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Academic appointments

MIT SLOAN SCHOOL OF MANAGEMENT

2018 – Present Class of 1943 Career Development Professor

2016 – Present Assistant Professor of Operations Management

Research interests

Operations Management, Healthcare Delivery Operations, Health Policy, Health Analytics.

Non-Profit Operations, Global Health, Social Determinants of Health.

Operational Team Productivity, Ambulance Operations.

Education

LONDON BUSINESS SCHOOL

2016 PhD Management Science and Operations.

Thesis: *Data-driven Models of Healthcare Delivery Operations*.

2012 M.Res Management Science and Operations.

UNIVERSITY OF CAMBRIDGE

2010 M.Phil Management Science and Operations.

Dissertation: *An analysis of the effect of non-uniform conversion rates on Sponsored Search Auctions*.

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

2009 M.Sc. Operational Research, with distinction.

Dissertation: *An examination of the usefulness of reformulating Integer Programs as Flow Problems*.

UNIVERSITY OF ICELAND

2008 B.Sc. Industrial Engineering, first class grade.

UNIVERSITY OF MIAMI

2007 Exchange studies in Industrial Engineering.

Research papers

Journal publications

1. *The Variance Learning Curve*. With Hessam Bavafa. Forthcoming. *Management Science*.
2. *Learning from Many: Partner Exposure and Team Familiarity in Fluid Teams*. With Zeynep Akşin, Sarang Deo, and Kamalini Ramdas. Forthcoming. *Management Science*.
- Non-technical op-ed: “[Learning From Many](#)” *Psychology Today*. Feb 3, 2020.
3. *Recovering from Critical Incidents: Evidence from Paramedic Performance*. With Hessam Bavafa. Forthcoming. *Manufacturing & Service Operations Management*.
- Non-technical op-ed: “[Emotional States Matter in Service Operations Settings](#)” *Psychology Today*. Nov 12, 2019.
4. *Improving HIV early infant diagnosis supply chains in sub-Saharan Africa: Models and application to Mozambique*, with Sarang Deo and Jérémie Gallien (2017). *Operations Research*, 65(6):1479-1493.
- Finalist, 2019 MSOM Responsible Research competition.
- First prize, 2014 MSOM student paper competition.
- Abstract published in *Manufacturing & Service Operations Management*, 17(2): 262-264.
- Non-technical op-ed: “[We found ways to shorten the turnaround time for diagnosing babies with HIV](#)”. *The Conversation*. Jan 17, 2018.

Working papers

5. *Vaccine Supply Chains in Resource-Limited Settings: Mitigating the Impact of Rainy Season Disruptions*. With Kim De Boeck, Catherine Decouttere, and Nico Vandaele. Under revision.

6. *Targeting Outreach to Increase Patient Engagement on Treatment Adherence Support Platforms*. With Justin Boutilier and Erez Yoeli.
7. *Deployment Guidelines for Community Health Workers in Sub-Saharan Africa*. With Carri Chan, Sarang Deo, and Jérémie Gallien.

In progress

8. *Motorcycle Routing for Public Health: Optimal Dynamic Sample Transportation in Diagnostic Networks*. With Sarang Deo, Emma Gibson, Mphatso Kachule, and Kara Palamountain.

Awards and honors

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| 2019 | MSOM Meritorious Service Award. |
| 2019 | Finalist. MSOM Responsible Research competition. |
| 2017 | <i>Grand Challenges Exploration</i> award from the Bill and Melinda Gates Foundation. |
| 2015 | Bonder Scholar Research Grant. |
| 2015 | Deloitte Institute of Innovation and Entrepreneurship (DIIE) PhD Stipend Award. |
| 2014 | First prize, INFORMS Manufacturing & Service Operations Management (MSOM) student paper competition. For <i>Improving HIV early infant diagnosis supply chains in sub-Saharan Africa: Models and application to Mozambique</i> . |
| 2014 | Seth Bonder Scholarship for Applied Operations Research in Health Services. |
| 2014 | ICEIDA (Icelandic International Development Agency) Doctoral Scholarship. |
| 2010-2014 | London Business School PhD Programme Financial Award. |
| 2009-2010 | Overseas student bursary. Cambridge Overseas Trust. |
| Travel grants: | Health Systems Optimization Workshop (Chicago, 2014), Health & Humanitarian Logistics Conference (Hamburg 2012). |

Invited conference and seminar presentations

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| 2020 | Rotman Roundtable on Data Analytics in Healthcare (Toronto) |
| 2019 | University of Maryland—Robert H. Smith Business School; University of Chicago—Booth Business School. INFORMS Healthcare 2019 (MIT). INFORMS Annual Meeting (Seattle). |
| 2018 | Icahn School of Medicine — Arnhold Institute for Global Health; Riders for Health, Malawi; MSOM Annual Conference (UT Dallas); Emory University—IS&OM Workshop of Empirical Research; INFORMS Annual Meeting (Phoenix); Georgia Institute of Technology—ISyE; Malawi Ministry of Health — Diagnostics sub-committee. |
| 2017 | Reykjavík University; Riders for Health, Malawi; INFORMS Annual Meeting (Houston); MIT — ORC. |
| 2016 | MIT — Health Systems Innovation initiative; INFORMS Annual Meeting (Nashville); Deloitte Institute for Innovation and Entrepreneurship Research Symposium (Ditchley house); Workshop on Empirical Research in Operations Management (Wharton); London Ambulance Service; INFORMS International Meeting (Hawaii); UNC — Kenan-Flagler Business School; MIT — Sloan School of Management; INSEAD Business School; Harvard — Chan School of Public Health; IU — Kelley School of Business; UVA — Darden School of Business; CMU — Tepper School of Business; UCLA — Anderson School of Management; UCSD — Rady School of Management; McGill — Desautels Faculty of Management; Oxford — Saïd Business School. |
| 2015 | INFORMS Annual Meeting (Philadelphia); IESE Business School. |
| 2014 | Health Systems Optimization Workshop (Northwestern); INFORMS Annual Meeting (San Francisco). |
| 2013 | Trans-Atlantic Doctoral Conference (LBS); INFORMS Healthcare (Chicago); EURO-INFORMS Joint International Meeting (Rome); MSOM Annual Conference (INSEAD). |
| 2012 | Health & Humanitarian Logistics Conference (Poster) (Hamburg); MSOM Annual Conference (Columbia). |

Teaching

MIT

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| 2019 | Healthcare Lab: Introduction to Healthcare Delivery (MBA Elective) |
| 2017-2019 | Introduction to Operations Management (MBA) |

LBS (TA)

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| 2014-2015 | Operations Management (Executive MBA—London and Dubai) |
| 2011-2014 | Innovating Business Models, Products, & Services (MBA Elective) |

Students

Ankita Singth (LGO)	2020-Present
Levi DeLuke (LGO)	2020-Present
Daniel Killian (ORC SM)	2019-Present
Neal Kaw (ORC PhD)	2019-Present (joint with Nikos Trichakis)
Denton Xiang He (LGO)	2019-Present (joint with Hermano Igo Krebs)
Emma Gibson (ORC PhD)	2018-Present
Merin Thomas (LGO)	2018-2019 (joint with David Simchi-Levi)
Benjamin Awuondo (LGO)	2017-2018 (joint with Stanley B. Gershwin)
Atikha Rizwan (SDM)	2017-2018
Tim Scully (ORC SM)	2016-2017 (joint with Nikos Trichakis)

Professional activities

Ad-hoc reviewer:	Management Science, Operations Research, Manufacturing & Service Operations Management, Production and Operations Management, EJOR, JOM, Sustainability.
Competition reviewer:	Pierskalla award (2016, 2017, 2019), MIT ORC best paper competition (2017, 2018), POMS Healthcare Best Paper Competition (2017, 2020), INFORMS Public Sector Operations Research Best Paper Competition (2017, 2018, 2019), POMS SCM College Best Student Paper Competition (2020).
Co-organizer:	INFORMS Healthcare 2019, Trans-Atlantic Doctoral Conference 2012.
Member:	INFORMS, MSOM, HAS.

Last updated: July 3, 2020