

# Pradeep Pendem

Kenan-Flagler Business School  
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## EMPLOYMENT

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- **Charles H. Lundquist College of Business, University of Oregon, Eugene** Sep'18 - Current  
Assistant Professor, Department of Operations and Business Analytics

## EDUCATION

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- **Kenan-Flagler Business School, UNC Chapel Hill** Aug'13 - Aug'18  
Doctor of Philosophy, *Operations, Technology & Innovation Management*  
Dissertation title - *Data-Driven Models of Customer Behavior in Service Systems*  
Advisor - Vinayak Deshpande
- **Indian Statistical Institute** Jun'06 - Jul'08  
Master of Technology, *Quality, Reliability & Operations Research*
- **Andhra University** May'02 - Apr'06  
Bachelor of Engineering, *Electrical & Electronics Engineering*

## RESEARCH INTERESTS

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- Data-Driven Operational Analytics, People Analytics

## RESEARCH PAPERS

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- **Pendem P.**, Green, P., Staats, B.R. and Gino, F. 2019. The Micro-structure of Work : Understanding Breaks and the Productivity Benefits of Pauses. (Major Revision at “*MSOM*”)
  - Taking the Right Kind of Break Makes You a Better Worker - Wall Street Journal
  - Why you should encourage ‘unexpected breaks’ - HRD
- **Pendem P.**, Deshpande V. 2019. Logistics Performance, Ratings, and its impact on Customer Purchasing Behavior and Sales in E-commerce Platforms (Major Revision at “*MSOM*”)
  - Finalist - MSOM Data-Driven Challenge 2018. Selected among top 4 papers for a total 25 submissions
- **Pendem P.**, Deshpande V. 2019. Demand Estimation and Allocation of Bikes Using Real-Time Trip and Inventory Data to Maximize Ridership in Bike-Sharing Systems. (Under Review at “*MSOM*”)
- **Narayanan S.**, Tiwari V., Pendem P. 2019. Learning in Robotic Surgeries (*working*)
- **Pradeep P.**, Muthulingam S. 2019. Productivity & Quality in Dialysis Services (*working*)
- **Pendem P.**, Piri S. 2019. The Operational Value of Integrated Warehouse and Logistics on Logistics Performance and Business Growth for Sellers (*working*)
- **Pendem P.**, Yang Z. 2019. The Operational Value of Super Hubs in Bike-Sharing Systems (*working*)
- **Pendem P.**, Deshpande V. 2019. Impact of Socio-Cultural events on supply of Taxis, Congestion in Street-Hail Taxi Services. (*working*)

## AWARDS/HONORS

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- Finalist for the 2019 Elwood S. Buffa Doctoral Dissertation Award (To present at DSI 2019 for final award)
- Recipient of *Harvey Wagner* scholar award for research progress in the PhD program 2017
- *Research Assistantship* in Operations Management from Kenan-Flagler Business School, UNC Chapel Hill 2013 - 2018
- *Post Graduate Fellowship* from Indian Statistical Institute, Kolkata 2006 - 2008
- *Post Graduate Fellowship* (one among only 30 students selected all over India) from *Larsen & Toubro, Engineering Construction & Corporation* division for Master's program in Construction Technology & Management at Indian Institute of Technology, Madras during period 2006-2008 (not accepted)

## RESEARCH EXPERIENCE

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- **Kenan Flagler Business School, UNC Chapel Hill** Aug'16 - current  
Topic: Quantifying impact of Labor increase on Retail store Labor Productivity using emerging Econometric techniques  
Advisor: Saravanan Kesavan (KFBS)
- **Indian School of Business** Nov'11 - Jul'13  
Topic: Operational and Clinical drivers of patients Length of Stay (LOS) in Eye-Care Outpatient Services  
Advisors: Sarang Deo (ISB), Aditya Jain (Baruch College)
- **Indian Statistical Institute** Jan'08 - Mar'08  
Topic: Multivariate Stress-Strength Reliability Modeling of Complex Systems  
Advisors: Ashis Kr.Chakraborty (SQC & OR practice), Tapas Samanta (Stat-Math unit)

## TEACHING EXPERIENCE

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- Predictive Analytics (in R) (OBA 410/510), Instructor Jan'19 - Jun'19
- Operations Management (OBA 335H), Instructor Apr'19 - Jun'19
- Business Analytics (BUSI 410, Undergraduate core course), Instructor May'17 - Jun'17  
Course rating: 4.5, Instructor rating : 4.75 (Ratings on scale of 1 to 5, with 5 being the best)
- Business Analytics (BUSI 410, Undergraduate core course), Teaching Assistant Jan'16 - Apr'16  
Instructor: Seyed Emadi
- Data Analytics: Tools and Opportunities (MBA 706, MBA elective), Teaching Assistant Jan'16 - Apr'16  
Instructor: Seyed Emadi

## MAJOR COURSEWORK

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- Econometrics, Categorical Data Analysis, Causal Inference Methods, Structural Estimation Methods in Marketing
- Models in Operations Research, Stochastic Models
- Machine Learning

## SERVICE

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- PhD Thesis Committee member - Hossein Rikhtehgar Berenji
- PhD Qualifier Exam Committee member 2019
- Job Search Committee member for Operations and Business Analytics department, Lundquist College of Business 2018-19
- Referee for Management Science, Manufacturing and Service Operations Management, Production and Operations Management, Journal of Operations Management

## INVITED TALKS

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- University of Kansas, Lawrence, Kansas

- Indian School of Business, Hyderabad, India
- Fisher School of Business, Ohio State University, Columbus, Ohio
- Charles H. Lundquist College of Business, University of Oregon, Eugene, Oregon
- George Mason University, Fairfax, Virginia

## CONFERENCE PRESENTATIONS

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- Logistics Performance, Ratings, and its impact on Customer Purchasing Behavior and Sales in E-commerce Platforms - INFORMS 2018, MSOM 2019
- The Micro-structure of Work: Understanding Breaks and the Productivity Benefits of Pauses - POMS 2015, 2016, 2017, INFORMS 2016, 2017, Wharton Empirical Workshop 2017
- Demand Estimation and Allocation of Bikes Using Real-Time Trip and Inventory Data to Maximize Ridership in Bike-Sharing Systems - INFORMS 2016, 2017, POMS 2017, MSOM 2017
- Multivariate Stress Strength Reliability Modeling of Complex Systems, Reliability Estimation through Simulation Techniques - International Conference on *Quality and Reliability Engineering*, 2011

## INDUSTRY EXPERIENCE

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- **Fidelity Investments**, Forecasting Analyst Jan'10 - Oct'11  
Tax-Exempt Market 401(k) Inbound Call volume Demand Forecasting,  
Call Center Queue Redesign, Portfolio Optimization
- **Wipro Consulting Services**, Consultant Sep'08 - Jan'10  
Microsoft OCIM, Decision making uncertainty, Software Engineering Process Group

## SOFTWARE EXPERTISE

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- R, SAS, STATA, MATLAB, GAMS, Crystal Ball

## CERTIFICATION & TRAINING

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- BASE & Advanced SAS certified by SAS Institute, USA
- Certificate of completion program - Multivariate Statistical Analysis using SAS by Prof. Shubhabrata Das, Indian Institute of Management, Bangalore at Fidelity Investments, Bangalore
- Applied Analytics using SAS Enterprise Miner & Advanced Business Analytics training at SAS, Cary, NC, Jul'14