

Eric M. Webb

Curriculum Vitae, September 2017
Department of Operations & Decision Technologies
Kelley School of Business, Indiana University
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EDUCATION

Ph.D. Operations Management and Decision Science, Kelley School of Business,
Indiana University, Bloomington, IN, Expected 2018
Dissertation Title: Topics in Energy Operations Management
Dissertation Chair: Owen Q. Wu

M.S. Operations Research, University of North Carolina at Chapel Hill, 2011

B.S. Applied Mathematics, Case Western Reserve University, Cleveland, OH, 2009

B.S. Systems Biology, Case Western Reserve University, Cleveland, OH, 2009

RESEARCH INTERESTS

Energy Operations Management: Policy design, demand management, resource investment,
sustainable electric grid

Behavioral Operations: Customer behavior and retention, employee staffing, turnover

Sports Analytics: Using sports to teach analytics, team performance, league operations

WORK EXPERIENCE

2011-2013 Booz Allen Hamilton Inc., Senior Consultant,
Data Science and Advanced Analytics Team, Washington, D.C.

2009-2010 The Aerospace Corporation, Associate Member of the Technical Staff,
Communications Architecture Department, El Segundo, CA

PUBLICATIONS

Completed Working Papers

Eric Webb, Owen Wu, Kyle Cattani. Mind the Gap: Coordinating Energy Efficiency and
Demand Response. Under 2nd Round Review at *Management Science*.

Eric Webb, Alex Mills. Incentive-Compatible Prehospital Triage in Emergency Medical Services.
Under 2nd Round Review at *Production and Operations Management*.

Eric Webb, Qiuping Yu, Kurt Bretthauer. Linking Delay Announcements, Abandonment, and Staffing: A Behavioral Perspective.

Alan Dennis, Ivy Yuan, Xuan Feng, Christine Hsieh, Eric Webb. The Priming Effects of Relevant and Irrelevant Advertising in Online Auctions. *Targeting Information Systems Research*.

Refereed Journal Articles

2006 Dan Lithio, Eric Webb, Tim Pennings. Optimizing a Volleyball Serve. *Rose-Hulman Institute of Technology Undergraduate Math Journal*.

Work in Preparation

Eric Webb, Kurt Bretthauer, George Ball, Kevin Mayo. Predicting Nurse Turnover and Its Impact On Staffing Decisions. *Targeting Journal of Operations Management*.

Eric Webb, Owen Wu, Gilvan Souza. Utility Ownership of Decentralized Combined Heat and Power.

Eric Webb, Wayne Winston. Using Past Scores and Regularization to Create a Winning NFL Betting Model.

Eric Webb, Wen Shuenn Deng, Yi-Chen Lin. Predicting Day-to-Day Variability in Baseball Attendance to Support Staffing.

AWARDS AND HONORS

2017 Finalist, Best Student Paper, Service Science Section of INFORMS, for the paper "Linking Delay Announcements, Abandonment, and Staffing: A Behavioral Perspective"

2017 Honorable Mention, Best Student Paper, POMS College of Sustainable Operations, for the paper "Mind the Gap: Coordinating Energy Efficiency and Demand Response"

2017 Doctoral Student Research Productivity Award, Kelley School of Business

2017 Doctoral Research Travel Award, Kelley School of Business

2016 Doctoral Student Research Productivity Award, Kelley School of Business

2013 High Five Team Award, Booz Allen Hamilton

2012 Performance and Team Award, Booz Allen Hamilton

2012 High Five Team Award, Booz Allen Hamilton

2009 Graduated Magna Cum Laude, Case Western Reserve University

2008 Inducted into Pi Mu Epsilon (Honorary Mathematics Society) and Gamma Sigma Alpha (Academic Greek Honor Society), Case Western Reserve University

- 2007 Case Alumni Association Scholarship
- 2005 Trustee's Scholarship, Case Western Reserve University
- 2004 National Merit Finalist, National Merit Scholarship Corporation

CONFERENCE PRESENTATIONS

- 2017 INFORMS Annual Meeting, Houston, TX, October 22-25
Mind the Gap: Coordinating Energy Efficiency and Demand Response
Utility Ownership of Decentralized Combined Heat and Power
Linking Delay Announcements, Abandonment, and Staffing (Service Science Best Student Paper Award Session)
- 2017 Cincinnati-Dayton INFORMS Symposium, Dayton, OH, October 13
Utility Ownership of Decentralized Combined Heat and Power
- 2017 MSOM Annual Conference, Chapel Hill, NC, June 19-21
Mind the Gap: Coordinating Energy Efficiency and Demand Response
- 2017 Early-Career Sustainable OM Conference, Charlottesville, VA, March 3-5
Mind the Gap: Coordinating Energy Efficiency and Demand Response
- 2016 INFORMS Annual Meeting, Nashville, TN, November 13-16
Mind the Gap: Coordinating Energy Efficiency and Demand Response
Linking Delay Announcements, Abandonment, and Staffing
Predicting Nurse Turnover and Its Impact On Staffing Decisions
Using Past Scores and Regularization to Create a Winning NFL Betting Model
- 2016 Behavioral Operations Conference, Madison, WI, July 14-16
Linking Delay Announcements, Abandonment, and Staffing
- 2016 POMS Annual Meeting, Orlando, FL, May 6-9
Mind the Gap: Coordinating Energy Efficiency and Demand Response
Linking Delay Announcements, Abandonment, and Staffing
Incentive-Compatible Prehospital Triage in Emergency Medical Services
- 2015 INFORMS Annual Meeting, Philadelphia, PA, November 1-4
Mind the Gap: Coordinating Energy Efficiency and Demand Response
Linking Delay Announcements, Abandonment, and Staffing
Incentive-Compatible Prehospital Triage in Emergency Medical Services
- 2014 Cincinnati-Dayton INFORMS Symposium, Dayton, OH, August 29
Incentive-Compatible Prehospital Triage in Emergency Medical Services
- 2006 Michigan Research Experience for Undergraduates Conference, Mt. Pleasant, MI
Optimizing a Volleyball Serve

SEMINARS AND GUEST LECTURES

- 2017 Kelley School of Business, Indiana University, October 6
Utility Ownership of Decentralized Combined Heat and Power
- 2016 DePauw University, January 14
Using Data Science to Win at Fantasy Football
- 2015 Kelley School of Business, Indiana University, November 16
Linking Delay Announcements, Abandonment, and Staffing
- 2014 Kelley School of Business, Indiana University, October 10
Incentive-Compatible Prehospital Triage in Emergency Medical Services

TEACHING EXPERIENCE

Year	Term	Level	Course Title	# Students	Student Eval.
Indiana University, Kelley School of Business					(max=7)
2016	Spring	UG	Introduction to Operations Management	40	6.09
2016	Spring	UG	Introduction to Operations Management	40	5.71
2016	Spring	UG	Introduction to Operations Management	43	5.46
National Security Agency (NSA)					
2012			Machine Learning Fundamentals		
University of North Carolina, Statistics and Operations Research Dept.					(max=5)
2011	Spring	UG	Introduction to Statistics	68	4.37
2010	Fall	UG	Decision Models in Business	47	4.04
2010	Spring	UG	Introduction to Statistics (Teaching Assistant)		
2009	Fall	UG	Decision Models in Business (Grader)		

RESEARCH EXPERIENCE PRIOR TO DOCTORAL STUDIES

- 2011 Master's Project, "Optimal Number of Parking Permits to Release at the University of North Carolina at Chapel Hill", in conjunction with the Department of Public Safety and Professor Nilay Argon
- 2008 Summer Internship, Research in Industrial Projects for Students, The Institute for Pure and Applied Mathematics, Los Angeles, CA
- 2007 Summer Internship, Research at the Interface of the Biological and Mathematical Sciences, Case Western Reserve University, Cleveland, OH

2006 Summer Internship, Research Experience for Undergraduates,
Department of Mathematics, Hope College, Holland, MI

PROFESSIONAL DEVELOPMENT

2017 Lugar Center for Renewable Energy Spring Forum, IUPUI
2016 Combined Heat and Power Conference, Midwest Cogeneration Association
2016 Lugar Center for Renewable Energy Spring Forum, IUPUI
2015 Cloud Computing Training, Indiana University
2013 Statistical Computing in R, Exploratory Data Analysis Class, Indiana University
2013 Human Subjects Research Training, Indiana University
2013 Satellite Tool Kit Training, Analytical Graphics, Inc.
2012 Presenting Data and Information Course by Edward Tufte
2011 Cloudera Training and Cloud Computing Boot Camp, Booz Allen Hamilton

PROFESSIONAL MEMBERSHIPS

Institute for Operations Research and Management Science (INFORMS), since 2010
Manufacturing & Service Operations Management Society (MSOM), since 2013
Production and Operations Management Society (POMS), since 2013
Decision Sciences Institute (DSI), since 2017

REFERENCES

Associate Professor Owen Q. Wu
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Indiana University
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Professor Emeritus Wayne L. Winston
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1309 E. 10th Street
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Phone: (812) 322-4270
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Professor Kurt M. Bretthauer
Kelley School of Business
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1309 E. 10th Street
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Phone: (812) 855-3487
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Professor Gilvan C. Souza
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