

# ÖZLEM YILDIZ

University of Virginia, Darden Graduate School of Business  
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## ACADEMIC EMPLOYMENT

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### University of Virginia, Darden Graduate School of Business

Assistant Professor of Business Administration 2017-present

## EDUCATION

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### Simon Business School, University of Rochester

**Ph.D. in Operations Management** 2017

*Dissertation:* “Design of Reimbursement Schemes and Process Improvement in Service Systems: Applications in Healthcare”.

**M.S. in Business Administration** 2014

### Middle East Technical University, Ankara, Turkey

**B.S. in Industrial Engineering** 2011

**Minor in Production, Mechanical Engineering Department** 2011

## VISITING EXPERIENCE

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### Visiting Researcher, London Business School, Management Science and Operations Department

Collaboration with: Dr. Nicos Savva, Dr. Tolga Tezcan. 2015-2016.

## RESEARCH INTERESTS

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Economics of Service Systems, Healthcare Operations Management, Economic Incentives and Regulation, Policy Design.

## RESEARCH PAPERS

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Savva, N., Tezcan, T., & Yildiz, O. (2019). Can yardstick competition reduce waiting times?. *Management Science*, 65(7), 3196-3215.

Kamali, M.F., Tezcan, T., & Yildiz, O (2019). When to use provider triage in emergency departments. *Management Science*, 65(3), 1003-1019.

Dobson, G., Pinker, E. J., & Yildiz, O. (2017). An EOQ model for perishable goods with age-dependent demand rate. *European Journal of Operational Research*, 257(1), 84-88.

*A Data-Driven Simulation Algorithm to Staff for Time-Varying Arrivals and Multiple Customer Classes: Application in a Hospital Transportation Department*, with Leon Cui and Tolga Tezcan. Working paper.

*Pricing Models for Congested Access Services*, with Dana G. Popescu. Working paper.

*Competition between HMO and PPO: The Impact of Adverse Selection on Access to Care and Patient Welfare*. In progress.

*Demand and supply-side incentives for wellness programs*, with Sasa Zorc. In progress.

## **OTHER PUBLICATIONS**

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Kamali, M.F., Tezcan, T., & Yildiz, O (2019). When to use provider triage in emergency departments. *INFORMS Management Science Blog*. <https://tinyurl.com/wft5w3q>

GidaExpress: Grocery Delivery in Turkey (Case Study). Weiss, E. N., Yildiz, O., Goldberg, R., Stouras, K., (2019). Darden Case Number: OM-1635.

GidaExpress: Grocery Delivery in Turkey (Teaching Note). Weiss, E. N., Yildiz, O., Goldberg, R., Stouras, K., (2019). Darden Case Number: OM-1635TN.

## **TEACHING EXPERIENCE**

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### **Darden Graduate School of Business, University of Virginia**

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Operations Management I (Core MBA); 2019.  
Operations Management II (Core MBA); 2018, 2020.  
Management of Service Operations (MBA Elective, co-taught); 2020.

### **Simon Business School, University of Rochester**

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#### **Lab Instructor**

Operations Management (MBA); 2014.  
Framing and Analyzing Business Problems I (MBA); 2014-2015.

#### **Teaching Assistant**

Operations Management, Framing and Analysis of Business Problems I - II, Core Statistics for MS Students; 2012-2015.

### **London Business School, Dubai, UAE**

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#### **Workshop Instructor**, Dubai International Program

Operations Management (Executive MBA); Nov. 2015.  
Decision and Risk Analysis (Executive MBA); Jan. 2016, Feb. 2016.

### **London Business School, London, UK**

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**Tutor**, Data Models and Decisions (MBA); 2015.

## **INVITED CONFERENCE TALKS AND SEMINARS**

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INFORMS International Confence (Cancun), INFORMS Annual Meeting (Seattle).	2019
POMS Annual Meeting (Houston).	2018
INSEAD Fontainebleau, University of Virginia, University of Oxford, IE Business School, INFORMS Annual Meeting (Houston).	2017
POMS Annual Meeting (Orlando), Thesis Proposal Seminar at University of Rochester, INFORMS Annual Meeting (Nashville), University of North Carolina Wilmington, California State University Fullerton, Technical University of Munich.	2016
INFORMS Annual Meeting (Philadelphia), INFORMS Healthcare Conference (Nashville), INFORMS Applied Probability Society Conference (Istanbul), London Business School	2015
Trans-Atlantic Doctoral Conference.	
INFORMS Annual Meeting (San Francisco).	2014

## **HONORS AND AWARDS**

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Recipient of full doctoral fellowship, University of Rochester, *2011-2017*.

Recipient of Deloitte Institute of Innovation and Entrepreneurship grant, *2015-2016*.

Ranked 2<sup>nd</sup> in graduating class of 120 students majoring in Industrial Engineering, Middle East Technical University, *June 2011*.

## **PROFESSIONAL ACTIVITIES**

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Reviewer for Management Science, Operations Research and Production and Operations Management (POM) Journals.

Referee for MSOM Service Operations Paper Competition (2019).

Session chair for INFORMS (2017, 2018) and POMS (2017, 2018, 2019).

Discussant at London Business School Trans-Atlantic Doctoral Conference.

2015

INFORMS, MSOM, Health Applications Society, Applied Probability Society.

2013-*present*

## **OTHER INFORMATION**

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**Software:** Java, R, SAS, MATLAB, Mathematica, Arena, GAMS, Risk Solver, @RISK, Tableau.

**Non-academic experience:** Toyota Motor Manufacturing, Turkey, Project Intern (Summer 2010).

OYAK-Renault Automobile Inc., Turkey, Project Intern (Summer 2009).

**Citizenship:** Turkish.