

Eylem Koca

Özyeğin University, Faculty of Business, 34794-Çekmeköy, Istanbul, Turkey

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EDUCATION

PhD in Business Administration

August 2011

Major: Operations Management / Management Science

Minor: Marketing / Economics

Robert H. Smith School of Business, University of Maryland, College Park

MS in Industrial Engineering

January 2004

Boğaziçi University, Istanbul

BS in Mechanical Engineering

June 2000

Boğaziçi University, Istanbul

ACADEMIC POSITIONS

Assistant Professor of Operations Management

since September 2015

Faculty of Business

Özyeğin University

Assistant Professor of Operations Management

August 2011 – May 2015

Information Systems and Decision Sciences Department

Silberman College of Business, Fairleigh Dickinson University

Adjunct Faculty

February 2011 – July 2011

Decision, Operations and Information Technologies Department

Robert H. Smith School of Business, University of Maryland, College Park

Graduate Research and Teaching Assistant

August 2005 – June 2010

Decision, Operations and Information Technologies Department

Robert H. Smith School of Business, University of Maryland, College Park

Graduate Research and Teaching Assistant

February 2001 – July 2005

Department of Industrial Engineering, Boğaziçi University, Istanbul

PUBLICATIONS

- Eylem Koca, Mohammad Sedaghat and K. Paul Yoon (2014), "Optimal Supply/Demand Balance in Service Environments," *Journal of Service Science*, 7 (1), pp. 43–52.
 - Eylem Koca, Gilvan C. Souza and Cheryl T. Druehl (2010), "Managing Product Rollovers," *Decision Sciences*, 41(2), pp. 403–423.
 - Mark Ferguson, V. Daniel Guide, Jr., Eylem Koca, and Gilvan C. Souza (2009), "The Value of Quality Grading in Remanufacturing," *Production and Operations Management*, 18(3), pp. 300-314.
 - Eylem Koca and Taner Bilgic (2004), "A Troubleshooting Approach with Dependent Actions," in R. L. de Mantaras and L. Saitta (eds.), ECAI 2004, 16th European Conference on Artificial Intelligence, Valencia, Spain, *Frontiers in Artificial Intelligence and Applications*, Vol. 110, IOS Press, Amsterdam, The Netherlands, pp. 1043-1044.
 - Eylem Koca and Taner Bilgic (2004), "Troubleshooting with questions and conditional costs," *Proceedings of the 13th Turkish Symposium on Artificial Intelligence and Artificial Neural Networks*, pp. 271–280.
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RESEARCH IN PROGRESS

- "Seller-Provided Information and Return Policies for Experience Goods," *under review at Decision Sciences Journal (DSJ)*.
 - "Role of Ecolabels in Consumer Markets," with Gilvan C. Souza. Preparing for submission for publication at a peer-reviewed journal.
 - "Design Quality and Information Coordination For False Failure Returns." Work in progress.
 - "Heuristics for Decision-Theoretic Troubleshooting with Dependent Actions, Conditional Costs, and Questions," Work in progress.
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CONFERENCE PRESENTATIONS

- "Quality and Information Coordination For False Failure Returns," INFORMS Annual Meeting, Philadelphia, PA, November 1-4, 2015.
- "Ecolabel Supply Chains: But Is It Green?," POMS Annual Conference, Washington, DC, May 8-11, 2015.

- “The Impact of Ecolabels in Consumer Markets,” with Gilvan C. Souza, INFORMS Annual Meeting, San Francisco, CA, November 9-12, 2014.
 - “Do Product Step-Ups Make a Difference?,” POMS Annual Conference, Atlanta, GA, May 9-12, 2014.
 - “Return Policies and Information Provision in a Supply Chain,” with Gilvan C. Souza, POMS Annual Conference, Chicago, IL, April 20-23, 2012.
 - “Return Policies and Informational Tools in Experience Good Markets,” with Gilvan C. Souza, INFORMS Annual Meeting, Austin, TX, November 7-10, 2010.
 - “Role of Return Policies and Informational Tools in Experience Good Markets,” with Gilvan C. Souza, INFORMS Annual Meeting, San Diego, CA, October 11-14, 2009.
 - “Optimal Pricing and Inventory in Product Rollovers,” with Gilvan C. Souza and Cheryl T. Druehl, INFORMS Annual Meeting, Seattle, WA, November 4-7, 2007.
 - “Product Rollovers and Optimal Pace of Product Introductions,” with Gilvan C. Souza and Cheryl T. Druehl, INFORMS Annual Meeting, Pittsburgh, PA, November 4-7, 2006.
 - “A Troubleshooting Approach with Dependent Actions,” with Taner Bilgic, 16th European Conference on Artificial Intelligence, Valencia, Spain, August 23-27, 2004.
 - “Troubleshooting with questions and conditional costs,” with Taner Bilgic, 13th Turkish Symposium on Artificial Intelligence and Artificial Neural Networks, Izmir, Turkey, June 10-11, 2004.
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TEACHING EXPERIENCE

At Özyeğin University

- OPER311 – Logistics Management (Undergraduate)
 - ◊ *Fall 2015.*
- MGMT503 – Business Statistics (MBA)
 - ◊ *Fall 2015.*
- OPM802 – Operations Management (Executive MBA)
 - ◊ *Fall 2015.*

At Fairleigh Dickinson University

- EXEC6902 – Project Management (Executive MBA)
 - ◊ *Spring 2015, Spring 2014, Spring 2013.*
- EXEC6641 – Operations and Supply Chain Management (Executive MBA)
 - ◊ *Fall 2011.*
- DSCI6700 – Supply Chain Strategies (MS SCM)
 - ◊ *Spring 2015.*
- DSCI6500 – Operations and Supply Chain Management (MBA)
 - ◊ *Fall 2013, Spring 2013, Fall 2012, Summer 2012, Spring 2012, Fall 2011.*
- DSCI6112B – Project Management (part-online Saturday MBA)
 - ◊ *Fall 2014, Spring 2014, Fall 2013.*
- DSCI6012 – Operations and Supply Chain Management (MBA)
 - ◊ *Spring 2015, Fall 2014, Spring 2014..*
- DSCI5500 – Statistical Data Analysis (MBA)
 - ◊ *Spring 2013, Fall 2012, Summer 2012, Spring 2012, Fall 2011.*
- DSCI5012 – Statistical Data Analysis (MBA)
 - ◊ *Spring 2015, Fall 2014, Spring 2014, Fall 2013.*
- DSCI5012B – Statistical Data Analysis (part-online Saturday MBA)
 - ◊ *Spring 2015, Fall 2014, Fall 2013, Spring 2013, Fall 2012.*
- DSCI2130 – Business Statistics (Undergraduate)
 - ◊ *Fall 2012.*
- DSCI2029 – Introduction to Statistics (Undergraduate)
 - ◊ *Spring 2013, Spring 2012.*

At the University of Maryland, College Park

- BMGT485 – Project Management (Undergraduate)
 - ◊ *Summer 2011*
 - BUSI785 – Project Management in Dynamic Environments (MBA)
 - ◊ *Spring 2011*
 - BMGT201 – Introduction to Business Computing (Undergraduate)
 - ◊ *Spring 2009*
 - BMGT385 – Operations Management (Undergraduate)
 - ◊ *Fall 2007*
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SERVICE

At Fairleigh Dickinson University

- October 2014, Panelist, Supply Chain Management Panel entitled “Contemporary Challenges in Managing Your Supply Chain: Implications for Organizations.”
- 2011 – 2015, lead the curriculum development and other activities for the Master of Science Program in Supply Chain Management, which opened doors in Spring 2015.
- 2012 – 2015, served in the SCB Digital Initiative Task Force, towards development of online/blended courses and degree programs. The output of these efforts is the Saturday MBA program that started in Fall 2013.
- 2012 – 2015, served in the SCB Graduate Curriculum Committee (GCC), representing the Information Systems and Decision Sciences Department.
- 2012 – 2015, served in the SCB Graduate Admissions Committee (GAC).
- 2013 – 2015, served as the faculty advisor for Business Leaders of Tomorrow (BLT), the largest undergraduate student organization at Silberman College.
- 2014 – 2015, organized a team of MBA students to participate in the Regional MBA Supply Chain Case Competition, hosted by the Center for Supply Chain Management, Rutgers Business School.

External Service to the Profession

- Reviewer for:
 - ◊ The Production and Operations Management (POM) journal,
 - ◊ The Decision Sciences Journal (DSJ),
 - ◊ The European Journal of Operational Research (EJOR),
 - ◊ The International Journal of Production Economics (IJPE), and
 - ◊ The International Journal of Production Research (IJPR).
- Session Chair, Operations/Sustainability Cluster, INFORMS Annual Meeting, 2014, San Francisco, CA.
- Session Chair, New Issues and Perspectives in Marketing and Operations Interface, POMS Annual Conference, 2014, Atlanta, GA.
- Session Chair, Green Supply Chain Cluster, INFORMS Annual Meeting, 2009, San Diego, CA.
- Member, Organization Committee for MSOM 2008 Conference at University of Maryland, College Park, MD.
- Member, Organization Committee for INFORMS Annual Meeting, 2008, Washington, DC.

- Member, Organizing Committee for the 13th Turkish Symposium on Artificial Intelligence and Artificial Neural Networks, 2004, Izmir, Turkey.
 - Member, Organization Committee for the EURO/INFORMS Joint International Meeting 2003, Istanbul, Turkey.
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MEMBERSHIP

- DSI (Decision Sciences Institute)
 - INFORMS (The Institute for Operations Research and the Management Sciences)
 - POMS (Production and Operations Management Society)
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ADDITIONAL SKILLS

Computer Skills

- Mathematica – *Advanced proficiency*
- MATLAB – *Advanced proficiency*
- LaTeX – *Advanced proficiency*
- R – *Intermediate proficiency*
- SPSS – *Intermediate proficiency*
- GAMS – *Intermediate proficiency*

Language Skills

- Turkish – *Excellent written and verbal skills (Native)*
 - English – *Excellent written and verbal skills*
 - Japanese – *Intermediate knowledge*
 - Brazilian Portuguese – *Basic knowledge*
 - German – *Basic knowledge*
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