

## RESEARCH INTERESTS

---

Service, Retail, and Healthcare Operations Management, Consumer Choice and Behavior, Applied Game Theory, Queueing Theory and Applications.

## EDUCATION

---

Ph.D. Operations Management, Northwestern University, 2010

M.S. Industrial Engineering, Koç University, Türkiye, 2006

B.S. Industrial Engineering, Middle East Technical University, Türkiye, 2004

## EMPLOYMENT

---

Associate Professor (with tenure), Operations & Business Analytics, University of Oregon, Sep 2017 – Present

- Robert J. and Leona M. DeArmond Research Scholar, University of Oregon, Sep 2018 – Present

Academic Director, Oregon MBA, Sep 2022 – Present

Assistant Professor, Operations & Business Analytics, University of Oregon, Sep 2010 – Jun 2017.

## PEER-REVIEWED PUBLICATIONS

---

\*: Indicates collaboration with former OBA PhD students

1. Jalili, M.\* , E. B. Çil, and M. Pangburn. Pricing and Structuring Product Trials: Separate versus Mixed Wine Tastings. *European Journal of Operational Research*, Vol: 312, No: 2, 2024.
2. Piri, S., M. Pangburn, and E. B. Çil. Impact of Ridesharing Platforms on Hospitals' Emergency Department Admissions. *Decision Support Systems*, Vol: 177, 114089, 2024.
3. Anderson, D., T. Aydınliyım, M. Bjarnadottir, E. B. Çil, and M. Anderson. Rationing Scarce Healthcare Capacity: A Study of the Ventilator Allocation Guidelines During the Covid-19 Pandemic in the United States. *Production & Operations Management*. Special Issue, 1-28, 2023.
4. Aydınliyım, T., E. B. Çil, and N. N. Murthy. Input Material Reduction Incentives versus Scrap Recycling for Closed Loop Supply Chains. *Production & Operations Management*, Vol: 32, No: 10, 2023.
5. Yazdani, A.\* , E. B. Çil, and M. S. Pangburn. Retail Sample Boxes: Counteracting the Adverse Effect of Accelerated Learning via Future Credit. *Manufacturing & Service Operations Management*, Vol: 25, No: 5, 2023.
6. Çil, E. B. Managing Service Systems via Disguised Queues: The Role of Customers' Retaliatory Behavior. *Decision Sciences*, Vol: 52, No: 2, 2021.
7. Yazdani, A.\* , E. B. Çil, and M. S. Pangburn. What if Hotelling's Firms Offer Mass Customization? *Decision Sciences*, Vol: 51, No: 2, 2020.
8. Allon, G., A. Bassamboo, and E. B. Çil. Skill Management in Large-scale Service Marketplaces. *Production & Operations Management*, Vol: 26, No: 11, 2017

9. Çil, E. B. and M. S. Pangburn. Mass Customization and Guardrails: 'You Can't Be All Things To All People' with M. Pangburn. *Production & Operations Management*, Vol: 26, No: 9, 2017.
10. Çil, E. B. and M. A. Lariviere. Saving Seats for Strategic Customers. *Operations Research*, Vol: 61, No: 6, 2013.
11. Allon, G., A. Bassamboo, and E. B. Çil. Large Scale Service Marketplaces: The Role of the Moderating Firm. *Management Science*, Vol: 58, No: 10, 2012.
12. Çil, E. B., F. Karaesmen, and E. L. Örmeci. Dynamic Pricing and Scheduling in a Multi-Class Single-Server Queueing System. *Queueing Systems*, Vol: 67, No: 4, 2011.
13. Çil, E. B., F. Karaesmen, and E. L. Örmeci. Effects of System Parameters on the Optimal Policy Structure in a Class of Queueing Control Problems. *Queueing Systems*, Vol: 61, No: 4, 2009.
14. Çil, E. B., F. Karaesmen, and E. L. Örmeci. Structural Results on a Batch Acceptance Problem. *Mathematical Methods of Operations Research*, Vol: 66, No: 2, 2007.

## WORKS IN PROGRESS

---

\*: Indicates collaboration with former OBA PhD students

15. Patient-Centric Innovation in Service Modalities for End-Stage Renal Disease, with M. Jabbari\* and N. Murthy.
16. Design Of Returnless Refunds in Online Retailing, with A. Yazdani\*, M. Jalili\* and M. Pangburn.
17. Effectiveness of Service Prioritization Strategies when the Service Rate and the Value of Service Completion are Correlated, with T. Aydınliyım and M. Delasay.
18. A Mathematical Model for a Patient-Centric Dialysis Network, with M. Jabbari\* and N. Murthy.

## TEACHING

---

### UNDERGRADUATE COURSES:

- Sports Analytics, OBA 410, University of Oregon: Winter 2021 – Present (5 sections taught, 2 sections scheduled)
- Business Analytics 1, OBA 311, University of Oregon: Fall 2019 – Present (6 sections taught, including an honor section)
- Database Management Systems, OBA 444, University of Oregon: Winter 2019
- Service Operations, OBA 410, University of Oregon: Fall 2015 – Fall 2017 (3 sections taught)
- Business Information Systems, DSC/OBA 340, University of Oregon: Winter 2011 – Winter 2018 (20+ sections taught, including honor sections)

### GRADUATE COURSES:

- Quantitative Methods for Managers (MBA), OBA 612, University of Oregon: Spring 2022 – Present (3 sections taught, 1 section scheduled)
- Non-linear Optimization (PhD), DSC/OBA 607 University of Oregon: Winter 2015, Winter 2024
- Sports Analytics, OBA 510, University of Oregon: Winter 2021 – Present (5 sections taught, 2 sections scheduled)
- Database Management Systems, OBA 544, University of Oregon: Winter 2019
- Service Operations, OBA 510, University of Oregon: Fall 2015 – Fall 2017 (3 sections taught)

#### *DOCTORAL DISSERTATIONS:*

- Co-chair, OBA Department, Alireza Yazdani, "Essays on Product Variety in Retail Operations" (2019)
- Departmental Member, OBA Department, Mona Jabbari, "Patient-Centric Innovation in Service Modalities for End-Stage Renal Disease" (2021)
- Institutional Representative, Mathematics, Daniel Raies, "Mackey Functors over the Group  $Z/2$  and Computations in Homological Algebra" (2019)
- Institutional Representative, Mathematics, Bo Phillips, "New A-infinity Diagonals from Contractions of the Weighted Associahedra" (2023)

#### *HONORS THESES:*

- Advisor, Clarks Honors College, Jack Wentzien, "Attitude of the NBA Community Towards Analytics: Revolution or Ruin?" (2024)

#### *PHD COMPREHENSIVE EXAM COMMITTEES:*

- Member, OBA Department, 10+ former PhD students (Fall 2010 – Spring 2024)

#### *SERVICE*

---

##### *OPERATIONS & BUSINESS ANALYTICS DEPARTMENT:*

- Coordinator, Operations & Business Analytics Ph.D. Program (Fall 2013 – Spring 2020, Fall 2021 – Spring 2024)
- Core Course Coordinator, Business Analytics 1, OBA 311, (Fall 2019 – Spring 2020)
- Core Course Coordinator, Business Analytics 2, OBA 312, (Fall 2019 – Spring 2020)
- Core Course Coordinator, Business Information Systems, OBA 340, (Fall 2018 – Spring 2019)
- Chair, Faculty Search Committee (Fall 2021 – Spring 2022)
- Co-chair, Faculty Search Committee (Fall 2018 – Spring 2019)
- Member, Faculty Search Committees, several departmental searches (Fall 2010 – Spring 2018)

##### *LUNDQUIST COLLEGE OF BUSINESS:*

- Academic Director, University of Oregon MBA Program (Fall 2022 – Present)
- Member, PhD Program Committee (Fall 2013 – Spring 2020, Fall 2021 – Spring 2024)
- Member, Promotion and Tenure Committee (Fall 2017 – Spring 2018, Winter 2023 – Spring 2023)
- Member, Core Course Coordinators Committee (Fall 2018 – Spring 2020)
- Member, Management Department Faculty Search Committee (Fall 2017 – Spring 2018)

##### *UNIVERSITY OF OREGON:*

- Chair, Academic Requirements Committee (Fall 2014 – Spring 2015, Fall 2017 – Spring 2018, Fall 2023 – Spring 2024)
- Co-chair, Scholastic Review Committee (Fall 2022 – Spring 2024)
- Member, Scholastic Review Committee (Fall 2020 – Spring 2022)
- Member, Academic Requirements Committee (Fall 2012 – Spring 2014, Fall 2015 – Spring 2017, Fall 2022 – Spring 2023).
- Member, Committee on Oversight and Shared Governance (Fall 2023 – Present)
- Member, Academic Council (Fall 2014 – Spring 2015, Fall 2016 – Spring 2017, Fall 2022 – Spring 2024)

- Member, Scholarship Committee (Fall 2011 – Spring 2013)
- Member, Instructional and Administrative Content Accessibility Advisory Collaborative (IACA2C) (Fall 2022 – Present)

**PROFESSION:**

- Track Chair, Service Systems and Operations, 2022 DSI Annual Meeting
- Track Chair, Marketing & OM Interface, 2016 POMS Annual Meeting
- Session Chair, INFORMS Annual Conference (2013, 2015, 2017)
- Session Chair, POMS Annual Conference, (2013, 2015, 2018)
- Editorial Review Board, Production & Operations Management (Sep 2015 – Present)
- Editorial Review Board, Decision Sciences (Sep 2020 – Present)
- Reviewer, Management Science, Operations Research, Manufacturing & Service Operations Management, Production & Operations Management, Naval Research Logistics, Decision Sciences Journal, IIE Transactions.

**PRESENTATIONS**

---

\*\*\*: Presentation titles show the most recent title of the papers.

**Design Of Returnless Refunds in Online Retailing**

- POMS International Conference 2024 (Istanbul, Türkiye)
- POMS Annual Meeting 2022 (Virtual)

**Impact of Ridesharing Platforms on Hospitals' Emergency Department Admissions**

- POMS International Conference 2024 (Istanbul, Türkiye)
- INFORMS Annual Meeting 2022 (Indianapolis, IN)
- POMS Annual Meeting 2022 (Virtual)

**Patient-Centric Innovation in Service Modalities for End-Stage Renal Disease**

- POMS Annual Meeting 2023 (Orlando, FL)
- INFORMS Annual Meeting 2020 (Indianapolis, IN)

**Rationing Scarce Healthcare Capacity: A Study of the Ventilator Allocation Guidelines During the Covid-19 Pandemic in the United States**

- POMS Annual Meeting 2023 (Orlando, FL)
- INFORMS Annual Meeting 2022 (Indianapolis, IN)

**Input Material Reduction Incentives Vs. Scrap Recycling for Closed Loop Supply Chains**

- INFORMS Annual Meeting 2022 (Indianapolis, IN)
- DSI Annual Meeting 2022 (Houston, TX)
- POMS Annual Meeting 2019 (Washington, DC)

**Retail Sample Boxes: Counteracting the Adverse Effect of Accelerated Learning via Future Credit**

- INFORMS Annual Meeting 2019 (Seattle, WA)
- POMS Annual Meeting 2019 (Washington, DC)
- M&SOM Annual Meeting 2018 (Dallas, TX)

**Pricing and Structuring Product Trials: Separate versus Mixed Wine Tastings**

- INFORMS Annual Meeting 2019 (Seattle, WA)
- POMS Annual Meeting 2019 (Washington, DC)

**Managing Service Systems via Disguised Queues: The Role of Customers' Retaliatory Behavior**

- INFORMS Annual Meeting 2018 (Phoenix, AZ)
- POMS Annual Meeting 2017 (Seattle, WA)

#### What if Hotelling's Firms Offer Mass Customization?

- INFORMS Annual Meeting 2018 (Phoenix, AZ)
- POMS Annual Meeting 2017 (Seattle, WA)

#### Mass Customization and Guardrails: "You Can't Be All Things To All People"

- POMS Annual Meeting 2015 (Washington, DC)
- M&SOM Annual Meeting 2014 (Seattle, WA)

#### Skill Management in Large-scale Service Marketplaces

- INFORMS Annual Meeting 2015 (San Francisco, CA)
- M&SOM Annual Meeting 2012 (New York, NY)

#### Large Scale Service Marketplaces: The Role of the Moderating Firm

- M&SOM Service SIG 2012 (New York, NY)
- M&SOM Annual Meeting 2009 (Cambridge, MA)

#### Saving Seats for Strategic Customers

- INFORMS Annual Meeting 2011 (Charlotte, NC)
- INFORMS Annual Meeting 2007 (Seattle, WA)

### GRANTS

---

*Collaborating Faculty* with Principal Investigator, Nagesh N. Murthy on "Jobs and Innovation Accelerator Challenge (JIAC-I) Grant" for Clean-Tech Cluster in Oregon, Federal Granting Agency: Economic Development Agency, \$178,000, 2011.

### HONORS AND AWARDS

---

Lundquist College of Business Goulet Outstanding Research Award, 2024

M&SOM Journal Meritorious Service Award, 2015

INFORMS Future Academician Colloquium, 2009 (San Diego, CA)

Kellogg School of Management Graduate Fellowship, Sep 2006 – Jun 2010

TÜBİTAK (Turkish Scientific and Technical Research Association) Graduate Fellowship, Sep 2005 – Jun 2006

Koç University Graduate Fellowship, Sep 2004 – Jun 2006

### COMMUNITY SERVICE

---

*Guest Lecturer*, Summer Academy To Inspire Learning (SAIL), University of Oregon, Jul 2014