

## Christopher J. Chen

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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	<b>Kelley School of Business, Indiana University</b> , 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>	<b>July 2019 - Present</b> <b>Oct 2019 - Present</b> <b>Oct 2022 - Jun 2024</b>
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 &amp; Service Operations Management</i> • Honorable Mention <i>Behavioral Operations Management Best Working Paper Competition</i> (2024)  <i>Algorithm-Human-Algorithm: A New Classification Approach to Integrating Judgemental Adjustments</i> , with N. Jain, V. Karamshetty (Reject & Resubmit). <i>Manufacturing &amp; 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