### Robert M. Saltzman

### Curriculum Vita

# Personal Data

Date of Hire at SFSU Spring 1989

Awarded Tenure at SFSU Fall 1995

Promoted to Full Professor at SFSU Fall 1996

Decision Sciences Department Chair Fall 2007-Summer 2010

Fall 2013-Summer 2016

Decision Sciences Department

Lam Family College of Business, Room 341

San Francisco State University

1600 Holloway Avenue, San Francisco, CA 94132

Tel: (415) 338-1232

Email: saltzman@sfsu.edu

**Education and Professional Experience**

*1. Degrees*

Ph.D. Stanford University, Stanford, CA, 1989

Major Field: Operations Research

Dissertation: Ceiling Point Algorithms for General Integer Linear Programming

M.S. Stanford University, Stanford, CA, 1986

Concentration: Operations Research

Sc.B. Brown University, Providence, RI, 1981

Major: Applied Mathematics

*2. Professional Experience*

Operations Research Analyst

Brookhaven National Laboratory, Energy Model Development Group

Washington, D.C., May 1983 – July 1984

Energy Model Analyst

Energy and Environmental Analysis, Inc.

Arlington, VA., June 1981 – April 1983

**Teaching Experience at SFSU**

1. *Undergraduate Courses:*

* **DS 110: Mathematical Analysis for Business** – F02, F97, S94, F92, F89
* **DS 212: Business Statistics** – F23, S23, F21, S21, F20, S19, F17, F16, S13, S11, F10, S10, F05, S05, F04, S03, S02, S01, S00, S99, S98, S97, S96, S95, S94, S93, F93, S91, Sum91, F90
* **DS 411: Decision Modeling with Spreadsheets** – F08, S07, F06
* **DS 412: Operations Management** – S24, F22, S22, S20, F19, S18, S17, S14, F12, Sum12, S12, F10, F09, F07, Sum07, F06, Sum06, S06, Sum04, F03, Sum03, Sum02, F01, F00, Sum00, F99, F98, F97, Sum97, F96, Sum96, F94, F93, Sum93, S93, F92, S92, F91, F90, S90, F89, S89
* **DS 601: Applications of Operations Research** – S23, F22, F21, S21, F20, S18, F94
* **DS 624: Quality Management** – F17, F15, 14, F13, F12, S11

2. *Graduate Courses:*

* **DS 512:** **Elements of Business Statistics** – F04
* **DS 776:** **Data Analysis for Managers** – S19, S16, S15, S13, S12
* **DS 786:** **Operations Analysis** – Sum06, F05, F04, F02, F01, F00, F99, F98, S89
* **DS 851:** **Computer Simulation and Decision Making** – S09, S08, S07, S06, S05, S04, S03, S02, S01, S00, S99, S98, S97, S96, S95, S94, S93, S92
* **DS 852:** **Seminar in Management Science** – S22, S20, F19, S17, F16, F94
* **DS 853:** **Applied Multivariate Analysis** – S24, F23
* **BUS 886:** **Statistics and Operations Analysis** – Sum10, Sum09, Sum08

# Professional Growth and Achievement

1. *Refereed Publications*

[38] Stern, H.I. and **R.M.** **Saltzman**, “Aircraft Maintenance Facility Location Planning.” *EURO* *Journal on Transportation and Logistics*. July 2023, <https://doi.org/10.1016/j.ejtl.2023.100116>

[37] **Saltzman, R.M.**, “Introducing Visual Basic for Application in a Spreadsheet Modeling Course.” *Spreadsheets in Education*, February 2023, 1–25.

https://sie.scholasticahq.com › article › 72639.pdf

[36] **Saltzman, R.M.** and H.I. Stern, “The Multi-Day Aircraft Maintenance Routing Problem.” *Journal of Air Transport Management*, **102**, July 2022, 10224, [doi.org/10.1016/j.jairtraman.2022.102224](https://doi.org/10.1016/j.jairtraman.2022.102224)

[35] **Saltzman, R.M.** and R.M. Bradford, “A Data-Driven Approach to Scheduling the U.S.

Presidential Primary Elections.” *Socio-Economic Planning Sciences*, **79**, Feb. 2022, 101099, [doi.org/10.1016/j.seps.2021.101099](https://doi.org/10.1016/j.seps.2021.101099)

[34] Stern, H.I. and **R.M.** **Saltzman**, “Daily Aircraft Maintenance Routing Using a Deficit Function Hollow Graph.” *Journal of Supply Chain and Operations Management*, **18**(2), 180-193, Dec. 2020.

[33] **Saltzman, R.M.,** “Improving the Voir Dire Process: A Prospective Juror’s Perspective,” *Socio-Economic Planning Sciences*, July 24, 2019, **70**, June 2020, 100728, [doi.org/10.1016/j.seps.2019.07.004](https://doi.org/10.1016/j.seps.2019.07.004)

[32] **Saltzman, R.,** Liu, S. and T. Roeder, “Simulating Student Flow Through a University’s

General Education Curriculum,” *Journal of Supply Chain and Operations Management,* **17**(1), 14-28, Feb. 2019. Received Alan Khade Best Paper Award at the 31st Annual CSUPOM Conference, Feb. 23, 2019.

[31] Brar, A., Pipko, O., and **R. Saltzman**, “Optimal Allocation of Programmatic Video Advertising Inventory,” *Journal of Supply Chain and Operations Management,* **15**(2), 151-164, Dec. 2017.

[30] **Saltzman, R.,** Roeder, T., Lambton, J., Param, L., Frost, B. and R. Fernandes, “The Impact of a Discharge Holding Area on the Throughput of a Pediatric Unit,” *Service Science*, **9**(2), 121-135, June 2017. [doi.org/10.1287/serv.2016.0167](https://doi.org/10.1287/serv.2016.0167)

[29] Lambton, J., Roeder, T., **Saltzman, R.,** Param, L., and Fernandes, R. “Using Simulation to Model Improvements in Pediatric Bed Placement in an Acute Care Hospital,” *J. Nursing Administration*, **47**(2), 88-93, Feb. 2017. [doi.org/10.1097/NNA.0000000000000445](https://doi.org/10.1097/NNA.0000000000000445)

[28] **Saltzman, R.M.** and R.M. Bradford, “Simulating a More Efficient Bike Sharing System,” *Journal of Supply Chain and Operations Management*, **14**(2), 36-47, Dec. 2016.

[27] Roeder, T.M. and **R.M. Saltzman,** “Schedule-Based Group Assignment using Constraint

Programming,” *INFORMS Transactions on Education*, **14**(2), 63-72, Feb. 2014. <https://pubsonline.informs.org/doi/10.1287/ited.2013.0116>

[26] **Saltzman, R.M**. and T.M. Roeder, “Perspectives on Teaching Simulation in a College of

Business,” *Proceedings of the 2013 Winter Simulation Conference*, R. Pasupathy, S.-H. Kim, A. Tolk, R. Hill., and M.E. Kuhl, eds., 3620-3629, Dec. 2013, [doi.org/10.1109/WSC.2013.6721723](https://doi.org/10.1109/WSC.2013.6721723)

[25] **Saltzman, R.M.,** “Planning for an Aging Fleet of Shuttle Vehicles with Simulation,” *Service Science,* **4**(3), 195-206, Sept. 2012, <https://pubsonline.informs.org/doi/10.1287/serv.1120.0017>

[24] Rodriguez, M., **Saltzman, R.** and S. Cholette, “Sequencing Strategic Sourcing Initiatives at a

Large, Public University,” *Journal of Supply Chain and Operations Management*, **10**(1), 1-12, Feb. 2012.

[23] **Saltzman, R.M.** and T.M. Roeder, “Simulating Student Flow through a College of Business for Policy and Structural Change Analysis,” *Journal of the Operational Research Society*, **63**(4), 511-523, April 2012. Published online 15 June 2011, <https://doi.org/10.1057/jors.2011.59>

[22] Mehrotra, V., Özlük, Ö. and **R.M. Saltzman,**“Intelligent Procedures for Intra-Day Updating of Call Center Agent Schedules,” *Production and Operations Management*, **19**(3),353-367, May-June 2010. <https://doi.org/10.1111/j.1937-5956.2009.01097.x>

[21] **Saltzman, R.M.,** “An Optimization Model for Scheduling Classes in a Business School

Department,” *California Journal of Operations Management*, **7**(1), 95-103, Feb. 2009.

[20] Stanley, J., **Saltzman, R.** and V. Mehrotra, “Improving Call Center Operations Using

Performance-Based Routing Strategies,” *California Journal of Operations Management*, **6**(1), 24-32, Feb. 2008.

[19] **Saltzman, R.M.** and V. Mehrotra, “Managing Trade-Offs in Call Center Agent Scheduling:

Methodology and Case Study,” *Proceedings of the 2007 Summer Computer Simulation Conference,* G. A. Wainer and H. Vakilzadian, eds., 643-651, July 2007.

[18] **Saltzman, R.M**., “What Makes a Student Simulation Project Successful?” *California Journal of*

*Operations Management*, **4**(1), 14-20, Feb. 2006.

[17] Wallace, R.B. and **R.M. Saltzman**, “Comparing Skill-Based Routing Call Center Simulations Using C Programming and Arena Models,” *Proceedings of the 2005 Winter Simulation Conference,* M. Kuhl, N. Steiger, F. Armstrong, and J. Joines, eds., 2636-2644, Dec. 2005.

[16] **Saltzman, R.M.,** “A Hybrid Approach to Minimize the Cost of Staffing a Call Center,” *Intl.*

*Journal of Operations and Quantitative Management*, **11**(1), 1-14, Mar. 2005.

[15] **Saltzman, R.M.,** “Optimal Line-Ups for a Youth Soccer League Team,” *California Journal of*

*Operations Management*, **3**(1), 92-98, Feb. 2005.

[14] **Saltzman, R.M.** and V. Mehrotra, “A Manager-Friendly Platform for Simulation Modeling and Analysis of Call Center Queueing Systems,” *Proceedings of the 2004 Winter Simulation Conference,* R. Ingalls, M. Rossetti, J. Smith, and B. Peters, eds., 466-473, Dec. 2004.

[13] **Saltzman, R.M.** and J.L. Meyer, “A Consulting Firm Uses Constraint Programming to Plan

Personnel-Review Meetings,” *Interfaces*, **34**(2), 106-112, Mar. 2004.

<https://doi.org/10.1287/inte.1030.0050>

[12] **Saltzman, R.M**., “Three Intermediate Optimization Problems with a CSU-Based Data Set,”

*California Journal of Operations Management*, **2**(1), 6-11, Feb. 2004.

[11] **Saltzman, R.M.,** “Coordinating Demand Forecasting and Operational Decision-Making with Asymmetric Costs: The Trend Case,” *California Journal of Operations Management*, **1**(1), 14-21, Feb. 2003.

[10] **Saltzman, R.M.** and D. Kohler, “Solving a Logic Puzzle via Mathematical Programming,”

*Mathematics and Computer Education*, **36**(3), 254-260, Fall 2002.

[9] Rech, P., **Saltzman, R.M.,** and V. Mehrotra, “Coordinating Demand Forecasting and Operational Decision-Making: Results from a Monte Carlo Study and a Call Center,” *Proceedings of the 14thAnnual CSU-POM Conference*, SJSU, San Jose, CA, pp. 232-241, Feb. 2002.

[8] **Saltzman, R.M.**, “Excel or Minitab: Which Software Package to Use in an Introductory Statistics Class?” *Exchanges: The On-line Journal of Teaching and Learning in the CSU*, June 2001.

[7] **Saltzman, R.M.** and V. Mehrotra, “A Call Center Uses Simulation to Drive Strategic Change,” *Interfaces*, **31**(3), 87-101, May-June 2001. <https://doi.org/10.1287/inte.31.3.87.9632>

[6] **Saltzman, R.M.**, “Wait Till Next Year? Some Analyses of Win-Loss Records from 1960-1998,” *The Baseball Research Journal*, **29**, 113-117, Dec. 2000.

[5] **Saltzman, R.M.**, “An Animated Simulation Model for Analyzing On-Street Parking Issues,” *Simulation*, **69**(2), 79-90, Aug. 1997. <https://doi.org/10.1177/003754979706900201>

[4] **Saltzman, R.M.** and R.M. Bradford, “Optimal Realignments of the Teams in the National Football League,” *European Journal of Operational Research*, **93**(3), 469-475, Sept. 1996.

<https://doi.org/10.1016/0377-2217(96)00135-X>

[3] **Saltzman, R.M.,** “Three Proposals for Improving Short-Term On-Street Parking,” *Socio-Economic Planning Sciences*, **28**(2), 85-100, June 1994.

<https://doi.org/10.1016/0038-0121(94)90008-6>

[2] **Saltzman, R.M.** and F.S. Hillier, “A Heuristic Ceiling Point Algorithm for General Integer Linear Programming,” *Management Science*, **38**(2), 263-283, Feb. 1992.

<https://doi.org/10.1287/mnsc.38.2.263>

[1] **Saltzman, R.M.** and F.S. Hillier, “An Exact Ceiling Point Algorithm for General Integer Linear Programming,” *Naval Research Logistics*, **38**(2), 53-69, Feb. 1991. [https://doi.org/10.1002/1520-6750(199102)38:1<53::AID-NAV3220380107>3.0.CO;2-D](https://doi.org/10.1002/1520-6750(199102)38:1%3c53::AID-NAV3220380107%3e3.0.CO;2-D)

1. Manuscripts Currently Under Review

1. Manuscripts in Progress

**Saltzman, R.M.** and H.I. Stern, “Aircraft Maintenance Triggers: An Analysis of Maintenance Timing.”

Mehrotra, V., **Saltzman**, **R.M.** and T. McNally, “Modeling and Analysis of Customer Success Management Operational Workflow.”

1. Conference and Professional Meeting Presentations

Note: INFORMS = Institute for Operations Research and the Management Sciences

“Introducing Visual Basic for Applications in a Spreadsheet Modeling Course,” 34th Annual CSUPOM Conference, SJSU, San Jose, CA, Mar. 5, 2022.

“Daily Aircraft Maintenance Routing Using a Deficit Function Hollow Graph,” 32nd Annual CSUPOM Conference, CSU Fresno, Fresno, CA, Mar. 7, 2020.

“Simulating Student Flow Through a University’s General Education Curriculum,” 31st Annual CSUPOM Conference, CSU Stanislaus, Turlock, CA, Feb. 23, 2019.

Optimal Allocation of Programmatic Video Advertising Inventory,” 30th Annual CSUPOM Conference, CSU East Bay, Hayward, CA, Mar. 3, 2018.

“Simulating a More Efficient Bike Sharing System,” 28th Annual CSUPOM Conference, SFSU, San Francisco, CA, Feb. 27, 2016.

“The Impact of Discharge Policies on the Efficiency of a Pediatric Ward,” INFORMS Annual Meeting, San Francisco, CA, Nov. 12, 2014.

“Perspectives on Teaching Simulation in a College of Business,” Winter Simulation Conference, Washington, DC, Dec. 2013.

“Planning for an Aging Fleet of Shuttle Vehicles with Simulation,” INFORMS Annual Meeting, Phoenix, AZ, Oct. 14, 2012.

“Sequencing Strategic Sourcing Initiatives at a Large, Public University,” 24th Annual CSUPOM Conference, SJSU, San Jose, CA, Feb. 18, 2012.

“Simulating Student Flow Through a College of Business for Policy and Structural Change Analysis,” INFORMS Annual Meeting, Austin, TX, Nov. 10, 2010.

“An Optimization Model for Scheduling Classes in a Business School Department,” 21st Annual CSUPOM Conference, CSU Chico, Chico, CA, Feb. 21, 2009.

“Improving Call Center Operations Using Performance-Based Routing Strategies,” 20th Annual CSUPOM Conference, CSU East Bay, Hayward, CA, Feb. 23, 2008.  
  
“Managing Trade-Offs in Call Center Agent Scheduling: Methodology and Case Study,” 2007 Summer Computer Simulation Conference, San Diego, CA,July 18, 2007.

“What Makes a Student Simulation Project Successful?” 18th Annual CSUPOM Conference, CSU-MB, Monterey, CA, Feb. 25, 2006.

“A Hybrid Approach to Minimize the Cost of Staffing a Call Center,” INFORMS Annual Meeting, San Francisco, CA, Nov. 15, 2005.

“Optimal Line-Ups for a Youth Soccer League Team,” 17th Annual CSUPOM Conference, SFSU, San Francisco, CA, Feb. 19, 2005.

“A Manager-Friendly Platform for Simulation Modeling and Analysis of Call Center Queueing Systems,” Winter Simulation Conference, Washington, D.C., Dec. 5, 2004.

“Three Intermediate Optimization Problems with a CSU-Based Data Set,” 16th Annual CSUPOM Conference, CSU Northridge, Northridge, CA, Feb. 20, 2004.

“Coordinating Demand Forecasting and Operational Decision-Making with Asymmetric Costs: The Trend Case,” 15th Annual CSUPOM Conference, CSU Stanislaus, Turlock, CA, Feb. 21, 2003.

“A Consulting Firm uses Mathematical Modeling to Plan Its Personnel Review Meetings.” INFORMS Annual Meeting, San Jose, CA, Nov. 18, 2002. Also presented in the SFSU-COB Working Paper Series, May 2, 2002.

“Coordinating Demand Forecasting and Operational Decision-Making: Results from a Monte Carlo Study and a Call Center,” 14th Annual CSUPOM Conference, SJSU, San Jose, CA, Feb. 23, 2002.

“Decision Support for a Strategic Call Center Business Planning Problem Using Simulation,” INFORMSAnnual Meeting, Salt Lake City, UT, May 7, 2000. Also presented in the SFSU-COB Working Paper Series, Nov. 9, 1999.

“Wait Till Next Year? Some Analyses of Win-Loss Records of Major League Baseball Teams” INFORMSAnnual Meeting, Cincinnati, OH, May 4, 1999.

“Integrated Forecasting and Hedging,” INFORMS Annual Meeting, Seattle, WA, Oct. 29, 1998.

“An Animated Simulation Model for Analyzing On-Street Parking Issues,” INFORMSAnnual Meeting, Atlanta, GA, Nov. 3, 1996.

“Computer Simulation: Has Virtual Reality Come to Operations Management?” Invited presentation for the American Production & Inventory Control Society (APICS), Golden Gate Chapter, San Francisco, CA, Oct. 17, 1996.

“Optimal Realignments of the Teams in the National Football League,” INFORMS, New Orleans, LA, Oct. 31, 1995. Also presented in COB Working Paper Series, Apr. 1995.

“Improving the Availability of Short-Term On-Street Parking,” ORSA/TIMS Joint National Meeting, Anaheim, CA, Nov. 5, 1991.

“The Role of Ceiling Points in General Integer Linear Programming,” TIMS XXIX International Meeting, Osaka, Japan, July 26, 1989.

1. *Awards and Grants*

* Lam-Larsen Distinguished Research Professor 2023-2025
* College of Business Research Productivity Award, Spring 2021; Fall 2017
* Alan Khade Best Paper Award, 31st Annual CSUPOM Conference, Feb. 23, 2019
* Leave with Pay (Sabbatical), Fall 2018; Fall 2011; Fall 2003; Fall 1995
* Nominated for *Who’s Who Among America’s Teachers*, Spring 2002
* Best Paper in College of Business Working Paper Series, 1999-2000
* Selected as a Carnegie Academy Fellow as part of SFSU’s participation in the Carnegie Academy for the Scholarship of Teaching and Learning, Fall 2000
* SFSU Research, Scholarship, or Creative Activity Summer Stipend, July 2000; June 1999; July 1992.
* College of Business Dean’s Summer Research Grant, Summer 1998
* Recognition for Excellence in Teaching, College of Business. 1996-97; 1992-93
* Performance Salary Step Increase, Fall 1996
* Meritorious Performance and Professional Promise Award, 1989-90

**Advising, Supervision, and Similar Activities**

Master’s degree thesis supervision (BUS 895/898): (1) = 1st reader; (2) = 2nd reader

2010: Michael Rodriguez (1): Sequencing Strategic Sourcing Initiatives for a Higher Education Institution; Eloisa Javier (2)

2009: Ryan Pardini (1): Modeling Aqua Culture: Pacific Salmon Stock Returns and Industry Resource Planning; Tony Moir (1): Why Did a 90-Day Project Take 3.5 Years? Sean Nguyen (2); Joyce Zhao (2)

2008: Ailen Anunciacion (2); Sudesh Poduval (2): Mark San Pablo (2); Christopher Winn (2); Jonathan Carney (2); Kai Wang (1): Is RVU Best Measure of Physician Productivity?

2007: Julie Stanley (1): Evaluating Call Routing Strategies for Heterogeneous Traffic,

Servers, and Service Failure Rates; Hakan Altunsoy (2)

2006: Joe Han (1): Using Computer Simulation to Determine the Optimal Mix of Employees in a Home Health Agency; Jeanne Scott (1): Simulation Model of Staff Scheduling at an Adult Daycare Center; Alex Tou (1): Process Optimization in a Seafood Restaurant

2005: Andrea Everitt (1): And They’re Off! A Simulation of a Thoroughbred Horse Race;

Margaret Sottosanti McPhail (2)

2004: T. Phoonpirom (1): A Model to Improve Customer Experiences at a Restaurant

John Hajel (1): Simulation Study of the Supply Chain of Electronic Devices

Jeremy McCabe (1): An Operations Management Approach to Optimizing

Pharmaceutical Laboratory Work Flows

Mara Tran (1): Operational Efficiency of Home Loan Funding at BLS Funding

2003: Maggie Tsang (1): A Model to Forecast the Results of Dragon Boat Races

2002: Theron Bullman (1): Maximizing Information Technology Resource Utilization for a Third Party Logistics Company

Vincent Tang (1): Simulation of the 2000 World Series

2001: Timothy Beagle (2); Joanne Fong (2)

2000: Masatomo Nishizaki (1): A Plan to Improve Computing Service Facilities at SFSU

Michael Nathe (2); Olga Braylovskiy (2)

1999: John Kenneally (2): Relocating Genentech, Inc.’s Materials Control Operation

1998: Jose Balitactac (2): A Simulation Model of MUNI’s N Judah Line

1997: Jun Yoshioka (1): A Computer Simulation Model for Assessing the Scheduling Performance of a Bus Route of the San Francisco Municipal Railway; Hiroka Komiya (1): Performance Analysis of SFSU’s College of Extended Learning Information System (CELIS)

Greg Pattison (2): Biotherapeutic Project Valuation

1995: Susanne Paul (1): Personnel Scheduling for a Biotechnology Manufacturing Plant

Julie Quong (1): Automated Routing Decisions for Senior Citizen Services (Onlok)

David Rein (1): Simulation of a Hospital Unit

1993: Elaine Cartwright (1): Utility Rate Base Decision-Making Model

1992: Dana Jaramillo (1): Efficient Routing for an Armor Meat Salesman

1991: Mimin Makmur (2)

I advise undergraduate Decision Sciences majors and frequently help students by approving course equivalencies. Periodically, I also write letters of recommendation for students who are applying for jobs, scholarships, study abroad positions or graduate school.

**University & Community Service**

1. *Department Service*
   * DS Department Ad Hoc Chair Selection Committee, S22
   * DS Department Chair, F07-Sum10; F13-Sum16
   * DS Department RTP Committee, F04-S07; Chair, F05-S06; F10-S13; F16-S18, F23-S24
   * DS Department Hiring Committee, F04-S05, Chair; F12-S13; F16-S17; F19-S20
   * DS Department Difference in Pay Leaves Committee, F22.
   * DS Department Scholarship Committee, F22.
   * ISBA Department Hiring Committee, F01-S04; Chair, F01-S02
   * ISBA Department FMI Review Committee, S01
   * ISBA Department Ad Hoc Chair Selection Committee, S01
   * BACS Department Ad Hoc Committee to Revise Department Name & Mission, S01
   * BACS Department HRT/P Committee, Chair, F96-S99
   * BACS Department Seminar Series Organizer, F98-S99
   * BACS Department Scholarship Committee, F94-S95
2. *College of Business Service*
   * Scholarship Committee, S23
   * Distinguished Research Faculty Award Committee, S21
   * Professional Development and Research Committee, F20-S23; F07-S08
   * Biotech MBA Advisory Council, F18-S19
   * Center for Ethical and Sustainable Business Five-Year Review Committee, S18
   * Strategic Planning Task Force, S15-F15
   * Graduate Curriculum Committee, F14-S15
   * Undergraduate Curriculum Committee, F04-S07; Chair, F05-S06
   * Dean Search Committee, F04-S05
   * Leave with Pay Committee, Chair, F00, F01
   * Research & Professional Development Committee, Chair, F00
   * Computer Advisory Committee, F99-S01; F92-F96, Chair, F96
   * Grade Appeals Committee, F93-F96; Chair, F96
3. *University Service*
   * Vice Provost Search Committee, May-June 2019
   * Student Academic Pathway Project, UG Education & Academic Planning, Summer 2016
   * AIR Senior Research Analyst Search Committee, May 2016
   * University Sabbatical Committee, F01
   * Information Security Officer, S93-S98
   * Community Service Learning Grant Program, Proposal Reviewer, F96-F98
   * Professional Development Council, F96-S98
   * Educational Technology Advisory Committee, F96
4. *Paid Consulting*

* **Lindblad Expeditions.** Estimated probability that a cruise ship would depart with one or more persons infected with COVID-19 aboard (6/20), with S. Soorapanth.
* **Strategic Decisions Group.** Developed optimization model to plan review meetings by partners to discuss consultants’ performances (10/00; 1/01; 3/01; 1/02; 3/02; 1/03)
* **Expedia.** Developed animated computer simulation model of the company’s call center operations in Tacoma, WA. (5/02-6/02)
* **Irwin/McGraw Hill.** Reviewed 3rd edition of Fundamentals of Operations Management by Davis, Aquilano and Chase (11/99)
* **John Wiley.** Reviewed 4 chapters of an operations text by Reid and Sanders (7/99)
* **Irwin/McGraw Hill.** Reviewed 4 chapters of Introduction to Management Science by Hillier, Hillier and Lieberman (9/97)
* **Onward.** Developed and analyzed call center simulation models (7/97)
* **Systems Modeling Corp.** Beta tester for call center simulation software (10/96)

1. *Other Business/Professional Involvement*

* Co-Chair, *28th Annual CSU-POM Faculty Conference*, San Francisco, CA, Feb. 26-27, 2016
* President, *CSU-POM Faculty Organization*, 2004-05
* Chair, *17th Annual CSU-POM Faculty Conference*, San Francisco, CA, Feb. 18-19, 2005
* Journal Referee:
* *Operations Research and Decisions.* Assigning Students to Multiple Seminars (6/22; 10/22)
* *Journal of Simulation*. Simulation-Based Optimization for Multiperiod Redeployment in Emergency Medical Services (12/21); Designing Hierarchical Networks of Urban Temporary Medical Centers after a Disaster (12/20); Inventory Analysis in Bike Sharing Systems(6/19)
* *Spreadsheets in Education.* Optimization of a Bi-Modal TSP (6/20)
* *Service Science*. Using Emergency Call Data to Raise Officer Safety (7/12)
* *Computers & Industrial Engineering.* Workforce Planning & Deployment (5/12; 12/12)
* *Journal of Statistics Education*. Trends in Business Education(5/02)
* *OMEGA*. Call Center Design (2/01)
* *European J. of Operational Research*. Integer Programming (9/99)
* *Naval Research Logistics*. Math Programming (6/94; 7/95); Network Optimization (3/95)
* *Management Science*. Math Programming (1/95)
* Member, *Institute for Operations Research and the Management Sciences* (**INFORMS**)
* Co-creator, with Richard M. Bradford, of the acronym **INFORMS**, officially adopted in

January 1994 as the name for the merger of The Institute for the Management Sciences

(TIMS) and the Operations Research Society of America (ORSA)

* Secretary, INFORMS Northern California Chapter (1994)
* Newsletter Editor, INFORMS Northern California Chapter (1994-95)
* Chair, Combinatorial Optimization and Integer Programming Cluster, The Institute of Management Sciences/Operations Research Society of America (TIMS/ORSA) Joint

National Meeting, San Francisco, Nov. 1-4, 1992

1. *Other Community Involvement*

* **Congregation Beth Jacob**, Redwood City, CA
  + Board of Directors, Member (6/01-6/03)
  + Social Action Committee, Chair (11/01-6/04)
  + Purim Gift Giving Fundraiser, Delivery Route Planner (3/13-3/19)
  + Security Council, Member (3/19-10/22)
  + Environmental Activism Committee, Member (2/22-present)
* **Vote Forward,** Volunteer Letter Writer (Oct. 2020, Nov. 2022)
* **Nechama: Jewish Response to Disaster,** Volunteer, Garden City, NY (Aug. 5-8, 2013)
* **Martin Luther King Day-Mitzvah Day,** Volunteer, Palo Alto, CA (1/09; 1/10; 1/11)
* **Stanford University Dantzig-Lieberman Fellowship Fundraising Committe**e, Member, Stanford, CA (F05-S06)
* **AYSO,** Head Soccer Coach, Redwood City, CA (F03)
* **AYSO,** Assistant Soccer Coach, Redwood City, CA (F02; F01; F00; F98)
* **T-Ball,** Assistant Coach, Redwood City, CA (Sum97; S01)
* **NorthStar Academy,** Math Mentor, Redwood City, CA (S01; F00)
* **Habitat for Humanity**, Volunteer, Redwood City, CA (9/14/00; 7/19/02)
* **John Gill School,** Net Day Volunteer, Redwood City, CA (11/16/96)