

## Brett Alan Hathaway (December 2020)

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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
RESEARCH INTERESTS	Service Operations, Queueing Systems, Behavioral Operations Management, Structural Estimation	
EDUCATION	<b>The University of North Carolina at Chapel Hill</b> Chapel Hill, NC Ph.D., Operations Management, May, 2019 <ul style="list-style-type: none"><li>• Dissertation Topic: “Empirical Studies of Caller Behavior Under Call Center Innovations”</li><li>• Advisors: Vinayak Deshpande and Seyed Emadi</li><li>• Other Committee Members: Wendell Gilland, Saravanan Kesavan, Vidyadhar Kulkarni</li></ul>	
	<b>Brigham Young University</b> Provo, UT M.B.A., April, 2008	
	<b>Brigham Young University - Hawaii</b> Laie, HI B.A., International Business, Dec, 2003	
ACADEMIC EMPLOYMENT	<b>Johns Hopkins University, Carey Business School</b> Baltimore, MD <i>Assistant Professor of Operations Management and Business Analytics</i> <b>August, 2019 - Current</b>	
PUBLICATIONS	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 (Articles in Advance at <i>Management Science</i> ) – <a href="https://pubsonline.informs.org/doi/abs/10.1287/mnsc.2020.3621">https://pubsonline.informs.org/doi/abs/10.1287/mnsc.2020.3621</a>  I. Adan, B. Hathaway, V. Kulkarni. On First-Come, First-Served Queues with Two Classes of Impatient Customers. <i>Queueing Systems</i> <b>91</b> (1-2) (113-142), <b>2019</b>	
WORKING PAPERS	B. Hathaway, S. Emadi, and V. Deshpande. Personalized Priority Policies in Call Centers Using Past Customer Interaction Information (Minor Revision at <i>Management Science</i> )  B. Hathaway, E. Kagan, and M. Dada. The Gatekeeper’s Dilemma: “When Should I Transfer This Customer?” (Major Revision at <i>Operations Research</i> ) – Awarded Best Working Behavioral OM Paper at INFORMS 2020 Annual Conference	
INVITED TALKS	“Personalized Priority Policies in Call Centers 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	

Decision Science Institute 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  
POMS Annual Conference, Washington, D.C., 2019

“The Gatekeeper’s Dilemma: When Should I Transfer This Customer?”  
Virtual Behavioral Operations Management Conference, 2020  
Virtual OM/IS Seminar Series Hosted by Kelley School of Business, 2020  
INFORMS Annual Conference, Virtual, 2020

HONORS AND  
AWARDS

Latane’ Most Outstanding Student Award (2019): Awarded to Most Outstanding Graduating 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

TEACHING  
EXPERIENCE

**Johns Hopkins University, Carey Business School**  
Baltimore, MD

*Instructor - Business Analytics* **2020 - 2021**  
Flex MBA and Dual Degree Masters’ Programs

**The University of North Carolina at Chapel Hill**  
Chapel Hill, NC

*Instructor - Business Analytics* **2018**  
Undergraduate Business Program

**Brigham Young University**  
Provo, UT

*Instructor - Operations and Supply Chain Management* **2016**  
Undergraduate Business Program

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. Managed 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*

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

**May, 2004 - July, 2006**