Nazlı Sönmez

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Research Interests	Healthcare Operations Management, Operational Innovation in Healthcare Delivery, Empirical Research, Behavioral Operations Management
Teaching Interests	Causal Inference Methods, Statistical Research Methods, Machine Learning Applications in Operations Management, Business Forecasting, Business Analytics

Academic Appointments

Bilkent University, Ankara, Turkey
Assistant Professor of Operations Management — 2021 - Present

Education

London Business School, London, UK
Ph.D. in Management Science and Operations — 2015 - 2021
Advisor: Prof. Kamalini Ramdas

Bilkent University, Ankara, Turkey
M.S., Industrial Engineering — 2013 - 2015
CGPA: 3.80/4.00, **Valedictorian**
M.S Thesis: Newsvendor Problem Under Multiple Inputs and Environment Sensitive Customers
Advisor: Prof. Ülkü Gürler

Bilkent University, Ankara, Turkey
B.S., Industrial Engineering — 2008 - 2013
CGPA = 3.83/4.00, **Summa Cum Laude**

Papers under Review

Can Shared Service Delivery Increase Customer Engagement? A Study of Shared Medical Appointments (with Kamalini Ramdas and Ryan W. Buell)
- Finalist, MSOM Student Paper Competition, 2020
- Minor Revision at **Manufacturing & Service Operations Management**
- Accepted at MSOM Healthcare SIG, 2021
- Best Paper Award at the 1st ACM Conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO'21)

Papers in Preparation

Shared Medical Appointments Increase the Satisfaction, Knowledge, and Medication Compliance of Patients with Glaucoma
(with Kamalini Ramdas, Ryan W. Buell, Dr. R. Venkatesh and Dr. S. Kavitha)
- To be submitted to a **Top Medical Journal**.

Peer Effects in Healthcare Delivery: An Investigation into Shared Medical Appointments
(with Kamalini Ramdas, Ryan W. Buell, Dr. R. Venkatesh and Dr. S. Kavitha)
- To be submitted to **Management Science**.

Assessing the Benefits of an Innovative Healthcare Delivery Model in Serving Disadvantaged Patient Populations
(with Kamalini Ramdas, Ryan W. Buell, Dr. R. Venkatesh and Dr. S. Kavitha)
- To be submitted to a **General Interest Scientific Journal**.

Ongoing Projects	**How to Manage Doctor Appointments with a Shared Medical Appointment Option?** (with Kamalini Ramdas and Sarang Deo)
	Increasing the Follow-up Rate of Patients Requiring Emergency High-Consequence Treatment (with Kamalini Ramdas, Dr. Manavi Sindal, Dr. R. Venkatesh)

Invited Presentations

2021: HEC Paris, Singapore Management University, NEOMA Business School, NOVA School of Business and Economics, Ozyegin University - Faculty of Business, POMS 31st Annual Conference, MSOM SIG Conference, Virtual, ACM Conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO'21), INFORMS Annual Meeting, Virtual

2020: Kellogg-Wharton OM Workshop, European TOM Virtual Seminar Series, INFORMS Annual Meeting, Virtual (Four Presentations), Bilkent University Industrial Engineering Department, Bilkent University Faculty of Business Administration

2019: POMS 30th Annual Conference, Washington DC, INFORMS Healthcare Conference, Boston (Two Presentations), INFORMS Annual Meeting, Seattle (Two Presentations)

2018: PhD Conference with Daron Acemoglu, London Business School Wheeler Institute for Business and Development, MSOM Conference, Dallas, POMS College of Healthcare Operations Management, Houston, POMS 29th Annual Conference, Houston, INFORMS Annual Meeting, Phoenix (Two Presentations)

2017: INFORMS Annual Meeting, Houston, LBS Trans-Atlantic Doctoral Conference

2016: LBS Trans-Atlantic Doctoral Conference

Teaching

Bilkent University
Instructor

Data Analytics and Statistics (MAN610), MS & PhD	September 2021 - Present

The main purpose of the course is to develop knowledge skills and abilities concerning the fundamentals in econometric modelling, prediction based methods, and machine learning. I designed this course for the M.S and PhD students from the ECON and MAN departments.

London Business School
Graduate Teaching Assistant

Statistical Research Methods (P003), PhD	February 2016 - July 2021
Data Analytics for Managers (C170), MBA & EMBA	September 2018 - October 2019

London School of Economics
Guest Teacher

Operations Management (MG104), Undergraduate	October 2019 - July 2021

Graduate Teaching Assistant and Second Marker

Supply Chain Management (MG466), Graduate	January 2019 - June 2019
Operations Management for Management Consultancy (MG401), Graduate	January 2018 - June 2018

Bilkent University
Graduate Teaching Assistant

Probabilistic Analysis (IE 523), Graduate	September 2014 - January 2015
Quality Assurance and Reliability (IE 380), Undergraduate	January 2015 - June 2015
Senior Design Project (IE 477 & IE 478), Undergraduate	September 2013 - June 2014
Linear Algebra&Differential Equations (Math 225), Undergraduate	September 2012 - June 2013
A Process Outlook for IE (IE 102), Undergraduate	September 2011 - June 2012

Professional Experience

The Coca Cola Company, Turkey, Caucasus and Central Asia Business Unit
Marketing Intern   June 2012 - July 2012
Conducted a Project on Social Media Activation of
Social Responsibility Projects of the Coca Cola Company

Coca Cola Icecek A.S (An anchor bottler of the Coca-Cola system), Ankara Plant
Production Planning Intern   June 2011 - July 2011

2010 FIBA World Basketball Championship, Ankara, Turkey
Volunteer - Responsible for Operations of VIP Area   August 2010 - September 2010

Academic Service

Reviewer: Manufacturing & Service Operations Management

Honors and Awards

• Awarded the Best Paper Award at the 1st ACM Conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO'21) (Among 47 Accepted Papers).
• Awarded the Professor Sir James Ball Annual PhD Award - LBS (It is an annual award that is given to one student across all PhD students at London Business School) (£10,000), 2020.
• Finalist, MSOM Student Paper Competition, 2020.
• Awarded the Wheeler Institute for Business and Development PhD Award - LBS (£15,000), 2020.
• Research Grant from the Wheeler Institute for Business and Development - LBS (£4,800), 2020.
• Research Grant from the Wheeler Institute for Business and Development - LBS (£12,000), 2019.
• Research Grant from the Institute of Innovation and Entrepreneurship - LBS (£10,000), 2018.
• Finalist for INFORMS Health Applications Society (HAS) Bonder Scholarship for Applied Operations Research in Health Services, 2018.
• Awarded Full Scholarship and Tuition Waiver for London Business School PhD Program, 2015-2020.
• Awarded Certificate of Appreciation by Bilkent University in Recognition of Academic Excellence in Master of Science Studies, 2014.
• Awarded Full Scholarship and Tuition Waiver for Bilkent University M.S. Programme, 2013-2015.
• Awarded National Scholarship for Master of Science Students by TUBITAK (The Scientific and Technological Research Council of Turkey), 2013-2015.
• Awarded Scholarship of Industry Integrated Project Support Program by TUBITAK (The Scientific and Technological Research Council of Turkey), 2013.
• Awarded Full Scholarship and Tuition Waiver for Bilkent University B.S. Programme by University Entrance Exam Placement, 2008-2013.

Skills   **Languages:** Turkish (Native), English (Full Professional Proficiency), German (Intermediate), Italian (Intermediate)

                Programming: Stata, Java, Matlab, Arena Simulation Software, Python, R, GAMS

Personal   Traveling, Playing Piano, Swimming, Yoga, Basketball, Baking (Cofounder of Bilkent University
Interests   Baking Club in 2012)

References   **Prof. Kamalini Ramdas**   **Prof. Ryan W. Buell**
                Management Science and Operations   Technology and Operations Management Unit
                London Business School   Harvard Business School
                ✉kramdas@london.edu   ✉rbuell@hbs.edu

                Prof. Sarang Deo   **Prof. Richard Steinberg**
                Operations Management   Chair in Operations Research
                Indian School of Business   Department of Management
                ✉sarang_deo@isb.edu   London School of Economics
                                                                ✉r.steinberg@lse.ac.uk