

GONZALO ROMERO

Rotman School of Management
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ACADEMIC POSITIONS

The Rotman School of Management, University of Toronto, Toronto, Canada

(July 2023 – Present) Associate Professor of Operations Management and Statistics
(July 2014 – June 2023) Assistant Professor of Operations Management and Statistics

Department of Industrial Engineering, University of Chile, Santiago, Chile

(August 2008 – July 2009) Instructor and Research Assistant

EDUCATION

(September 2009- August 2014) Massachusetts Institute of Technology, Cambridge, MA
PhD in Operations Management, Sloan School of Management.
PhD Thesis: Optimization Driven Approaches for Subsidy Allocation and Supply Chain Procurement

(March 2007 - August 2008) University of Chile, Santiago, Chile
Industrial Engineering Degree, Summa Cum Lauda

(March 2002 - December 2006) University of Chile, Santiago, Chile
Bachelor of Science, Summa Cum Lauda, Industrial Engineering

HONORS GRANTS AND AWARDS

- **Olumurejiwa Fatunde** won two consecutive Rotman Post-Doctoral Opportunity Program (RPOP) awards (\$50,000, 2022) and (\$50,000, 2023) to work under my supervision in the academic years 2022-2023 and 2023-2024
- Research Fellow at the Sandra Rotman Center for Health Sector Strategy (since 2021)
- Research grant supported by the Michael Lee-Chin Family Institute for Corporate Citizenship (\$10,000, 2021). Project: “Rent-to-Own Models with Uncertain Income for Developing Markets” (w. Hosain Zaman)
- Research grant supported by the Sandra Rotman Center for Health Sector Strategy (\$15,000, 2021). Project: “Cherry-Picking and Spillover on Service-Level: Evidence from a Radiology Workflow Platform” (w. Saman Lagzi)
- For the paper “Innovative Business Models in Ocean-Bound Plastic Recycling”. **Zhuoluo Zhang** won second place in the 2021 SC&LM Best Student Research Competition and Honorable Mention in the 2022 POMS-HK Best Student Paper Competition

- For the paper “The Value of Long-term Relationships when Selling to Informal Retailers - Evidence from India”. **Olumurejiwa Fatunde** won second place in the POMS 2021 Student Paper Competition in Sustainable Operations
- Rotman Teaching Award, Rotman School of Management (2020, 2021)
- M&SOM Meritorious Service Award (2020, 2021)
- For the paper “Cherry-Picking and Spillover on Service-Level: Evidence from a Radiology Workflow Platform”. **Saman Lagzi** was a finalist in the CORS 2020 Student Paper Competition (Open Category)
- NSERC Discovery grant of \$182,000, 2018-2025. Project: “Operations Research Models for Sustainability in the Developing World”
- Connaught New Researcher Award for \$10,000, 2016, from the University of Toronto. Project: “Simple Near-Optimal Policies for a Class of Subsidy Allocation Problems”
- Arnoldo Hax Fellowship 2013. Sloan School of Management, Massachusetts Institute of Technology
- Full Tuition and Fellowship 2009-2014. Sloan School of Management, Massachusetts Institute of Technology
- Ranked 1/102 among Industrial Engineering graduates (2008), University of Chile

PUBLICATIONS

1. Gernert A., Calmon A., Romero G., Van Wassenhove L., (2023) Business Model Innovation for Ambulance Systems in Developing Countries: "Coordination and Competition" Conditionally accepted for publication in *Production and Operations Management* https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4049997
2. Lagzi S., Quiroga B., Romero G., Howard N., Chan T., (2023) Negative Externality on Service Level across Priority Classes: Evidence from a Radiology Workflow Platform, Forthcoming in the *Journal of Operations Management*. <https://doi.org/10.1002/joom.1252>
Note: Saman Lagzi was a finalist in the in the CORS 2020 Student Paper Competition for this paper.
3. Bravo F., Levi R., Perakis G., Romero G., (2023) Care Coordination for Healthcare Referrals under a Shared-Savings Program. *Production and Operations Management* **32**(1), pp 189-206. <https://doi.org/10.1111/poms.13830>
4. Calmon A., Jue-Rajasingh D., Romero G., Stenson J., (2022) Operational Strategies for Distributing Durable Goods in the Base of the Pyramid, *Manufacturing & Service Operations Management* **24**(4), pp 1887-1905. <https://doi.org/10.1287/msom.2022.1106>
5. Calmon A., Ciocan F., Romero G., (2020) Revenue Management with Repeated Customer Interactions, *Management Science* **67**(5), pp 2944-2963. <https://doi.org/10.1287/mnsc.2020.3677>
6. Levi R., Perakis G., Romero G., (2019) Near-Optimality of Uniform Co-payments for Subsidies and Taxes Allocation Problems. *Operations Research*, **67**(2), pp 548-561. <https://doi.org/10.1287/opre.2018.1785>
7. Levi R., Perakis G., Romero G., (2016) On the Effectiveness of Uniform Subsidies in Increasing Market Consumption. *Management Science*, **63**(1), pp 40-57. <https://doi.org/10.1287/mnsc.2015.2329>

8. Levi R., Perakis G., Romero G., (2014) A Continuous Knapsack Problem with Separable Convex Utilities: Algorithms and Applications. *Operations Research Letters*, **42**(5), pp 367-373. <https://doi.org/10.1016/j.orl.2014.06.007>
9. Romero G., Duran G., Marengo J., Weintraub A., (2013) An Approach for Efficient Ship Routing. *International Transactions in Operational Research*, **20**(6), pp 767-794. <https://doi.org/10.1111/itor.12021>

PAPERS UNDER REVIEW

10. Hosseini M., Milner J., Romero G., Dynamic Relocations in Car-Sharing Networks (Major Revision, *Operations Research*), https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3774324
11. Baron O., Romero G., Zhang Z., Zhou S.X., Innovative Business Models in Ocean-Bound Plastic Recycling (Major Revision, *Manufacturing & Service Operations Management*), https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3871885
Note: Zhuoluo Zhang won second place in the 2021 Dalhousie University SC&LM Best Student Research Competition and Honorable Mention in the 2022 POMS-HK Best Student Paper Competition for this paper.
12. Fatunde O., Calmon A., de Zegher J., Romero G., The Value of Long-Term Relationships when Selling to Informal Retailers - Evidence from India (Reject and Resubmit, *Management Science*), https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3792639
Note: Olumurejiwa Fatunde won second place in the POMS 2021 Student Paper Competition in Sustainable Operations for this paper.
13. Levi R., Perakis G., Romero G., Sparse Solutions for the Unbounded Minimum Knapsack Problem with Procurement Applications (Reject and Resubmit, *Management Science*)
14. Baron O., Rashidinejad E., Romero G., An Operational Perspective on Micro-financing in Developing Countries (Reject and Resubmit, *Manufacturing & Service Operations Management*), https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4340029

WORKING PAPERS

15. Guajardo J., Rashidinejad E., Romero G., Zaman H., Rent-to-Own Models with Uncertain Income for Developing Economies
16. van der Berg P., Calmon A., Dolkart C., Gernert A., Lemmens S., Rabinovich M., Romero G., Operational Challenges for EMS Platforms in Developing Countries

TEACHING EXPERIENCE

Rotman School of Management, University of Toronto

Toronto, ON

Courses designed and taught:

1. Operations Management (Core MBA class) (Fall 2019-2020-2021, Winter 2024)
This course introduces students to Operations Management and how to effectively control and manage the operations of firms. In 2020 I redesigned this course to for online delivery due to the COVID-19 pandemic.
2. Operations Management (Undergraduate class) (Winter 2015-2019)
This course introduces students to Operations Management and how to effective control and manage the operations of firms. This course is a version of a previously existing one.
3. The Theory of Inventory Management (PhD class) (Winter 2016)
4. Foundations of Operations Management (w. O. Baron) (PhD class) (Fall 2021 - Winter 2022)
5. The Theory of Sustainable Operations (PhD class) (Fall 2023)
6. Business Operations for Sustainability (MBA class) (Summer 2024)

Department of Industrial Engineering, University of Chile

Santiago, Chile

Courses taught:

- Optimization (Undergraduate class) (March-June 2009)

CASES

- Calmon A., Jue-Rajasingsh D., Nanji A., Romero G. and Stenson J. (2017) *Essmart: Distributing Life-Changing Technologies to Rural Villagers*.
The case is targeted at students in operations management, operations strategy and sustainability classes. The case introduces students to the challenges of distributing durable goods in developing countries. It is based on data work with Essmart, a distributor of durable life-improving products in India, and a paper on operational strategies for distributing durable goods in the base of the pyramid.

RESEARCH SUPERVISION

Post doctorate fellows:

1. Hosain Zaman (March 2021 - February 2022) Jointly supervised with Guajardo, J.
Project: Rent-to-Own Models with Uncertain Income for Developing Economies
2. Olumurejiwa Fatunde (December 2022 – December 2024). Project: The Value of Long-Term Relationships when Selling to Informal Retailers - Evidence from India

PhD Students Supervision:

I have co-supervised the PhD work of Saman Lagzi, Mahsa Hosseini, Elaheh Rashidinejad, Olumurejiwa Fatunde (from MIT), and Zhuoluo Zhang (from CUHK)

External PhD Dissertations committee member

1. "Learning and Strategic Behaviour: The Role of Consumer Behaviour in Three Revenue Management Applications" by Hojat Abdolanezhad, Rotman School of Management, University of Toronto (2021)
2. "Pricing and Matching in the Sharing Economy" by Yun Zhou, Rotman School of Management, University of Toronto (2017)
3. "Operations Management of Crowdsourcing and Crowd Behavior" by Lu Wang, Rotman School of Management, University of Toronto (2017)
4. "Ordering Flexibility, Delay Information Heterogeneity, and Time-of-Service Preferences in Operations Management" by Yang Li, Rotman School of Management, University of Toronto (2016)
5. "Managing Perishability in Service Operations" by Vahid Sarhangian, Rotman School of Management, University of Toronto (2015)

MBA Projects Supervision

Spring 2018 Data analytics for a medication provider

Winter 2017 Case study in sustainable operations

Winter 2016 Operational study of autonomous mining technology for open pit mines

POPULAR PRESS

1. July 31, 2019, The power of innovative supply chains, India Forbes and Rotman Magazine <https://www.forbesindia.com/article/rotman/the-power-of-innovative-supply-chains/54607/1>

INVITED SEMINARS

1. Department of Industrial Engineering, University of Chile. *Business Model Innovation for Ambulance Systems in Developing Economies: "Coordination and Competition"*. Invited Seminar Speaker, 2023.
2. Scheller College of Business, Georgia Tech. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Invited Seminar Speaker, 2022.
3. Alberta School of Business, University of Alberta. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Invited Seminar Speaker, 2022.
4. Department of Industrial Engineering, University of Chile. *Dynamic Relocations in Car Sharing Networks*. Invited Seminar Speaker, 2021.
5. INSEAD, France. *Dynamic Relocations in Car Sharing Networks*. Invited Seminar Speaker, 2021.
6. Business School, Pontific University of Chile. *Dynamic Relocations in Car Sharing Networks*. Invited Seminar Speaker, 2021.
7. Anderson School of Management, UCLA. *Dynamic Relocations in Car Sharing Networks*. Invited Seminar Speaker, 2021.
8. Center for Transportation and Logistics, MIT. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Invited Seminar Speaker, 2020.

9. Simon School of Management, University of Rochester. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Invited Seminar Speaker, 2020.
10. Sauder School of Business, University of British Columbia, University of Rochester. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Invited Seminar Speaker, 2018.
11. Round Table on Data Analytics in Healthcare, Rotman School of Management, University of Toronto. *Data Analytics on the Operations of a Radiology Workflow Platform*, Invited Speaker, 2018.
12. Rotman School of Management, University of Toronto. *Revenue Management with Repeated Customer Interactions*. Invited Seminar Speaker, 2018.
13. Department of Industrial Engineering, University of Chile. *Revenue Management with Repeated Customer Interactions*. Invited Seminar Speaker, 2018.
14. Desautels Faculty of Management, McGill University. *How Good are Uniform Co-payments in Maximizing Market Consumption?* Invited Seminar Speaker, 2016.
15. Operations Research Group, University of Toronto. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Invited Seminar Speaker, 2014.
16. Rotman School of Management, University of Toronto. *Optimizing Purchasing and Handling Costs for Supply Chain Procurement*. Invited Seminar Speaker, 2014.
17. Rotman School of Management, University of Toronto. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Invited Seminar Speaker, 2014.
18. London Business School. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Invited Seminar Speaker, 2014.
19. Industrial Engineering Department, University of Pittsburgh. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Invited Seminar Speaker, 2014.
20. Foster School of Business, University of Washington. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Invited Seminar Speaker, 2014.
21. INSEAD, France. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Invited Seminar Speaker, 2014.
22. Sloan School of Management, MIT. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Invited Seminar Speaker, 2013.
23. Sloan School of Management, MIT. *Allocating Subsidies to Minimize a Commodity's Market Price, A Network Design Approach*. Invited Seminar Speaker, 2011.

PAPERS IN REFEREED CONFERENCES

1. Gernert A., Calmon A., Romero G., Van Wassenhove L. Business Model Innovation for Ambulance Systems in Developing Economies: "Coordination and Competition". In *Manufacturing and Service Operations Management, Sustainable Operations SIG, Montreal, Canada, 2023*.
2. Baron O., Rashidinejad E., Romero G. An Operational Perspective on Micro-financing in Developing Countries. In *Manufacturing and Service Operations Management, iFORM (Interface of Finance, Operations and Risk Management) SIG, Montreal, Canada, 2023*.
3. Gernert A., Calmon A., Romero G., Van Wassenhove L. Business Model Innovation for Ambulance Systems in Developing Economies: "Coordination and Competition". In *Early-Career Sustainable Operations Workshop, University of Massachusetts, Amherst, MA, 2023*.

4. Baron O., Romero G., Zhang Z., Zhou S.X. Innovative Business Models in Ocean-Bound Plastic Recycling. In *Workshop in Management Science*, Puerto Varas, Chile, 2023.
5. Fatunde O., Calmon A., de Zegher J., Romero G.. The Value of Long-Term Relationships when Selling to Informal Retailers - Evidence from India. In *Workshop for Empirical Research in Operations Management, The Wharton School, University of Pennsylvania, PA*, 2022.
6. Gernert A., Calmon A., Romero G., Van Wassenhove L. Business Model Innovation for Ambulance Systems in Developing Countries: "Coordination and Competition". In *Development Workshop for POM Special Issue on "New Business Models and Operations Innovations," Hanover, NH*, 2022.
7. Baron O., Romero G., Zhang Z., Zhou S.X. Innovative Business Models in Ocean-Bound Plastic Recycling. In *Manufacturing and Service Operations Management, Sustainable Operations SIG, Munich, Germany*, 2022.
8. Levi R., Perakis G., Romero G. Sparse Solutions for the Unbounded Minimum Knapsack Problem with Procurement Applications. In *ALIO/EURO Conference on Applied Combinatorial Optimization, Vina del Mar, Chile*, 2022.
9. Fatunde O., Calmon A., de Zegher J., Romero G.. The Value of Long-Term Relationships when Selling to Informal Retailers - Evidence from India. In *Manufacturing and Service Operations Management, Sustainable Operations SIG, Indianapolis, IN*, 2021.
10. Fatunde O., Calmon A., de Zegher J., Romero G.. The Value of Long-Term Relationships when Selling to Informal Retailers - Evidence from India. In *EC'21: ACM Conference on Economics and Computation, Workshop on Operations of People-Centric Systems, Budapest, Hungary*, 2021.
11. Chan T., Howard N., Lagzi S., Quiroga B., Romero G. Negative Spillover on Service Level across Priority Classes: Evidence from a Radiology Workflow Platform. In *EC'21: ACM Conference on Economics and Computation, Workshop on Operations of People-Centric Systems, Budapest, Hungary*, 2021.
12. Calmon A., Jue-Rajasingh D., Romero G, Stenson J. Operational Strategies for Distributing Durable Goods in the Base of the Pyramid. In *Manufacturing and Service Operations Management, Sustainable Operations SIG, Chapel Hill, NC*, 2017.
13. Calmon A., Jue-Rajasingh D., Romero G, Stenson J. Operational Strategies for Distributing Durable Goods in the Base of the Pyramid. In *Junior Faculty Sustainability Workshop, University of Virginia, Charlottesville, VA*, 2017.
14. Calmon A., Jue-Rajasingh D., Romero G, Stenson J. Operational Strategies for Distributing Durable Goods in the Base of the Pyramid. *Workshop in Management Science, Puerto Varas, Chile*, 2017.

INVITED AND ACCEPTED CONFERENCE PRESENTATIONS

1. INFORMS Healthcare Conference. *Business Model Innovation for Ambulance Systems in Developing Economies: "Coordination and Competition"*. Montreal, Canada, 2023. Accepted Talk.
2. MSOM Sustainable Operations SIG. *Business Model Innovation for Ambulance Systems in Developing Economies: "Coordination and Competition"*. Montreal, Canada, 2023. Accepted Talk.
3. MSOM iFORM (Interface of Finance, Operations and Risk Management) SIG. *An Operational Perspective on Micro-financing in Developing Countries*. Montreal, Canada, 2023. Accepted Talk.
4. MSOM Annual Conference. *Operational challenges in emergency service platforms in developing countries*. Montreal, Canada, 2023. Accepted Talk.
5. POMS International Conference. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Budapest, Hungary, 2022. Invited Talk.

6. MSOM Sustainable Operations SIG. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Munich, Germany, 2022. Accepted Talk.
7. CORS/INFORMS International Conference. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Vancouver, BC, 2022. Invited Talk.
8. POMS Annual Conference. *Rent-to-Own Models with Uncertain Income for Developing Economies*. Online, 2022. Invited Talk.
9. INFORMS Annual Conference. *Rent-to-Own Models with Uncertain Income for Developing Economies*. Anaheim, CA, 2021. Session Chair.
10. MSOM Annual Conference. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Indianapolis, IN, 2021. Accepted Talk.
11. POMS Annual Conference. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Online, 2021. Session Chair.
12. INFORMS Annual Conference. *Innovative Business Models in Ocean-Bound Plastic Recycling*. Online, 2020. Session Chair.
13. INFORMS Annual Conference. *Dynamic Relocations in Car-Sharing Networks*. Seattle, WA, 2019. Invited Talk.
14. INFORMS Annual Conference. *Operational Challenges in a Medical Transportation Platform in India*. Seattle, WA, 2019. Session Chair.
15. INFORMS Revenue Management and Pricing Conference. *Dynamic Relocations in Car-Sharing Networks*. Palo Alto, CA, 2019. Accepted Talk.
16. INFORMS Healthcare Conference. *Data Analytics on the Operations of a Radiology Workflow Platform*. Boston, MA, 2019. Accepted Talk.
17. MSOM Annual Conference. *Data Analytics on the Operations of a Radiology Workflow Platform*. Singapore, 2019. Accepted Talk.
18. INFORMS International Conference. *Dynamic Relocations in Car-Sharing Networks*. Cancun, Mexico, 2019. Session Chair.
19. POMS Annual Conference. *Operational Challenges in a Medical Transportation Platform in India*. Washington, DC, 2019. Session Chair.
20. INFORMS Annual Conference. *Data Analytics on the Operations of a Radiology Workflow Platform*. Phoenix, AZ, 2018. Invited Talk.
21. INFORMS Annual Conference. *Operational Challenges in a Medical Transportation Platform in India*. Phoenix, AZ, 2018. Invited Talk.
22. POMS Annual Conference. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Houston, TX, 2018. Invited Talk.
23. INFORMS Annual Conference. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Houston, TX, 2017. Invited Talk.
24. ISMP Conference. *Revenue Management with Repeated Customer Interactions*. Bordeaux, France, 2017. Invited Talk.
25. MSOM Sustainable Operations SIG. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Chapel Hill, NC, 2017. Accepted Talk.
26. IFORS Annual Conference. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Quebec City, QC, 2017. Session Chair.
27. Junior Faculty Sustainability Workshop. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Charlottesville, VA, 2017. Accepted Talk.

28. Workshop in Management Science. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Puerto Varas, Chile, 2017. Accepted Talk.
29. INFORMS Annual Conference. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Nashville, TN, 2016. Invited Talk.
30. INFORMS Annual Conference. *Revenue Management with Repeated Customer Interactions*. Nashville, TN, 2016. Session Chair.
31. CORS Annual Conference. *Optimizing Purchasing and Handling Costs for Supply Chain Procurement*. Banff, AB, 2016. Session Chair.
32. INFORMS International Conference. *How Good are Uniform Co-payments in Maximizing Market Consumption?* Hawaii, HI, 2016. Session Chair.
33. POMS Annual Conference. *Operational Strategies for Distributing Durable Goods in the Base of the Pyramid*. Orlando, FL, 2016. Session Chair.
34. INFORMS Annual Conference. *How Good are Uniform Co-payments in Maximizing Market Consumption?* Philadelphia, PA, 2015. Invited Talk.
35. MSOM Annual Conference. *How Good are Uniform Co-payments in Maximizing Market Consumption?* Toronto, ON, 2015. Accepted Talk.
36. POMS Annual Conference. *How Good are Uniform Co-payments in Maximizing Market Consumption?* Washington, DC, 2015. Invited Talk.
37. INFORMS Annual Conference. *Optimizing Purchasing and Handling Costs for Supply Chain Procurement*. San Francisco, CA, 2014. Invited Talk.
38. Workshop in Management Science & Economics. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. University of Chile, 2014. Invited Talk.
39. SIAM Optimization Conference. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. San Diego, CA, 2014. Invited Talk.
40. INFORMS Annual Conference. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Minneapolis, MN, 2013. Invited Talk.
41. MSOM Annual Conference. *The Effectiveness of Uniform Subsidies in Increasing Market Consumption*. Fontainebleau, France, 2013. Accepted Talk.
42. INFORMS Annual Conference. *Allocating Subsidies to Minimize a Commodity's Market Price, A Network Design Approach*. Phoenix, AZ, 2012. Invited Talk.
43. ISMP Conference. *Allocating Subsidies to Minimize a Commodity's Market Price, A Network Design Approach*. Berlin, Germany, 2012. Invited Talk.
44. MSOM Annual Conference. *Allocating Subsidies to Minimize a Commodity's Market Price, A Network Design Approach*. New York, NY, 2012. Accepted Talk.
45. INFORMS Annual Conference. *Allocating Subsidies to Minimize a Commodity's Market Price, A Network Design Approach*. Charlotte, NC, 2011. Invited Talk.

SERVICES

- Undergraduate programs committee (UPC), the Rotman School of Management, the University of Toronto (July 2023 – June 2026)
- Centres and Research Committee, the Rotman School of Management, the University of Toronto (July 2020 – June 2022)
- Ad-hoc Referee Journals:
 - Management Science, Operations Research, Manufacturing & Service Operations Management, Production and Operations Management, Annals of Operations Research, Naval Research Logistics, International Transactions in Operational Research.
- Ad-hoc Referee Awards:
 - CORS student paper competition.
 - MSOM Sustainable Operations SIG
 - MSOM Healthcare Operations Management SIG
- Grants Reviews:
 - Chilean Fund for Science and Technology (FONDECYT) (2014, 2019, 2020)
 - Research Grants Council (RGC) of Hong Kong (2021)
- Cluster Chair
 - CORS/INFORMS International, 2022, Cluster of Sustainable Operations (Co-chair w. Qiuping Yu)
 - CORS, 2021, Cluster of Operations and Service Management (Co-chair w. Steven Shechter)
 - CORS, Toronto, 2020, Cluster of Operations and Service Management (Co-chair w. Steven Shechter) – Postponed due to COVID-19 pandemic
 - M&SOM, Banff, 2020, Chair of Sustainable Operations SIG (Co-chair w. Luyi Gui) – Cancelled due to COVID-19 pandemic
- Session Chair:
 - POMS 2022 (w. Andre Calmon), INFORMS Annual Meeting 2021 (w. Mahsa Hosseini, and w. Andre Calmon), CORS 2021, POMS 2021, INFORMS Annual Meeting 2020, POMS 2020 (w. Andre Calmon, cancelled due to COVID-19 pandemic), CORS 2020 (cancelled due to COVID-19 pandemic), INFORMS Annual Meeting 2019 (w. Andre Calmon), INFORMS International Meeting 2019 (w. Florin Ciocan), POMS 2019 (w. Andre Calmon), IFORS 2017, INFORMS 2016 (w. Florin Ciocan), CORS 2016, POMS 2016 (w. Andre Calmon), INFORMS International Meeting 2016

MEMBERSHIPS IN ACADEMIC ORGANIZATIONS

INFORMS: Revenue Management and Pricing Section, Optimization Society, Applied Probability Society, Manufacturing and Service Operations Management Society, POMS: College of Sustainable Operations, CORS, Mathematical Optimization Society.

PERSONAL INTERESTS

Biking, hiking, and traveling.