

Brett Alan Hathaway (December 2019)

CONTACT INFORMATION	Johns Hopkins Carey Business School 100 International Drive Baltimore, MD 21202	<i>Phone:</i> (801) 837-0474 <i>E-mail:</i> bhathaw2@jhu.edu <i>Website:</i> brettathaway.web.unc.edu
RESEARCH INTERESTS	Empirical Operations Management, Business Analytics, Queueing Systems, Structural Estimation of Customer Behavior, Service Operations	
EDUCATION	The University of North Carolina at Chapel Hill Chapel Hill, NC Ph.D., Operations Management, May, 2019 <ul style="list-style-type: none">• Dissertation Topic: “Empirical Studies of Caller Behavior Under Call Center Innovations”• Advisors: Vinayak Deshpande and Seyed Emadi• Other Committee Members: Wendell Gilland, Saravanan Kesavan, Vidyadhar Kulkarni Brigham Young University Provo, UT M.B.A., April, 2008 Brigham Young University - Hawaii Laie, HI B.A., International Business, Dec, 2003 American River College Carmichael, CA A.A., Liberal Arts, May, 2002	
ACADEMIC EMPLOYMENT	Johns Hopkins University, Carey Business School Baltimore, MD <i>Assistant Professor of Operations Management and Business Analytics</i> August, 2019 - Current	
RESEARCH PAPERS	B. Hathaway, S. Emadi, and V. Deshpande. Don't Call Us, We'll Call You: An Empirical Study of Caller Behavior Under a Callback Option (Minor Revision at <i>Management Science</i>) B. Hathaway, S. Emadi, and V. Deshpande. Data-Driven Priority Policies to Enhance Customer Service and Revenue Opportunities Using Past Customer Interaction Information (Major Revision at <i>Management Science</i>) I. Adan, B. Hathaway, V. Kulkarni. On First-Come, First-Served Queues with Two Classes of Impatient Customers. <i>Queueing Systems</i> 91 (1-2) (113-142), 2019	
TEACHING EXPERIENCE	The University of North Carolina at Chapel Hill Chapel Hill, NC <i>Instructor - Business Analytics</i> June, 2018 - August, 2018 Taught Business Analytics course for undergraduate Business program. Topics included linear pro-	

gramming, Monte Carlo simulation, hypothesis testing, linear regression, and forecasting. Responsible for lectures, exams, homework assignments, and grades. Instructor Rating: 4.4 out of 5

Brigham Young University

Provo, UT

Instructor - Operations and Supply Chain Management

June, 2016 - August, 2016

Taught introductory level course for undergraduate Business program. Topics included inventory management, strategic sourcing, statistical process control, project management, and service design. Responsible for lectures, exams, homework assignments, and grades. Instructor Rating: 4.2 out of 5

PROFESSIONAL EXPERIENCE

Zions Bancorporation

Salt Lake City, UT

Workforce Manager

January, 2010 - July, 2014

Forecasted inbound volume, and service times for inbound call center. Directed long-term hiring decisions. Supervised team of analysts.

Hewlett-Packard Corporation

Houston, TX

IT Manager

May, 2008 - December, 2009

Led IT support teams in business critical incident management for over 3,000 applications. Teams included specialists in application support, Windows, Unix, backup and storage, database administration, and networking.

Hewlett Packard Employee Credit Union

Rocklin, CA

Workforce Analyst

May, 2004 - July, 2006

Forecasted inbound volume, and service times for inbound call center.

HONORS AND AWARDS

Latane' Most Outstanding Student Award (2019): Awarded to Most Outstanding Doctoral Student in Kenan-Flagler Business School

Operations Management Rising Scholar Award (2015): Awarded for Outstanding Progress in Doctoral Research

Brigham Young University: Top 10% of MBA Class of 2008

Brigham Young University Hawaii: Most Outstanding Graduate in International Business, 2003

Brigham Young University Hawaii: Summa Cum Laude in International Business, 2003

INVITED TALKS

“Data-Driven Priority Policies to Enhance Customer Service and Revenue Opportunities Using Past Customer Interaction Information”

POMS Annual Conference, Orlando, FL, 2016

INFORMS Annual Conference, Nashville, TN, 2016

POMS Annual Conference, Seattle, WA, 2017

MSOM Annual Conference, Chapel Hill, NC, 2017

INFORMS Annual Conference, Phoenix, AZ, 2018

DSI Annual Conference, Chicago, IL, 2018

POMS Annual Conference, Washington, D.C., 2019

INFORMS Annual Conference, Seattle, WA, 2019

“Don't Call Us, We'll Call You: An Empirical Study of Caller Behavior Under a Callback Option”

Brigham Young University, Marriott School of Business, 2017

Georgia Southern University, Parker College of Business, 2018

University of Kentucky, Gatton College of Business and Economics, 2018
UNC Wilmington, Cameron School of Business, 2019
Pennsylvania State University, Smeal College of Business, 2019
Johns Hopkins University, Carey Business School, 2019