

# 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 | <p><b>ESMT Berlin</b>, Berlin, Germany<br/>Assistant Professor of Management Science 2022 - Present</p> <p><b>Bilkent University</b>, Ankara, Turkey<br/>Assistant Professor of Operations Management 2021 - 2022</p>                                                                                                                                                                                                                                                                                                                                                |
| Education             | <p><b>London Business School</b>, London, UK<br/>Ph.D. in Management Science and Operations 2015 - 2021<br/>Advisor: Prof. Kamalini Ramdas</p> <p><b>Bilkent University</b>, Ankara, Turkey<br/>M.S., Industrial Engineering 2013 - 2015<br/>CGPA: 3.80/4.00, <b>Valedictorian</b><br/><b>M.S Thesis:</b> Newsvendor Problem Under Multiple Inputs and Environment Sensitive Customers<br/>Advisor: Prof. Ülkü Gürler</p> <p><b>Bilkent University</b>, Ankara, Turkey<br/>B.S., Industrial Engineering 2008 - 2013<br/>CGPA = 3.83/4.00, <b>Summa Cum Laude</b></p> |
| Papers under Review   | <p><b>Can Shared Service Delivery Increase Customer Engagement? A Study of Shared Medical Appointments</b><br/>(with Kamalini Ramdas and Ryan W. Buell)<br/>Finalist, MSOM Student Paper Competition, 2020<br/>Minor Revision at <i>Manufacturing &amp; Service Operations Management</i><br/>Best Paper Award at the 1<sup>st</sup> ACM Conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO '21)</p>                                                                                                                                 |
| Papers in Preparation | <p><b>Shared Medical Appointments Increase the Satisfaction, Knowledge, and Medication Compliance of Patients with Glaucoma</b><br/>(with Kamalini Ramdas, Ryan W. Buell, Dr. R. Venkatesh and Dr. S. Kavitha)<br/>To be submitted to a <b>Top Medical Journal</b>.</p> <p><b>Peer Effects in Healthcare Delivery: An Investigation into Shared Medical Appointments</b><br/>(with Kamalini Ramdas, Ryan W. Buell, Dr. R. Venkatesh and Dr. S. Kavitha)<br/>To be submitted to <i>Management Science</i>.</p>                                                        |

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| Ongoing<br>Projects      | <p><b>How to Manage Doctor Appointments with a Shared Medical Appointment Option?</b><br/>(with Kamalini Ramdas and Sarang Deo)</p> <p><b>Increasing the Follow-up Rate of Patients Requiring Emergency High-Consequence Treatment</b><br/>(with Kamalini Ramdas, Dr. Manavi Sindal, Dr. R. Venkatesh)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Invited<br>Presentations | <p><b>2021:</b> ESMT Berlin, Koc University Graduate School of Business, HEC Paris, Singapore Management University, NEOMA Business School, NOVA School of Business and Economics, Ozyegin University - Faculty of Business, POMS 31st Annual Conference, MSOM Conference, Virtual, ACM Conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO'21), INFORMS Annual Meeting, Virtual</p> <p><b>2020:</b> 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</p> <p><b>2019:</b> POMS 30th Annual Conference, Washington DC, INFORMS Healthcare Conference, Boston (Two Presentations), INFORMS Annual Meeting, Seattle (Two Presentations)</p> <p><b>2018:</b> 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)</p> <p><b>2017:</b> INFORMS Annual Meeting, Houston, LBS Trans-Atlantic Doctoral Conference</p> <p><b>2016:</b> LBS Trans-Atlantic Doctoral Conference</p> |
| Teaching                 | <p><b>Bilkent University</b><br/><i>Instructor</i><br/>Data Analytics and Statistics (MAN610), MS &amp; PhD September 2021 - January 2022<br/>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.</p> <p><b>London Business School</b><br/><i>Graduate Teaching Assistant</i><br/>Statistical Research Methods (P003), PhD February 2016 - July 2021<br/>Data Analytics for Managers (C170), MBA &amp; EMBA September 2018 - October 2019</p> <p><b>London School of Economics</b><br/><i>Guest Teacher</i><br/>Operations Management (MG104), Undergraduate October 2019 - July 2021</p> <p><i>Graduate Teaching Assistant and Second Marker</i><br/>Supply Chain Management (MG466), Graduate January 2019 - June 2019<br/>Operations Management for Management Consultancy (MG401), Graduate January 2018 - June 2018</p>                                                                                                                                                                                                                                                                              |

## **Bilkent University**

### *Graduate Teaching Assistant*

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|-----------------------------------------------------------------|-------------------------------|
| 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, Health Care Management Science Management Science

## Honors and Awards

- Awarded the Best Paper Award at the 1<sup>st</sup> 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](#)  
Management Science and Operations  
London Business School  
[✉kramdas@london.edu](mailto:kramdas@london.edu)

[Prof. Ryan W. Buell](#)  
Technology and Operations Management Unit  
Harvard Business School  
[✉rbuell@hbs.edu](mailto:rbuell@hbs.edu)

[Prof. Sarang Deo](#)  
Operations Management  
Indian School of Business  
[✉sarang.deo@isb.edu](mailto:sarang.deo@isb.edu)

[Prof. Richard Steinberg](#)  
Chair in Operations Research  
Department of Management  
London School of Economics  
[✉r.steinberg@lse.ac.uk](mailto:r.steinberg@lse.ac.uk)