heinrich, title TBD

INVITED CONFERENCE TALKS (short summary is below, see full list at the end of the CV)

- 2022: Winter Operations Conference, POMS, CORS, Behavioral Operations Conference, MSOM
- 2021: POMS, CORS, INFORMS [co-authors/students presented, as well as myself]
- 2020: POMS, INFORMS [co-authors/students presented]
- 2019: RMP, MSOM, Behavioral OM Conference, INFORMS
- 2018: POMS, RMP [student presented], EURO
- 2017: Behavioral OM conference
- 2016: BOM Handbook workshop, POMS, CORS, INFORMS
- 2015: POMS, EURO, INFORMS, Chinese workshop on BOM (keynote speaker)
- 2014: POMS, RMP, Behavioral OM conference, M&SOM, World Remanufacturing Summit, CLSC workshop (INSEAD), INFORMS
- 2013: INFORMS, POMS sustainability mini-conference and main conference, M&SOM Supply chain SIG and main conferences, EURO/INFORMS, Behavioral OM conference, Winter Operations Conference
- 2012: INFORMS, POMS sustainability mini-conference and main conference, EURO
- 2011: INFORMS, POMS, Behavioral OM conference
- 2010, 2009: INFORMS, POMS, EURO, Behavioral OM conference
- 2008: INFORMS, POMS, EURO, Behavioral OM conference
- 2007: INFORMS, CORS, EURO, Revenue Management and Pricing conference
- 2006: INFORMS, Revenue Management and Pricing conference
- 2005: INFORMS

OTHER INVITED TALKS:

- Research visits/talks: Baruch College, CUNY (2020), Indian School of Business, Singapore Management University, University of Toronto (2019) Università della Svizzera italiana, Nanyang Technological University (2018) University of Tennessee, HEC Paris, Cambridge Judge (2017) INSEAD Europe, Frankfurt School of Banking and Finance, Melbourne Business School, Australian Graduate School of Management (2016) Emory, INSEAD Singapore, NUS, HKUST, Cornell, NYU, USC Marshall (2015), Michigan Ross, Ivey, Queens, University of Calgary, ESSEC, University of Pittsburgh (2014), UT Dallas, London Business School, University College London (2013), University of Toronto (2012, 2010, 2008), UCLA (2011), Pennsylvania State University (2010), University of Waterloo (2010), Queens University (2009)
- Practitioner-oriented talks: “Strategic Consumers, Revenue Management, and the Design of Loyalty Programs” at the inaugural Scotiabank Center of Customer Analytics workshop, Toronto (2016)

TEACHING EXPERIENCE

- Queen’s MMA “Predictive Modeling”, 2018-21, Student evaluations: ~4.8/5
- Queen’s MMA/GMMA “Operations and Supply Chain Analytics”, 2015-21 Student evaluations: ~4-4.3/5
- Queen’s MBA “Pricing Analytics” (formerly, “Dynamic Pricing and Revenue Management”), 2015, 17-21 Student evaluations: 4.2-4.8/5
- INSEAD GEMBA “Data Science (and Machine Learning) for Executives”, 2018-21, Student evaluations: ~ 4.3-4.6/5
- INSEAD MBA “Data Science for Managers”, 2018-22, Student evaluations: 4.1-4.8/5
- INSEAD MBA “Decision Models” (formerly, “Models for Strategic Planning”), 2016-18, Student evaluation: 4.3-4.7/5
- INSEAD MBA “Pricing Analytics”, 2017-21, Student evaluation: ~4.2-4.7/5
- Queen’s BCOMM “Intro to Operations Management”, Fall 2014. Student evaluations: ~4.2/5
- MBA and EMBA Core “Decision Analysis” Darden School of Business: Fall 2006-09, Winter 2007, -08, Summer 2009 -13. Student evaluations: 4.5 - 4.7/5
- MBA Elective “Data Analysis and Optimization”. Darden School of Business: Spring 2010 -13. Student evaluations: 4.5 - 4.8/5
- SYS Elective “Business Decision Analysis”, UVA Accelerated Masters Program in Systems Engineering, Spring 2007-13. Student evaluations: 4.5 - 4.9/5
- MBA Elective “Management Science.” Rotman School of Management: Fall 2004, -05. Student evaluations: 6.3/7

EXECUTIVE EDUCATION

- “Data-driven Decision Making”, INSEAD custom ExecEd, 2018-21, Student evaluations: 4.8-4.95/5
- “Advanced Analytics for Legal Professionals” Queen’s custom ExecEd 2020, Evaluations: N/A
- “Customer Analytics”, Queen’s custom ExecEd. 2015-18, Student evaluations: ~4 – 4.9/5
- “Operations and Supply Chain Analytics”, Queen’s custom ExecEd. Fall 2015, 2016 Student evaluations: ~4.5 / 5
- “Business Model Innovation”, 2013-14, KIBS program, Darden. Student evaluations: ~ 4.6 / 5.
- “Supply Chain Management”, 2003 – 2006 at Rotman, 2011-12 at Moscow State University (Russia), in Russian. Student evaluations: ~ 4.5-5/5.
- Faculty leader for the Unilever custom program, Darden, USA, Russia, China, 2008-10

TEACHING MATERIALS: CASES AND TEACHING NOTES SALES 2017-20 yr average:~12,000

- “Timeshare Exchange Fair” with Scott Sampson and Dmitry Krass, UVA-QA-0709, 0710. **[Winner, INFORMS 2005 Case Competition]**
- “Crawford Development Co. and Southeast Bank of Texas”, with Elena Loutskina, UVA-QA-0727.
- “c-Energy’s Red Hill plant: Meeting the SO₂ challenge”, UVA-QA-0726.
- “Flora (A), (B)”, with Sam Bodily, UVA-QA-0754. **[Winner, INFORMS 2011 Case Competition]**
- “Bloomex.ca Logistics Optimization”, with Sam Bodily, UVA-QA-0760
- “R&D Project Selection at NorthBancTec Inc,” UVA-QA-0762
- “The IQ Experiment”, with Phil Pfeifer, UVA-QA-0770
- “Nils Baker”, with Phil Pfeifer, UVA-QA-0793
- “Wells Fargo: Solar Energy for Los Angeles Branches” (A) and (B), with Anastasia Hvaleva, UVA-QA-800, 801
- “Predicting Customer Retention at QWE Inc.”, UVA-QA-0806
- “Global Warming Revisited” (A) and (B), UVA-QA-0808, 809
- “Chevy Volt: Pricing and Capacity Decisions in Response to Government Incentives for the Electric Vehicle Industry”, with Gal Raz and Allison Elias UVA-OM-1519

- “Outsourcing, Near-sourcing and Supply Chain Flexibility in Apparel Industry” (A) and (B), with Alexander Pyshkov, UVA-QA-0854, 855 + Teaching note with spreadsheets and R code.
- “Retention Modeling at Scholastic Travel Company” (A) and (B), UVA-QA-0864, 865 + Teaching note with R code. The case is also available in Russian.
- “Private Banking Advisers at BCB Edmonton” (A), (B) and (C), UVA- QA-0905, 06, 07 + Teaching note with spreadsheets, Tableau workbooks, and Python code. The case is also available in Russian.
- “Presenting Banking Products” + Teaching note with spreadsheets, Tableau workbooks, and Python code. The case is also available in Russian. With Ilia Tsetlin, INSEAD 6620
- “Analytics and Strategy Vignettes” + Teaching note with spreadsheets, Tableau workbooks, and Python code. The vignettes are also available in Russian. With Ilia Tsetlin, INSEAD 6626
- “Unethical AI: The 2020 International Baccalaureate Grading Scandal”, UVA-QA-0919
- “Integration Planning at SFB” (A), (B) and (C) + Teaching note with spreadsheets, Solver models, and Python code. With Georgina Hall and Piyush Gulati. INSEAD 6684 **[Winner, INFORMS 2021 Case Competition]**
- “Credit Default Modeling at Taiwan International Bank” with Spyros Zoumpoulis. INSEAD 6772

TEACHING MATERIALS: ONLINE SIMULATIONS, TUTORIALS AND TECHNICAL NOTES

- Technical note: "Modeling Discrete Choice: Categorical Dependent Variables, Logistic Regression and Maximum Likelihood Estimation," UVA-QA-0779. The note is also available in Russian.
- Technical note / Tutorial: "Spreadsheet Modeling Exercises," with Phil Pfeifer, UVA-QA-0775
- Technical note: “Using Binary Variables to Represent Logical Conditions in Optimization Models,” UVA-QA-0786. The note is also available in Russian.
- Online simulation: “Wait-or-buy Game,” UVA-QA-0729; redesign in 2020
- Online simulation: “Opera House Simulation” (revenue management with lifetime value considerations)
- Online tutorial: “Steps in Building a Crystal Ball Decision Model”
- Online simulation: “Autonomous Vehicles Alliance Game”, 2020
- Online simulation: “Markdown Management in Retail”, 2020

TEACHING MATERIALS: WORK IN PROGRESS

- Case: “Optimization of Risk Weighted Assets: Algorithms and Insights” with Ilia Tsetlin, Daria Drik and Maria Ryzhikova. INSEAD, in publishing
- Teaching note: “Unethical AI: The 2020 International Baccalaureate Grading Scandal” with Stephanie Kelley, in preparation

STUDENT SUPERVISION

- Queen’s MSc: Gaganpreet Singh (2015), Sheharyar Tauqeer (2016), Melanie Adler (2017), Xianfeng Meng (2019, cont. to PhD), Kiarash Mohammad Hassani (2019, cont. to PhD)
- Queen’s PhD: Yang Chen (2016 – present), Stephanie Kelley (2017-present), Xianfeng Meng (2019 – present), Kiarash Mohammad Hassani (2019 – present)

ACADEMIC SERVICE

- Management Science Distinguished Service Award, 2016
- Editorial Review Board Member for the *Production and Operations Management*, Behavioral Operations Department, 2010 – present
- Editorial Review Board Member for the *Journal of Operations Management*, 2012 – present
- M&SOM Meritorious Service Award, 2013, 2014
- INFORMS Behavioral Operations Section, Best Working Paper Award, Inaugural Committee chair, 2013, Committee member, 2014.
- POM Best Reviewer Award, 2013
- Conference co-chair: POMS College of Sustainable Operations Mini-Conference, April 2012
- Conference chair: 5th Annual Behavioral Operations Conference, June 2010

- NSF grants review panel in Manufacturing and Services Enterprise Systems: 2010, 2011
- Session chair, INFORMS 2009, 12-16, EURO 2015, POMS 2012-16, CORS 2016
- Cluster/Track chair: INFORMS 2014, POMS 2015, CORS 2016
- Ad-hoc reviewer for MS, OR, MSOM, POM, EJOR, IEEE, JOM, DS, Interfaces
- Judge, INFORMS 2006 Case Competition, MSOM Student Paper Competition (2013 – present), POM Student Paper Competition (2016 – present), BOM Best working paper award (2013 – present)

RESEARCH GRANTS

- Co-applicant, NSERC CRD Grant 2018-21
- Co-applicant, SSHRC Idea Generation Grant 2019-21
- Principal investigator, SSHRC Idea Generation Grant 2015-17, SSHRC Insight Grant 2018-20
- Batten Institute research grant 2014 and 2015
- 3M non-tenured faculty research grant, 2008-10

NON-ACADEMIC WORK EXPERIENCE

1999 –2001 **iCAT – INTERNATIONAL CENTRE FOR ADVANCED TECHNOLOGIES** Berlin, Germany
NIFTI – RESEARCH INSTITUTE OF PHYSICS AND ENGINEERING Krasnoyarsk, Russia
Director of Marketing and Business Development

- Developed and directed organization’s strategy as cutting edge applied research partner.
- Enabled 500% revenue growth in 2000-01, Established long lasting relations with major clients and partners
- Initiated and lead the organization of International Conference “HighTech-2001” in Krasnoyarsk, Russia. Conference was highly recognized and attracted 500+ participants from Russia, CIS, Europe, North America and China. The conference attracted industrial companies, investors and sponsors, who established an honorable 1 million rubles prize for the best technology presented.

1996 – 1998 **Advertising agency “AVENUE 28”** Krasnoyarsk, Russia
Co-founder and Director

- Started-up and headed a new business in project management, industrial and architectural design.
- Created 10+ new jobs. Established loyal clientele, enabled steady operations and cash flows.
- Played visible role in changing the outlook of my home city, Krasnoyarsk.
- Successfully merged the company into a larger consortium, operating under another name.

ADDITIONAL INFORMATION AND PERSONAL INTERESTS

- Fluent in Russian and English. Basic command of French, German and Ukrainian.
- Skilled computer programmer and user of specialized research and graphics software.
- Enjoy biking, skiing, swimming, and travel in general. Play piano and love classical music.
- Citizen of Canada and Russia, “green card” holder in the US.

INVITED CONFERENCE TALKS (full list)

- “Quantifying Mileage Runs”, Behavioral OM Conference, Eindhoven, Netherlands, July 2019
- “Which Consumers are more Valuable in Dynamic Pricing Situations”, M&SOM Conference, Singapore, July 2019
- “Which Consumers are more Valuable in Dynamic Pricing Situations”, INFORMS RMP, Stanford University, June 2019
- “Quantifying Mileage Runs”, EURO, Valencia, Spain, July 2018
- “Quantifying Mileage Runs”, INFORMS RMP, Toronto, June 2018 [presented by Yang Chen]
- “Operations Challenges in Distributed Manufacturing (aka Managing a Cloud/Virtual Factory)” POMS, Houston, TX, May 2018
- “Heterogeneity of Reference Points in Competitive Newsvendor Problem” Behavioral OM Conference, Boston, MA, July 2017

- “Strategic Consumers, Revenue Management, and the Design of Loyalty Programs” INFORMS Annual Meeting, Nashville, TN, November 2016
- “Behavioral Anomalies in Consumer Wait-or-Buy Decisions and Their Implication for Markdown Management”, “Remanufacturing Strategies for OEMs without Remanufacturing Capabilities”, “When to Hire the First Employee? Behavioral Evidence and Insights”, CORS, Banff, AB, May 2016
- “Data-Driven Promotion Recommendations for Brick-and-Mortar Stores”, “Correlations in Willingness-To-Pay for New and Remanufactured Products”, “Strategic Consumers, Revenue Management, and the Design of Loyalty Programs”, POMS, Orlando, FL, May 2016
- “Incorporating Consumer Behavior into Operational Decisions” workshop for the *Handbook of Behavioral Operations*, Dallas, TX, USA, April 2016
- “Behavioral Anomalies in Consumer Wait-or-Buy Decisions and Their Implication for Markdown Management” 7th International Workshop on Behavioral Operations Management, Tianjin, China, December 2015 [**keynote presentation**]
- “Competitive Industry's Response to Environmental Tax Incentives for Green Technology Adoption”, “Green Technology Adoption in Split Incentives Situations”, INFORMS Annual Meeting, Philadelphia, USA, Nov 2015
- “Strategic Consumers, Revenue Management, and the Design of Loyalty Programs”, EURO, Glasgow, UK, July 2015
- “Competitive Industry's Response to Environmental Tax Incentives for Green Technology Adoption”, “The Impact of Inventory Risk on Market Prices”, “Retailer's Dynamic Pricing Behaviors in the Presence of Strategic Consumers”, “Remanufacturing Strategies for OEMs without Remanufacturing Capabilities”, POMS, Washington, DC, USA, May 2015
- “Strategic Consumers, Myopic Retailers”, “Remanufacturing Strategies for OEMs without Remanufacturing Capabilities”, INFORMS Annual Meeting, San Francisco, USA, Nov 2014
- “Teaching Sustainability in Non-sustainability Courses”, Closed-Loop Supply Chain workshop, Fontainebleau, France, October 2014
- “Modeling Demand for Remanufactured Products: Random Utility and Consumer Heterogeneity”, Keynote address, World Remanufactured Summit, Rochester, NY, USA, September 2014
- “Remanufacturing Strategies for OEMs without Remanufacturing Capabilities”, M&SOM Conference, Seattle, USA, June 2014
- “Behavioral Anomalies in Consumer Wait-or-Buy Decisions and Their Implication for Markdown Management”, Behavioral OM conference, Cologne, Germany, June 2014
- “Remanufacturing Strategies for OEMs without Remanufacturing Capabilities”, “Strategic Consumers, Revenue Management, and the Design of Loyalty Programs”, POMS, May 2014, Atlanta, USA
- “Strategic Consumers, Myopic Retailers”, “Impact of Inventory Risk on Market Prices” at the INFORMS Annual Meeting, Minneapolis, USA, Oct 2013
- “How to Compete against a Behavioral Newsvendor” M&SOM Supply Chain SIG Conference, Fontainebleau, France, July 2013
- “Strategic Consumers, Myopic Retailers” M&SOM Conference, Fontainebleau, France, July 2013
- “Strategic Consumers, Myopic Retailers” EURO/INFORMS International, Rome, Italy, July 2013
- “How to Compete against a Behavioral Newsvendor” at the Behavioral OM Conference, Ann Arbor, USA, June 2013
- “Impact of Inventory Risk on Market Prices”, POMS, May 2013, Denver, USA
- “Strategic Consumers, Myopic Retailers”, POMS, May 2013, Denver, USA
- “Closed-loop Supply Chains: Markets for Recovered Consumer Goods”, lead presentation (with Daniel Guide and James Abbey) at the POMS Sustainability mini-conference, May 2013, Denver, USA
- “Primer on Behavioral Research in Operations Management”, Winter Operations Conference, February 2013, Snowbird, UT, USA.
- “Environmental and Economic Assessment of Remanufacturing Strategies for Product+Service Firms,” DSI, November 2012, San Francisco, USA

- “Revenue Management with Lifetime Value Considerations,” INFORMS, October 2012, Phoenix, USA
- “Environmental and Economic Assessment of Remanufacturing Strategies for Product+Service Firms,” INFORMS, October 2012, Phoenix, USA
- “Revenue Management with Lifetime Value Considerations,” EURO, July 2012, Vilnius, Lithuania
- “How to Compete Against a Behavioral Newsvendor?” POMS, April 2012, Chicago, USA
- “How to Compete Against a Behavioral Newsvendor?” INFORMS, November 2011, Charlotte, USA
- “FLORA (A) and (B),” INFORMS Annual Case Competition, November 2011, Charlotte, USA
- “Revenue Management with Lifetime Value Considerations,” Behavioral OM conference, June 2011, Fontainebleau, France
- “Revenue Management with Lifetime Value Considerations,” POMS, May 2011, Reno, USA
- “Environmental and Economic Assessment of Remanufacturing Strategies for Product+Service Firms,” POMS, May 2011, Reno, USA
- “Economic and Environmental Assessment of Remanufacturing Strategies for Product-Service Bundles,” INFORMS, November 2010, Austin, USA
- “Empirical Investigation of Strategic Buyer and Seller Behavior in the Wait-or-Buy Game,” EURO 2010, July 2010, Lisbon, Portugal
- “Remanufacturing Strategies for Cell Phone Service Providers: Economic and Environmental Assessment”, at the Behavioral OM conference, June 2010, Charlottesville, USA
- “Remanufacturing Strategies for Cell Phone Service Providers: Economic and Environmental Assessment”, POMS, May 2010, Vancouver, Canada
- “Environmental Taxes and the Choice of Green Technology” at the INFORMS, Oct 2009, San Diego, USA
- “Revenue and Cost Management for Remanufactured Products”, INFORMS, Oct 2009, San Diego, USA
- “Environmental Taxes and the Choice of Green Technology” EURO 2009, July 2009, Bonn, Germany
- “Revenue and Cost Management for Remanufactured Products” Behavioral OM conference, June 2009, Syracuse, USA
- “Revenue and Cost Management for Remanufactured Products”, INFOMRS International, June 2009, Toronto, Canada
- “Revenue and Cost Management for Remanufactured Products” POMS, May 2009, Orlando, USA
- “Wait-or-buy Game” INFORMS, October 2008, Washington D.C., USA
- “Consumer Behavior in Waiting for Last-Minute Discounts” at the Behavioral OM conference, July 2008, Edmonton, Canada
- “Environmental Taxation and the Choice of Pollution-Reducing Technology: Monopoly Case” POMS, May 2008, San Diego, USA
- “Consumer Behavior in Waiting for Last-Minute Discounts” INFORMS, Nov 2007, Seattle, USA
- “Constraint Multi-Attribute Group Balancing: Why does it Work?” INFORMS, Nov 2007, Seattle, USA
- “Spreadsheet Model Helps Assign Medical Residents” INFORMS, November 2007, Seattle, USA
- “Consumer Behavior in Waiting for Last-Minute Discounts” INFORMS Pricing and Revenue Management Conference, June 2007, Barcelona, Spain
- “Exact Multi-Attribute Group Balancing: Why does it Work?” CORS, May 2007, London, Canada
- “Models of Consumer Behavior in Waiting for Last-Minute Discounts” INFOMRS, November 2006, Pittsburgh, USA
- “Strategic Response to Wait-or-buy” INFORMS Pricing and Revenue Management Conference, June 2006, New York, USA
- “Timeshare Exchange Fair” DSI Best Case Award Finals, November 2005, San Francisco, USA
- “Timeshare Exchange Fair” INFORMS 2005 Case competition, November 2005, San Francisco, USA
- “The Effects of Learning Behaviors on the Optimal Response to Consumer Wait-or-Buy”, INFORMS, November 2005, San Francisco, USA