

Ozge Sahin

Johns Hopkins University
Carey Business School
100 International Drive
Baltimore, MD 21202

Phone: (646) 243-4241
Fax: (410) 234-9439
Email: ozge.sahin@jhu.edu
Homepage: <https://sites.google.com/site/ozgesahin>

Research Interests

Marketplace analytics, Consumer behavior, Pricing, Assortment and Promotion Optimization, Contracts and Incentives, Fairness in Data Driven Decision Making

Education

Ph.D. Operations Research, Columbia University, New York, NY 2007.

Areas of concentration: Supply Chain and Revenue Management

Dissertation: Inter-temporal Valuations, Product Design and Revenue Management

M.S. Operations Research, Columbia University, New York, NY 2003.

B.S. Industrial Engineering, Bilkent University, Ankara, Turkey 2001.

Professional Experience

Carey Business School, Johns Hopkins University, Baltimore, Maryland

Professor of Operations Management, August 2019 -

Associate Professor of Operations Management, January 2015-August 2019

Assistant Professor of Operations Management, 2011-December 2014

Amazon, Seattle, WA

Amazon Scholar at Amazon Retail Pricing and Machine Learning Research, August 2019 -

Ross School of Business, University of Michigan, Ann Arbor, Michigan

Assistant Professor of Operations Management, 2006-2011

IBM T.J. Watson Research Center, Yorktown Heights, New York

Summer researcher, 2005

Worked on dynamic pricing and revenue management strategies for services.

Research

Publications

1. Offering Memories to Sell Goods? Pricing and Welfare Implications of Experiential Retail, With N. Mutlu, H. El-Amine, available online Articles in Advance, *Manufacturing and Service Operations Management*.
2. R. Gil, E. Korkmaz, O. Sahin "Can Free-Shipping Hurt Online Retailers? Evidence from Online Grocery Shopping," *Quantitative Marketing and Economics*, Springer, vol. 18(3), pp. 305-342, September 2020.
3. Y. Chen, T. Dai, E. Korpeoglu, G. Korpeoglu, O. Sahin, C. Tang, S. Xiao "Innovative Online Platforms: New Research Opportunities in Operations Management," *Manufacturing and Service Operations Management*, 22-3, May-June 2020, pp. 429-643.
4. R. Wang, M. Dada, O. Sahin "Pricing Ancillary Service Subscriptions," *Management Science*, 65-10, October 2019, pp. 4451-4949.
5. M. S. Altug, O. Sahin "Coordinating Product Launch and Pricing in Pharmaceutical Industry," *Production and Operations Management*, 28-2, February 2019, pp. 258-275.
6. Y. Cui*, I. Duenyas, O. Sahin "Pricing Ancillary Services: When to Unbundle?," *Manufacturing and Service Operations Management*, 20-3, Summer 2018, pp. 389-600.
7. H. Ahn, T. Amornpetchul*, O. Sahin "Conditional Promotions, Consumer Behavior and Revenue Management," *Production and Operations Management*, 27-8, August 2018, pp. 1455-1475.
8. Y. Cui*, I. Duenyas, O. Sahin "Pricing of Conditional Upgrades in the Presence of Strategic Consumers," *Management Science*, 64-7, July 2018, pp. 2973-3468.
9. R. Wang, O. Sahin "The Impact of Search Cost on Assortment Design and Pricing," *Management Science*, 64-8, August 2018, pp. 3469-3970.
10. O. Ceryan**, I. Duenyas, O. Sahin "Dynamic Pricing and Replenishment with Consumer Upgrades," *Production and Operations Management*, 27, 4, 2018, pp.663-679.
11. T. Amornpetchul*, I. Duenyas, O. Sahin "Mechanisms to Induce Buyer Forecasting: Do Suppliers Always Benefit From Better Forecasting?," *Production and Operations Management* 24, 11, 2015, pp. 1724-1749.
12. S. Leider, O. Sahin "Contracts, Biases and Consumption of Access Services," *Management Science*, 60(9), 2014, 2198-2222.
13. Y. Cui*, I. Duenyas, O. Sahin "Should Event Organizers Prevent Resale of Tickets?," *Management Science*, 60(9), 2014, 2160-2179.
14. O. Ceryan**, O. Sahin, I. Duenyas "Managing Demand and Supply for Multiple Products Through Dynamic Pricing and Capacity Flexibility," *Manufacturing and Service Operations Management*, Winter 2013 vol. 15 no. 1 86-101.
15. A. Lambrecht, K. Seim, N. Vilcassim, A. Cheema, Y. Chen, G. Crawford, K. Hosanagar, R. Iyengar, O. Koenigsberg, R. Lee, E. Miravete, O. Sahin "Price Discrimination in Service Industries," *Marketing Letters*, May 2012, 23:423-438.
16. G. Gallego, O. Sahin, "Revenue Management with Partially Refundable Fares," *Operations Research*, 58 (4, Part 1 of 2), 2010, 817-33.

17. G. Gallego, O. Sahin, R. Phillips, "Strategic Management of Distressed Inventories, " *Production and Operations Management*, Special Issue on Revenue Management and Dynamic Pricing, 17-4, 2008, pp. 402-415.

Working Papers

18. A Simple Way to Fair Assortment Planning: Market Exposure and Welfare Implications. With W. Lu and R. Wang, under review in *Management Science*.
19. Consumer-driven Bundle Promotion Optimization at Scale, With A. Fattahi and Y. Li, reject and resubmit in *Management Science*
20. Sequential Decision Making in Operations Management and Marketing. With S. Leider, E. Kagan, major revision in *Management Science*.
21. Impact of promotions on product returns: Evidence from a Brick and Mortar Retailer, With W. Elmaghraby, Jane Jiang.
22. An Empirical and Theoretical Investigation of Pricing and Queuing at a UNESCO site. With R. Gil.
23. L. Ding*, R. Kapucinski, O. Sahin "Collaboration between Competitors Through Inventory Exchange," under revision
24. L. Ding*, R. Kapucinski, O. Sahin "Price Restraining Policies and Improving Profits by Increasing Search Frictions," under revision.
25. Dynamic Cancellation Policies in the Presence of "Pay Now" and "Pay Later" Options. With S. Najafi, I., Duenyas
26. G. Gallego, O. Sahin "Competition with Partially Refundable Fares," permanent working paper

Work in Progress

27. Assortment Competition (with C. Lyu, H. Zhang, D. Zhang)
28. Sustainability of Promotions (M. Iravani)
29. Pricing real options with reinforcement learning
30. Nonlinear Pricing for Online Matching Platforms. With T. Dai, C. Tang.
31. Dynamic Pricing or Dynamic Logistics? With H. Ahn, T. Amornpetchul*.

* current or former doctoral student, whom I advised or co-advised. ** doctoral student, for whom I was a dissertation committee member

Teaching

Carey Business School, Johns Hopkins University, Baltimore

Innovation Field Project (MBA Core Experiential Learning Course) 2021-current:

Amazon, Meta, Siemens, Capital One, Amex, Merck, Smithsonian, Olive AI, Equum Health, Constellation Energy, Danone, Accenture, Exelon, JHU APL, Accelerated Diagnostics, Ohio Health, ACHP, Phillips Healthcare, Land O'Lakes, Sibley Memorial, Erickson Living, Vision Innovation Partners, AB InBev, IMF, PetCo, IMF, Dana Farber

Operations Management (MBA) Spring 2012-13

Business Processes (GMBA) Fall 2013, 2015

Operations Management (EMBA) Fall 2013, 2014, Spring 2016

Advanced Business Analytics (MBA/MS) Spring 2015, 2017, 2018

Business Analytics (MBA/Online) Spring 2022, 2023

Ross School of Business, University of Michigan, Ann Arbor

Business Statistics and Management Science (BBA) 2007-09, 2011

Revenue Management (MBA) 2011

Ph.D course on Revenue Management and Pricing 2008

Multidisciplinary Action Project Faculty Advisor, 16 project teams (MBA) 2007, 2010 Companies: Microsoft (5 projects), Orbitz, Bestbuy, Toyota, Cingular, WaMu, Banco Popular, Novartis, United Airlines, RFE, Sundaram, Koinonia Foundation

Tauber Institute for Global Operations Project Faculty Advisor (MBA, MS), Companies: Boeing, GE, Dell, Dow Chemical, BorgWarner 2007-11

Invited Seminars & Workshops

2024

Tuck School of Business Operations Workshop, Dartmouth, Hanover, NH (planned)

BIRS Workshop on Combinatorial Optimization for Online Platforms, Banff, CA (planned)

Center & Laboratory for Behavioral Operations and Economics, UT Dallas, TX (planned)

Department of Business Administration, University of Zurich, Switzerland

University of Utah, Salt Lake City, UH

2023

Columbia University Fairness in Operations and AI Workshop, New York

Keynote Speaker, VI Workshop in Management Science, San Pedro de Atacama, Chile

UCLA Anderson School of Management, Los Angeles, CA

IESE Operations Management Seminar Series, Barcelona, Spain

Decision Sciences Seminars, Fuqua School of Business, Duke University, Durham, NC

Cornell OTIM Symposium, Cornell University, Ithaca, NY

Wharton OPIM Department Seminar Series, University of Pennsylvania, Philadelphia, PA

Amazon Pricing Research and Machine Learning Seminar Series, Seattle, WA

2022

Columbia GSB, Columbia University, New York, NY

Bilkent University, Ankara, Turkey

McCombs Business School, University of Texas, Austin, TX

AMLC Workshop Keynote Speaker, Amazon
 Oliver Wyman Pricing Practice Panel: Pricing in an Inflationary Environment, New York
 UNC Kenan-Flagler Business School, Chapel Hill, NC

2021

GSB Seminar Series, Stanford University, Palo Alto, CA
 Sloan School of Management, MIT, Boston, MA

2019

Amazon Tech Talk, Seattle, WA
 5th Annual Fashion Operations and Retailing Conference, Imperial College Business School, London, UK
 Amazon Pricing Research Seminar Series, Seattle, WA

2018

Robert H. Smith School of Business, University of Maryland, MD
 Retail Analytics Workshop, University of North Carolina Kenan-Flagler Business School, Chapel Hill, NC

2017

Amadeus S.A.S Airline Revenue Optimization Forum Plenary Speaker, Monaco

2016

Baruch College, New York, NY
 Eccles School of Business, University of Utah, Salt Lake City, UT

2015

London Business School, London, UK
 University College London, London, UK
 Scheller College of Business, Georgia Tech, Atlanta, GA

2014

Dartmouth University, Tuck School of Business, Hanover, NH
 University of Washington, Foster School of Business, Seattle, WA
 University of Chicago, Booth School of Business, Chicago, IL

2013

George Washington University, Washington DC
 University of Washington, Foster School of Business, Seattle, WA

2012

Drexel University, Philadelphia, PA

2011

Carey Business School Johns Hopkins University, Baltimore, MD
 Stern School of Business, NYU, NY
 Scheller College of Business, Georgia Tech, Atlanta, GA
 Georgetown University, Washington DC

2004 - 2010

IBM T.J. Watson Research Center, New York
 Air France Marketing and Network Management Group, Paris
 DIMACS Workshop, Rutgers University, New Jersey
 Stephen Ross School of Business, University of Michigan, Ann Arbor, MI
 UCLA Anderson School of Management, Los Angeles, CA
 University of Southern California, Marshall School of Business, Los Angeles, CA
 University of Chicago, Booth School of Business, Chicago, IL
 University of California at Berkeley, Berkeley, CA
 University of Toronto, Toronto, Canada
 McCombs School of Business, The University of Texas at Austin
 University of North Carolina, Chapel Hill, NC
 Sabanci University, Istanbul, Turkey
 INSEAD, France
 IEOR PhD Seminar Course Invited Speaker, Columbia University, New York, NY
 Hosmer Lunch Seminar Series, University of Michigan
 Kellogg School of Management, Northwestern University, Evanston, IL

Invited Conference & Symposium Presentations

2023

Informs RMP Conference, Imperial College London

2022

Informs RMP Conference, University of Chicago, Virtual
 Informs Annual Meeting, Indianapolis, IN

2021

MSOM Conference, Indiana University
 Informs RMP Conference, Johns Hopkins Carey Business School
 Informs Annual Meeting, Anaheim, CA

2019

INFORMS Annual Meeting, RMP and M&SOM Clusters, Seattle

2018

MSOM Conference, Dallas

Johns Hopkins Drug Accessibility and Pricing Symposium, Baltimore

2017

MSOM Conference, Chapel Hill

Revenue Management and Pricing Section Conference, Amsterdam

INFORMS Annual Meeting, RMP and M&SOM Clusters, Houston

2016

MSOM Conference, New Zealand

MSOM Supply Chain Special Interest Group Workshop, New Zealand

Revenue Management and Pricing Section Conference, New York

INFORMS Annual Meeting, RMP and M&SOM Clusters, Nashville

2015

MSOM Conference, Toronto

Revenue Management and Pricing Section Conference, New York

INFORMS Annual Meeting, RMP and M&SOM Clusters, Philadelphia

2014

MSOM Conference, Seattle

Revenue Management and Pricing Section Conference, Istanbul

INFORMS Annual Meeting, RMP and M&SOM Clusters, San Francisco

2013

MSOM Conference, INSEAD

Euro Informs Conference, Rome

Marketing Science Conference, Istanbul

INFORMS Annual Meeting, RMP and M&SOM Clusters, Minneapolis

2012

MIT Sports Analytics Conference, Boston

POMS Conference, Chicago

MSOM Conference, New York

MSOM Service Special Interest Group Workshop, New York

12th Annual INFORMS Revenue Management and Pricing Section Conference, Berlin

INFORMS Annual Meeting, RMP and M&SOM Clusters, Phoenix

2011

11th Annual INFORMS Revenue Management and Pricing Section Conference, New York

MSOM Conference, Ann Arbor

INFORMS Annual Meeting, Charlotte

8th Triannual Invitational Choice Symposium, Key Largo

2004 - 2010

INFORMS Annual Meeting, RM and M&SOM Clusters, Denver

5th Annual INFORMS Revenue Management and Pricing Section Conference, MIT

INFORMS Annual Meeting, RM Cluster, San Francisco

AGIFORS Annual Symposium, Guaruja, Brazil

6th Annual INFORMS Revenue Management and Pricing Section Conference, Columbia University, New York

INFORMS Annual Meeting, RM Cluster, Pittsburgh, INFORMS Annual Meeting, RM Cluster, Seattle

8th Annual INFORMS Revenue Management and Pricing Section Conference, University of Montreal, Montreal

INFORMS Annual Meeting, RM Cluster, Washington DC

INFORMS Annual Meeting, RM and M&SOM Clusters, San Diego

10th Annual INFORMS Revenue Management and Pricing Section Conference, Cornell University, Ithaca

INFORMS Annual Meeting, RM Cluster, Austin

AGIFORS Annual Symposium, Rome, Italy

Professional Activities

Associate Editor, Operations Research, 2021-current

Associate Editor, Naval Research Logistics, 2023-current

Associate Editor, Manufacturing and Service Operations Management, 2021-2024

Department Editor for Revenue Management and Pricing Department, Decision Sciences Journal, 2018-current

Elected President, RMP Section 2021-2022

Board member, RMP Section, 2022-2023

Elected Board Member, Treasurer and Secretary, MSOM Society, 2015-16

Elected Board Member, Treasurer and Secretary, RMP Section, 2018-19

MSOM Society Representative in INFORMS Subdivision Council, 2018-current

INFORMS Revenue Management and Pricing Section McGill Student Paper Competition Committee, 2023

INFORMS Revenue Management and Pricing Section Dissertation Prize Committee, 2018

Co-chair of 20th Informs Revenue Management and Pricing Conference at Johns Hopkins Carey Business School , June 28-30, 2021

Co-Chair, Inaugural Johns Hopkins Symposium on Healthcare Operations (Organ Transplantation Meets Operations Research), October 2016

Co-Chair, 2nd Johns Hopkins Symposium on Healthcare Operations (Healthcare Operations and Organizational Design), April 2019

Cluster Chair, MSOM Supply Chain Cluster for 2016 Annual INFORMS Conference in Nashville (19 sessions, 75 invited talks)

Program Chair, POMS 2019 Doctoral Consortium

Session chair, Annual INFORMS Conferences, 2016-current

Member: INFORMS, INFORMS Revenue Management and Pricing Section, M&SOM Society

Reviewer: Operations Research, Management Science, M&SOM, POM Journal, Naval Research Logistics, Decision Science, M&SOM Conferences, M&SOM Supply Chain SIG Workshops; M&SOM Service SIG Workshops

Panel judge: 2010- 2011, 2014 - 2022 M&SOM Student Paper Competitions, 2011 - 2021 POMS Student Paper Competition

Panel Judge: Finalists of 2022 POMS Supply Chain Management Student Paper Competition

Program Committee: Informatics 2022 RMP Section Conference Program Committee

Service to Institutions

Carey Business School, Johns Hopkins University, Baltimore

Chair of Johns Hopkins Carey Business School Curriculum Committee 2022-current

Co-Chair of Carey Faculty Advisory Council 2022-current

Chair of Operations Management and Business Analytics Curriculum Sub-committee 2020-current

Member of Carey Academic Organization Committee 2023-current

Faculty Director of Innovation Field Project 2020-current

Member of Johns Hopkins Carey Business School Curriculum Committee 2020-2022

Full-Time MBA Program Academic Program Director 2016-2019

Chair of Full-Time MBA Program New Curriculum Implementation Committee, 2017- 2019

Member of Vice Dean of Faculty and Research Committee, 2022

Chair and Member of Practice Track Faculty Search Committees, 2022, 2023

Chair of OMBA Post-doc recruitment committee 2020,2022

Chair of Practice Track Associate Professor Promotion Committee, 2018

Member of MBA/MS Admissions Committee, 2013-2015, 2018-2020

Member of Full-Time MBA Program New Curriculum Design Committee, 2016- 2017

Member of Junior Faculty Recruitment Committees, 2017- current

Chair of Senior Faculty Recruitment Committee, 2015-2016

Carey Business School Supplemental Research Grant Reviewer, 2021, 2022

Advanced Business Analytics Course Lead, 2015-2021

Member of FMLA Policy Revision Committee, 2014-2015

Operations Management Course Lead, 2012-2016

OM Seminar Coordinator 2013-2016

Member of Masters in Enterprise Risk Management Curriculum Design Committee 2012-2013

Junior Faculty Mentor 2017-2018

University of Michigan Ross School of Business, Ann Arbor

OMS Departmental Seminar Coordinator 2008-2011

Business Statistics and Management Science Course Coordinator 2007-2011

Honors, Awards, & Fellowships

2016, 2017, 2018, 2019 Johns Hopkins Carey Business School Dean's Award for Faculty Excellence

2014, 2015 M&SOM Merituous Service Award

First Place Winner, INFORMS Service Science Section Best Student Paper Competition (co-advised Yao Cui), 2013

2013 Net Institute Summer Grant

AGIFORS Anna Valicek Medal, October 2006

AGIFORS Annual Symposium Most Innovative Research Award, Guaruja, Brazil, September 2005

Full Scholarship throughout undergraduate education awarded by Bilkent University, 1997-2001

High Honors List, Bilkent University, 1997-2001

Ranked 156th among 1.5 million in National University Entrance Exam in Turkey, 1997

Students Advised/PhD Committee Member

Oben Ceryan (2007 - 2010), University of Michigan PhD Committee Member, currently Assistant Professor at Drexel University

Thiam H. Lee, 2011, Columbia University PhD Committee Member, currently Quantitative Analyst at WorldQuant

Thunyarat Amornpetchkul (2009 - 2013), University of Michigan, Co-Advisor with Hyun-soo Ahn, currently Assistant Professor at NIDA Business School, Thailand

Yao Cui (2010 - 2015), University Michigan, Co-Advisor with Izak Duenyas, currently Assistant Professor at the Johnson Business School, Cornell University

Liang Ding (2011 - 2016), University of Michigan, Co-Advisor with Roman Kapucinski, first position Consultant at Bain&Company, currently Data Scientist at JD.com

Evsen Korkmaz (2013), Erasmus University, Research supervisor at JHU, first position Assistant Professor at University of Amsterdam, Amsterdam Business School.

Sahar Hemmati (2022), University of Maryland, PhD Committee Member, first position Data Scientist at Uber

Jane Jiang (2022-current), University of Maryland, PhD Committee Member

Chengyi Lyu (2023-current). University of Colorado Boulder, Leeds School of Business, PhD Committee Member

Wentao Lu (2022-current), Johns Hopkins University Carey Business School Postdoctoral Program Mentor

Consulting

Lucent Technologies, Murray Hill, New Jersey

Amadeus S.A.S., Nice, France

Amazon, Seattle, WA

Media Mentions

Ozge Sahin on the art and science of studying consumer behavior, Amazon Science (August 19, 2022)

Johns Hopkins Research Examines Consumer Reaction to "Conditional" Discounts. PRWeb (June 22, 2018)

Johns Hopkins business study reveals ways to amp up promos, QSRweb (June 22, 2018)

Beating the Box Office Blues, Ross School of Business News & Media (May 14, 2012)

Research Universities Advance Knowledge of Business, Finance, University Research Corridor (November 5, 2012)

How Ticket Resales Enrich Event Promoters, Futurity (August 7, 2012)

Admit One: Promoters Oppose Ticket-Resale Industry but Could Benefit by It, Study Finds, PRWeb (August 7, 2012)