

Eric M. Webb

Curriculum Vitae, March 2020

Department of Operations, Business Analytics, and Information Systems

Carl H. Lindner College of Business, University of Cincinnati

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ACADEMIC POSITIONS

2018- University of Cincinnati, Lindner School of Business, Cincinnati, OH
Assistant Professor of Operations and Business Analytics

EDUCATION

Ph.D. Operations Management and Decision Science, Indiana University
Kelley School of Business, Bloomington, IN, 2018

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 and turnover

PUBLICATIONS

Refereed Journal Articles

2020 Alan Dennis, Lingyao (Ivy) Yuan, Xuan Feng, Eric Webb, Christine Hsieh. Digital Nudging: Numeric and Semantic Priming in E-Commerce. *Journal of Management Information Systems*, vol. 37 (1), pp. 39-65.

2019 Eric Webb, Alex Mills. Incentive-Compatible Prehospital Triage in Emergency Medical Services. *Production and Operations Management*, vol. 28 (9), pp. 2221-2241.

2006 Dan Lithio, Eric Webb, Tim Pennings. Optimizing a Volleyball Serve. *Rose-Hulman Undergraduate Mathematics Journal*, 7(2), Article 11.

Working Papers

Eric Webb, Owen Wu, Kyle Cattani. Coordinating Energy Efficiency and Incentive-based Demand Response. *Major revision at MSOM.*

Eric Webb, Qiuping Yu, Kurt Bretthauer. Linking Delay Announcements, Abandonment, and Service Time: A Behavioral Perspective. *Under review at Operations Research.*

Eric Webb, Owen Wu, Gilvan Souza. Utility-Owned Combined Heat and Power: Improving Reliability and Lessening Environmental Impact.

Kevin Mayo, Eric Webb, George Ball, Kurt Bretthauer. Scheduling Smarter: Staffing Decision Impact on Nurse-Aide Turnover.

Works in Progress

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

Eric Webb, Owen Wu, Kyle Cattani. Coordinating Energy Efficiency and Price-based Demand Response.

Eric Webb, Craig Froehle. The Effect of Downtime on Customer Arrivals.

Serasu Duran, Eric Webb. Who Should Sell Demand Response?

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

- 2020 POMS Annual Meeting, Minneapolis, MN, April 23-27
The Effect of Downtime on Customer Arrivals
- 2020 Early-Career Sustainable OM Conference, Washington, DC, February 21-23
Utility-Owned Combined Heat and Power
- 2019 INFORMS Annual Meeting, Seattle, WA, October 20-23
Utility-Owned Combined Heat and Power
Linking Delay Announcements, Abandonment, and Staffing
- 2019 POMS Annual Meeting, Washington, DC, May 3-6
Utility-Owned Combined Heat and Power
Mind the Gap: Coordinating Energy Efficiency and Demand Response
- 2018 INFORMS Annual Meeting, Phoenix, AZ, November 4-7
Linking Delay Announcements, Abandonment, and Staffing
- 2017 INFORMS Annual Meeting, Houston, TX, October 22-25
Mind the Gap: Coordinating Energy Efficiency and Demand Response
Utility-Owned 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-Owned 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, July 25
Optimizing a Volleyball Serve

SEMINARS AND GUEST LECTURES

- 2017 Kelley School of Business, Indiana University, October 6
Utility-Owned 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.
University of Cincinnati, Lindner College of Business					(max=8)
2020	Spring	UG	Operations Planning and Scheduling	68	
2019	Fall	UG	Operations Planning and Scheduling	51	6.1
2019	Fall	UG	Operations Strategy	32	7.4
2019	Spring	UG	Operations Planning and Scheduling	66	6.5
2019	Spring	UG	Operations Strategy	53	7.3
2018	Fall	UG	Operations Planning and Scheduling	57	5.7
Indiana University, Kelley School of Business					(max=7)
2016	Spring	UG	Introduction to Operations Management	40	6.1
2016	Spring	UG	Introduction to Operations Management	40	5.7
2016	Spring	UG	Introduction to Operations Management	43	5.5
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	4.4
2010	Fall	UG	Decision Models in Business	47	4.0
2010	Spring	UG	Introduction to Statistics (Teaching Assistant)		
2009	Fall	UG	Decision Models in Business (Grader)		

PROFESSIONAL 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

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 Dr. 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

- 2019 Data Science Symposium, Center for Business Analytics, University of Cincinnati
- 2019 Workshop on Behavioral Welfare Economics by Dr. Netzer, University of Cincinnati
- 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

SERVICE

To Profession

Reviewer, *Production and Operations Management*, 2019-

To University

Member, Advanced Research Computing Committee, 2019-