

CHLOE KIM GLAESER

UNC-CH Kenan-Flagler Business School, CB 3490, 4718 McColl Building, Chapel Hill, NC, 27599

chloe_glaeser@kenan-flagler.unc.edu

ACADEMIC POSITIONS

| | |
|---|------------------------|
| Kenan-Flagler Business School, University of North Carolina at Chapel Hill | <i>Chapel Hill, NC</i> |
| Assistant Professor of Operations | 2019 - present |
| <i>Parental clock extension 2022-23</i> | |
| <i>Covid-19 clock extension 2020-21</i> | |
| Instructor of Operations | 2018 - 2019 |

EDUCATION

| | |
|--|-------------------------|
| The Wharton School, University of Pennsylvania | <i>Philadelphia, PA</i> |
| PhD, Operations and Information Management | May 2019 |
| The Sauder School of Business, University of British Columbia | <i>Vancouver, BC</i> |
| Masters in Management in Operations Research | May 2013 |
| Queen's School of Business, Queen's University | <i>Kingston, ON</i> |
| Bachelor of Commerce, Bachelor of Arts in Mathematics | May 2010 |

REFERRED JOURNAL ARTICLES

1. **Glaeser CK**, Glaeser S, Labro E. (2022) Proximity and the Management of Innovation. *Management Science* (Published online in Articles in Advance 24 Jun 2022).
2. **Glaeser CK**, Fisher M, Su X. (2019) 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. Oh J, **Glaeser CK**, Su X. Food Ordering and Delivery: How Platforms and Restaurants Should Split the Pie. *Major Revision at Management Science*. 45 pages.

RESEARCH PROJECTS IN PREPARATION FOR JOURNAL SUBMISSION

1. **Glaeser CK**, Moon K, Su X. Omnichannel Fulfillment in Grocery Retail. Working Paper. 58 pages.
2. **Glaeser CK**, Yapar O. Personalized Pricing via Reinforcement Learning.
3. Emadi S, **Glaeser CK**, Parlakturk A. Improving Stroke Patient Outcome.

HONORS AND AWARDS

| | |
|--|------|
| M&SOM Meritorious Service Award | 2022 |
| Management Science Distinguished Meritorious Service Award | 2021 |
| Management Science Meritorious Service Award | 2020 |
| Finalist, M&SOM Practiced-Based Research Competition | 2017 |

FELLOWSHIPS AND GRANTS

| | |
|--|-----------|
| Baker Retailing Center PhD Grant (\$7,000) <i>Optimal Retail Location: Empirical Methodology and Application to Practice</i> | 2016-2018 |
| Baker Retailing Center PhD Grant (\$7,000) <i>Service Quality, Inventory Allocation, Consumer Behavior: An Empirical Analysis of an Online Grocery Retailer</i> | 2015-2018 |
| Wharton Doctoral Fellowship | 2013-2018 |

REFEREED PRESENTATIONS

| | |
|--|-----------|
| Pick-up, Delivery, or Both? An Online Grocer's Optimal Fulfillment Models M&SOM Conference, Montreal, QC | June 2023 |
| 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

| | |
|--|----------|
| Restaurant Delivery Platforms, Commission Rates, and Delivery Fees. POMS Conference, Orlando, FL | May 2023 |
| INFORMS Annual Meeting, Indianapolis, IN | Oct 2022 |
| POMS Conference, Virtual | Apr 2021 |
| INFORMS Annual Meeting, Seattle, WA | Oct 2019 |
| Pick-up, Delivery, or Both? An Online Grocer's Optimal Fulfillment Models POMS Conference, Orlando, FL | May 2023 |
| INFORMS Annual Meeting, Indianapolis, IN | Oct 2022 |
| INFORMS Annual Meeting, Virtual / Anaheim, CA | Oct 2021 |
| POMS Conference, Virtual | Apr 2021 |
| INFORMS Annual Meeting, Virtual | Nov 2020 |
| Consortium Virtual Seminars | Sep 2020 |
| INFORMS Annual Meeting, Seattle, WA | Oct 2019 |
| POMS Conference, Washington, DC | May 2019 |
| INFORMS Annual Meeting, Phoenix, TX | Nov 2018 |
| Optimal Retail Location: Empirical Methodology and Application to Practice Yale School of Management, Yale University, New Haven, CT | Feb 2018 |
| Kenan-Flagler Business School, University of North Carolina at Chapel Hill, Chapel Hill, NC | Jan 2018 |
| Foster School of Business, University of Washington, Seattle, WA | Jan 2018 |
| McCombs School of Business, University of Texas Austin, Austin, TX | Jan 2018 |
| Tuck School of Business, Dartmouth College, Hanover, NH | Jan 2018 |
| Haas School of Business, University of California Berkeley, Berkeley, CA | Jan 2018 |
| Carey School of Business, Johns Hopkins University, Baltimore, MD | Jan 2018 |
| Kelley School of Business, Indiana University, Bloomington, IN | Jan 2018 |
| INSEAD, Fontainebleau, France | Dec 2017 |
| Rady School of Management, University of California San Diego, San Diego, CA | Dec 2017 |
| Leeds School of Business, University of Colorado Boulder, Boulder, CO | Dec 2017 |
| Naveen Jindal School of Management, University of Texas Dallas, Dallas, TX | Dec 2017 |
| INFORMS Annual Meeting, Houston, TX | Oct 2017 |
| Consortium for Operations Excellence in Retailing, Philadelphia, PA | Jun 2016 |

POMS Conference, Seattle, WA
INFORMS Annual Meeting, Nashville, TN

May 2017
Nov 2016

Service Quality, Inventory Allocation, Consumer Behavior: An Empirical Analysis of an Online Grocery Retailer

POMS Conference, Orlando, FL May 2016
Consortium for Operations Excellence in Retailing, Boston, MA Jun 2015

TEACHING EXPERIENCE

Instructor - Kenan-Flagler Business School, University of North Carolina at Chapel Hill 2018 - present
Business Analytics (BUSI 410): *Spring 2019, Spring 2020, Spring 2021, Spring 2022*
Data Analytics For Accountants (MAC 854): *Spring 2020, Summer 2020, Summer 2021*

PROFESSIONAL SERVICE

Refereeing Service for Journals 2017 - present
Management Science, Operations Research, Manufacturing & Service Operations Management, Production & Operations Management, Naval Research Logistics, Journal of Operations Management

Judging for Competitions

M&SOM Student Paper Competition 2018, 2019, 2020, 2021
POMS Operational Excellence College 2020 Best Paper Competition 2020

Refereeing for Conference

M&SOM Supply Chain SIG 2020, 2021, 2022, 2023

Organizing for Conference Sessions

Cluster Chair for INFORMS Annual Meeting 2023
Session Chair for INFORMS Annual Meeting 2019, 2020, 2021, 2022, 2023
Session Chair for POMS Annual Conference 2019, 2020, 2021, 2022

ACADEMIC SERVICE

Committees

Operations Area Seminar Committee 2019 - 2022
Operations Area Faculty Hiring Search Committee 2021

PhD Dissertation Supervising

Herbie Huang (Committee member) graduated 2021
RJ Niewoehner (Committee member) graduated 2022

Undergraduate Supervising

Jessie LaMasse (Honors Thesis - Committee member) – awarded highest honors 2021

Student Club Advising

Faculty Advisor for Undergraduate International Business Club 2020

PROFESSIONAL EXPERIENCE

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

Last Updated 2/20/2022