

Chloe Kim Glaeser

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ACADEMIC POSITIONS

University of North Carolina at Chapel Hill, Kenan-Flagler Business School

Assistant Professor of Operations

2019 - present

Instructor of Operations

2018 - 2019

EDUCATION

The Wharton School, University of Pennsylvania

PhD, Operations and Information Management

May 2019

The Sauder School of Business, University of British Columbia, Canada

Masters in Management in Operations Research

May 2013

Queen's School of Business, Queen's University, Canada

Bachelor of Commerce, Bachelor of Arts in Mathematics

May 2010

PUBLISHED & FORTHCOMING JOURNAL ARTICLES

1. **Glaeser, C.K.**, Fisher, M. Su, X. Optimal Retail Location: Empirical Methodology and Application to Practice
Manufacturing & Service Operations Management 21(1):86-102
Finalist, 2017 M&SOM Practice-Based Research Competition

JOURNAL ARTICLES UNDER PEER REVIEW

1. **Glaeser, C.K.**, Glaeser, S. Labro, E. Overseeing Innovation
Major Revision at Management Science, 31 pages

RESEARCH PROJECTS IN PREPARATION FOR JOURNAL SUBMISSION

1. **Glaeser, C.K.**, Oh, J. Su, X. Online Food Ordering Platforms: Commission Rates and Delivery Fees
Preparing to submit to Management Science, 31 pages
2. **Glaeser, C.K.**, Moon, K. Su, X. Pick-up, Delivery, or Both? An Online Grocer's Optimal Fulfillment Models
3. Emadi, S., **Glaeser, C.K.**, Staats, B. Can Machine Improve Firms Hiring Decision?
4. **Glaeser, C.K.**, Swaminathan, J. Optimal Product Design to Combat Food Insecurity

REFEREED PRESENTATIONS

Pick-up, Delivery, or Both? An Online Grocer's Optimal Fulfillment Models
M&SOM Conference, Dallas, TX

July 2018

Optimal Retail Location: Empirical Methodology and Application to Practice
M&SOM Conference, Chapel Hill, NC

July 2017

NON-REFEREED PRESENTATIONS

<i>Online Food Ordering Platforms: Commission Rates and Delivery Fees</i>	
POMS Conference, Washington, DC	April 2020
INFORMS Annual Meeting, Seattle, WA	Oct 2019
<i>Pick-up, Delivery, or Both? An Online Grocer's Optimal Fulfillment Models</i>	
INFORMS Annual Meeting, Virtual	Nov 2020
Consortium Virtual Seminars, organized by Indiana University and University of South Carolina	Sep 2020
POMS Conference, Washington, DC	April 2020
INFORMS Annual Meeting, Seattle, WA	Oct 2019
POMS Conference, Washington, DC	May 2019
INFORMS Annual Meeting, Phoenix, TX	Nov 2018
<i>Optimal Retail Location: Empirical Methodology and Application to Practice</i>	
Yale University, Yale School of Management, New Haven, CT	Feb 2018
University of North Carolina at Chapel Hill, Kenan-Flagler Business School, Chapel Hill, NC	Jan 2018
University of Washington, Foster School of Business, Seattle, WA	Jan 2018
University of Texas Austin, McCombs School of Business, Austin, TX	Jan 2018
Dartmouth College, Tuck School of Business,	Jan 2018
University of California Berkeley, Haas School of Business, Berkeley, CA	Jan 2018
Johns Hopkins University, Carey School of Business, Baltimore, MD	Jan 2018
Indiana University, Kelley School of Business, Bloomington, IN	Jan 2018
INSEAD, Fontainebleau, France	Dec 2017
University of California San Diego, Rady School of Management, San Diego, CA	Dec 2017
University of Colorado Boulder, Leeds School of Business, Boulder, CO	Dec 2017
University of Texas Dallas, Naveen Jindal School of Management, Dallas, TX	Dec 2017
INFORMS Annual Meeting, Houston, TX	Oct 2017
Consortium for Operations Excellence in Retailing, Philadelphia, PA	June 2016
POMS Conference, Seattle, WA	May 2017
INFORMS Annual Meeting, Nashville, TN	Nov 2016
<i>Service Quality, Inventory Allocation, Consumer Behavior: An Empirical Analysis of an Online Grocery Retailer</i>	
POMS Conference, Orlando, FL	May 2016
Consortium for Operations Excellence in Retailing, Boston, MA	June 2015

GRANTS

Baker Retailing Center PhD Grant (\$7,000)	2016-2018
<i>Optimal Retail Location: Empirical Methodology and Application to Practice</i>	
Baker Retailing Center PhD Grant (\$7,000)	2015-2018
<i>Service Quality, Inventory Allocation, Consumer Behavior: An Empirical Analysis of an Online Grocery Retailer</i>	

TEACHING EXPERIENCE

Instructor – University of North Carolina at Chapel Hill, Kenan-Flagler Business School	2019 - present
<i>Undergraduate Core: Business Analytics (BUSI 410) Spring 2019, Spring 2020</i>	
<i>Masters of Accounting Core: Business Analytics (MAC 854) Spring 2020, Summer 2020</i>	

PROFESSIONAL SERVICE

Reviewing for Journals	2017 – present
<i>Management Science, Manufacturing & Service Operations Management, Production & Operations Management</i>	
Judging for Competitions	
<i>M&SOM Student Paper Competition</i>	2018, 2019, 2020
<i>POMS Operational Excellence College 2020 Best Paper Competition</i>	2020
Refereeing for Conference	
<i>M&SOM Supply Chain SIG</i>	2020
Organizing for Conference Sessions	
<i>Session Chair, POMS Annual Conference, INFORMS Annual Meeting</i>	2020
<i>Session Chair, POMS Annual Conference, INFORMS Annual Meeting</i>	2019

ACADEMIC SERVICE

<i>Kenan-Flagler Business School Operations Area Seminar Organizer</i>	2019-2020
<i>Faculty Advisor for Undergraduate International Business Club</i>	2020 - present

AWARDS

Management Science Meritorious Service Award	2020
Finalist, M&SOM Practiced-Based Research Competition	2017
Doctoral Fellowship, The Wharton School	2013 - 2018
Special UBC Graduate Scholarship – Centre for Operations Excellence Award	2011
Dean’s Honours List with Distinction Scholarship, Queen’s University	2007 - 2010
Queen’s University Excellence Scholarship	2006
Professor C.E. Law Commerce Entrance Scholarship, Queen’s University	2006

OTHER PROFESSIONAL EXPERIENCE

Project Advisor at Center for Operations Excellence at University of British Columbia	2013
Financial Analyst at OpenText	2010 – 2011
Financial Analyst at Merrill Lynch	2008

Last Updated 10/8/2020