

Christopher J. Chen

CONTACT INFORMATION	1309 E. 10th Street HH 4145 Bloomington, IN 47405	<i>Direct:</i> +1 (812) 855 5268 <i>Mobile:</i> +1 (626) 548 8591 <i>E-mail:</i> cch3@iu.edu
RESEARCH INTERESTS	Non-profit operations, Healthcare operations, Trade finance, Interface of finance and operations, Sustainable operations	
ACADEMIC APPOINTMENTS	Kelley School of Business, Indiana University , Bloomington, IN <i>Assistant Professor</i> <i>Research Fellow – Center for the Business of Life Sciences</i> <i>Research Fellow – Richard G. Lugar Center for Renewable Energy</i>	July 2019 - Present Oct 2019 - Present Oct 2022 - Jun 2024
PUBLICATIONS	<i>Trade Credit Insurance: Operational Value and Contract Choice</i> , S. A. Yang, N. Bakshi, C. J. Chen. <i>Management Science</i> (2021). 67(2):875-891. <i>Integrated Forecasting and Decision Support Framework for COVID-19 Response and Surge Planning: Development and Implementation</i> , P. Shi, J. Helm, C. J. Chen, R. Parker, J. Lim, T. Tinsley, N. Byers, J. Cecil. <i>Production and Operations Management</i> (2022) 1-20. <i>Special Issue on COVID-19</i> <i>The Impact of Trade Credit Provision on Retail Inventory: An Empirical Investigation Using Synthetic Controls</i> , C. J. Chen, N. Jain and S. A. Yang. <i>Management Science</i> (2023). 69(8):4591-4608	
WORKING PAPERS	<i>Does Renewable Energy Renew the Endeavor in Energy Efficiency?</i> , with A. Awaysheh, O. Wu. (Under Review after 2nd Rd Major Revision). <i>Management Science</i> . <i>The Role of Physician Integration in Alternative Payment Models: The Case of the Comprehensive Joint Replacement Program</i> , with K. Delana (Revising after 3rd Rd Major Revision). <i>Management Science</i> . <i>Plant Scope and Operational Performance: Evidence from a Global Fast-Moving Consumer Goods Manufacturer</i> , with A. Awaysheh, P. Bromley, M. Ketokivi, F. Salvador, (Major Revision). <i>Management Science</i> <i>How to Improve Volunteer Retention: Leveraging Experienced Volunteers</i> , with F. Gao, V. Tipnis (Reject & Resubmit). <i>Manufacturing & Service Operations Management</i> • Honorable Mention <i>Behavioral Operations Management Best Working Paper Competition (2024)</i> <i>Algorithm-Human-Algorithm: A New Classification Approach to Integrating Judgemental Adjustments</i> , with N. Jain, V. Karamshetty (Reject & Resubmit). <i>Manufacturing & Service Operations Management</i> <i>Designing Assessment Teams for Manufacturing Performance: Evidence from World-Class Manufacturing Implementation</i> , with A. Awaysheh, J. Kistler. (Revising). <i>The Role of Public Policy in Enhancing Supplier Entry and Supply Chain Resilience</i> , with B. Charoenwong, A. Kwan, J. Li (Revising). <i>Unintended Consequences of Hospital Regulation: The Case of the Hospital Readmissions Reduction</i>	

Program, C. J. Chen and N. Savva. (Working Paper).

- Runner-up *POMS College of Healthcare Operations Management Best Paper Competition (2019)*

IN PROGRESS

A State-Dependent Riccati Equation Index Policy for Dynamic Production Sequencing in Compounding Pharmacies, with K. Delana, X. Peng. (In Preparation).

When Workers Watch: The Impact of Metering Engagement on Energy Efficiency, with A. Awaysheh, D. Jeon, O. Wu. (In Preparation).

The Impact of Supply Chain Transparency – Evidence from Conflict Minerals Disclosures, with P. Martin. (In Preparation).

Money Matters: The Role of Government Interventions in Alleviating Financial Constraints in MSMEs, with A. Kundu, H. Tang. (In Preparation).

Early Intervention for Chronic Pain: Reducing Surgeries, Opioid Use, and Healthcare Costs, with B. Li, M. Zhalechian. (In Preparation).

Unveiling Student Frustration in Online Education: Patterns and Interventions, with L. Li, O. Wu, W. Zhang. (In Preparation).

Performance Implications of Supply Chain Relationship Turnovers, with G. Ball, K. Bretthauer, K. Mayo. (In Preparation).

Evaluating the Impact of the Pharmacy Initiative on Medication Adherence and Health Outcomes, with T. Baaisi, H. Kajaria-Montag, J. Kgatlwane, M. Matome, O. Mokena, O. Seitio-Kgokgwe, N. Setshegetso, J. Tlhakanelo. (In Development).

GRANTS

IU CIBER U.S. Department of Education, 2021. (\$2,500)

HONORS AND AWARDS

Deloitte Institute of Innovation and Entrepreneurship Award, 2017. (\$21,300)
London Business School Doctoral Scholarship, 2013-2018.

TEACHING EXPERIENCE

Kelley School of Business, Indiana University, Bloomington, IN

Instructor

Jan 2020 - Present

- Supply Chain Planning & Analytics, Undergraduate.
- Decision Models in Operations Management, PhD.
- Predictive Analytics and Data Mining, Masters (Kelley Direct).

London Business School, London, UK

Teaching Assistant

Sept 2014 - Jul 2019

- Managerial Statistics, Global EMBA. *Columbia University*.
- Decision Analysis for Management, EMBA, *London, Dubai*.
- Data, Models, and Decisions, MBA.
- Data Mining, Elective.
- Supply Chain Management, Elective.

Cass Business School, City University of London, London, UK

Visiting Lecturer

Sept 2016 - Dec 2017

- Financial Mathematics and Business Statistics, Undergraduate.

SERVICE

Advising

- Ling Li (PhD, Second Year 2023)
- Vinit Tipnis (PhD, Co-Advisor) - University of Minnesota Carlson
- Jing Wang (PhD, Second Year 2022)
- Kevin Mayo (PhD, Graduated 2022, Committee Member) - Washington State University
- Vashisht Kumar (Undergraduate Honors Thesis, 2021)

Referee

- Management Science, Manufacturing & Service Operations Management, Production & Operations Management, Journal of Operations Management, Journal of the Operational Research Society, Omega, Review of Marketing Science
- 2022/2023 POMS College of Sustainable Operations Student Paper Competition

Department

- OM Hiring Committee 2022

EDUCATION

London Business School, London, UK

Ph.D., M.Res. Management Science & Operations

June 2019

George Washington University, Washington D.C., USA

M.Sc. Computer Science, Statistics

May 2013

Dartmouth College, New Hampshire, USA

B.A. Economics, Biochemistry, Asian and Middle Eastern Studies

June 2009

PROFESSIONAL
EXPERIENCE

Booz Allen Hamilton Arlington, Virginia USA

Associate, Senior Consultant – Portfolio Optimization

Jan 2011 - July 2013

Northrop Grumman Corporation Los Angeles, California USA

Business Management Associate

July 2009 - Dec 2010

Louis Dreyfus Corporation Memphis, Tennessee USA

Summer 2008

Investor Group Services Boston, Massachusetts USA

Spring 2008

COMPUTER SKILLS
LANGUAGES

- R, STATA, MATLAB, Python, SQL.
- English, Chinese