

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 <i>Manufacturing & Service Operations Management</i> Accepted at MSOM Healthcare SIG, 2021 Best Paper Award at the 1 st 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 <i>Management Science</i> . 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	<p>How to Manage Doctor Appointments with a Shared Medical Appointment Option? (with Kamalini Ramdas and Sarang Deo)</p> <p>Increasing the Follow-up Rate of Patients Requiring Emergency High-Consequence Treatment (with Kamalini Ramdas, Dr. Manavi Sindal, Dr. R. Venkatesh)</p>
Invited Presentations	<p>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</p> <p>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</p> <p>2019: POMS 30th Annual Conference, Washington DC, INFORMS Healthcare Conference, Boston (Two Presentations), INFORMS Annual Meeting, Seattle (Two Presentations)</p> <p>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)</p> <p>2017: INFORMS Annual Meeting, Houston, LBS Trans-Atlantic Doctoral Conference</p> <p>2016: LBS Trans-Atlantic Doctoral Conference</p>
Teaching	<p>Bilkent University <i>Instructor</i> Data Analytics and Statistics (MAN610), MS & PhD September 2021 - January 2022 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>London Business School <i>Graduate Teaching Assistant</i> Statistical Research Methods (P003), PhD February 2016 - July 2021 Data Analytics for Managers (C170), MBA & EMBA September 2018 - October 2019</p> <p>London School of Economics and Political Science <i>Guest Teacher</i> Operations Management (MG104), Undergraduate October 2019 - July 2021</p> <p><i>Graduate Teaching Assistant and Second Marker</i> Supply Chain Management (MG466), Graduate January 2019 - June 2019 Operations Management for Management Consultancy (MG401), Graduate January 2018 - June 2018</p>

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: Management Science, Manufacturing & Service Operations Management, Health Care Management Science

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](#)
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[Prof. Ryan W. Buell](#)
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[Prof. Richard Steinberg](#)
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Department of Management
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