
RESEARCH INTERESTS

Service, Retail, and Healthcare Operations Management, Consumer Choice and Behavior, Applied Game Theory, Queueing Theory and Applications.

EDUCATION

Ph.D. Operations Management, Northwestern University, 2010

M.S. Industrial Engineering, Koç University, Türkiye, 2006

B.S. Industrial Engineering, Middle East Technical University, Türkiye, 2004

EMPLOYMENT

Professor (with tenure), Operations & Business Analytics, University of Oregon, Sep 2025 – Present

- Robert J. and Leona M. DeArmond Research Scholar, University of Oregon, Sep 2018 – Present

Academic Director, Oregon MBA, Sep 2022 – Present

Associate Professor (with tenure), Operations & Business Analytics, University of Oregon, Sep 2017 – Sep 2025

Assistant Professor, Operations & Business Analytics, University of Oregon, Sep 2010 – Jun 2017.

PEER-REVIEWED PUBLICATIONS

*: Indicates collaboration with former OBA PhD students

1. Jalili, M. *, E. B. Çil, and M. Pangburn. Pricing and Structuring Product Trials: Separate versus Mixed Wine Tastings. *European Journal of Operational Research*, Vol: 312, No: 2, 2024.
2. Piri, S., M. Pangburn, and E. B. Çil. Impact of Ridesharing Platforms on Hospitals' Emergency Department Admissions. *Decision Support Systems*, Vol: 177, 114089, 2024.
3. Anderson, D., T. Aydınliyım, M. Bjarnadottir, E. B. Çil, and M. Anderson. Rationing Scarce Healthcare Capacity: A Study of the Ventilator Allocation Guidelines During the Covid-19 Pandemic in the United States. *Production & Operations Management*. Special Issue, 1-28, 2023.
4. Aydınliyım, T., E. B. Çil, and N. N. Murthy. Input Material Reduction Incentives versus Scrap Recycling for Closed Loop Supply Chains. *Production & Operations Management*, Vol: 32, No: 10, 2023.
5. Yazdani, A. *, E. B. Çil, and M. S. Pangburn. Retail Sample Boxes: Counteracting the Adverse Effect of Accelerated Learning via Future Credit. *Manufacturing & Service Operations Management*, Vol: 25, No: 5, 2023.
6. Çil, E. B. Managing Service Systems via Disguised Queues: The Role of Customers' Retaliatory Behavior. *Decision Sciences*, Vol: 52, No: 2, 2021.
7. Yazdani, A. *, E. B. Çil, and M. S. Pangburn. What if Hotelling's Firms Offer Mass Customization? *Decision Sciences*, Vol: 51, No: 2, 2020.

8. Allon, G., A. Bassamboo, and E. B. Çil. Skill Management in Large-scale Service Marketplaces. *Production & Operations Management*, Vol: 26, No: 11, 2017
9. Çil, E. B. and M. S. Pangburn. Mass Customization and Guardrails: You Can't Be All Things To All People. *Production & Operations Management*, Vol: 26, No: 9, 2017.
10. Çil, E. B. and M. A. Lariviere. Saving Seats for Strategic Customers. *Operations Research*, Vol: 61, No: 6, 2013.
11. Allon, G., A. Bassamboo, and E. B. Çil. Large Scale Service Marketplaces: The Role of the Moderating Firm. *Management Science*, Vol: 58, No: 10, 2012.
12. Çil, E. B., F. Karaesmen, and E. L. Örmeci. Dynamic Pricing and Scheduling in a Multi-Class Single-Server Queueing System. *Queueing Systems*, Vol: 67, No: 4, 2011.
13. Çil, E. B., F. Karaesmen, and E. L. Örmeci. Effects of System Parameters on the Optimal Policy Structure in a Class of Queueing Control Problems. *Queueing Systems*, Vol: 61, No: 4, 2009.
14. Çil, E. B., F. Karaesmen, and E. L. Örmeci. Structural Results on a Batch Acceptance Problem. *Mathematical Methods of Operations Research*, Vol: 66, No: 2, 2007.

WORKS IN PROGRESS

*: Indicates collaboration with former OBA PhD students

15. Patient-Centric Innovation in Service Modalities for End-Stage Renal Disease, with M. Jabbari* and N. Murthy.
16. Design Of Returnless Refunds in Online Retailing, with A. Yazdani*, M. Jalili* and M. Pangburn.
17. Effectiveness of Service Prioritization Strategies when the Service Rate and the Value of Service Completion are Correlated, with T. Aydınliyım and M. Delasay.
18. A Mathematical Model for a Patient-Centric Dialysis Network, with M. Jabbari* and N. Murthy.

TEACHING

UNDERGRADUATE COURSES:

- Sports Analytics, OBA 465, University of Oregon: Winter 2021 – Present (5 sections taught, 2 sections scheduled)
- Business Analytics 1, OBA 311, University of Oregon: Fall 2019 – Present (6 sections taught, including an honor section)
- Database Management Systems, OBA 444, University of Oregon: Winter 2019
- Service Operations, OBA 410, University of Oregon: Fall 2015 – Fall 2017 (3 sections taught)
- Business Information Systems, DSC/OBA 340, University of Oregon: Winter 2011 – Winter 2018 (20+ sections taught, including honor sections)

GRADUATE COURSES:

- Quantitative Methods for Managers (MBA), OBA 612, University of Oregon: Spring 2022 – Present (4 sections taught, 1 section scheduled)
- Non-linear Optimization (PhD), DSC/OBA 607 University of Oregon: Winter 2015, Winter 2024
- Sports Analytics, OBA 565, University of Oregon: Winter 2021 – Present (5 sections taught, 2 sections scheduled)
- Database Management Systems, OBA 544, University of Oregon: Winter 2019
- Service Operations, OBA 510, University of Oregon: Fall 2015 – Fall 2017 (3 sections taught)

DOCTORAL DISSERTATIONS:

- Co-chair, OBA Department, Alireza Yazdani, "Essays on Product Variety in Retail Operations" (2019)
- Departmental Member, OBA Department, Mona Jabbari, "Patient-Centric Innovation in Service Modalities for End-Stage Renal Disease" (2021)
- Institutional Representative, Mathematics, Daniel Raies, "Mackey Functors over the Group $Z/2$ and Computations in Homological Algebra" (2019)
- Institutional Representative, Mathematics, Bo Phillips, "New A-infinity Diagonals from Contractions of the Weighted Associahedra" (2023)

HONORS THESES:

- Advisor, Clarks Honors College, Jack Wentzien, "Attitude of the NBA Community Towards Analytics: Revolution or Ruin?" (2024)

PHD COMPREHENSIVE EXAM COMMITTEES:

- Member, OBA Department, 10+ former PhD students (Fall 2010 – Spring 2024)

SERVICE

OPERATIONS & BUSINESS ANALYTICS DEPARTMENT:

- Coordinator, Operations & Business Analytics Ph.D. Program (Fall 2013 – Spring 2020, Fall 2021 – Spring 2024)
- Core Course Coordinator, Business Analytics 1, OBA 311, (Fall 2019 – Spring 2020)
- Core Course Coordinator, Business Analytics 2, OBA 312, (Fall 2019 – Spring 2020)
- Core Course Coordinator, Business Information Systems, OBA 340, (Fall 2018 – Spring 2019)
- Chair, Faculty Search Committee (Fall 2021 – Spring 2022)
- Co-chair, Faculty Search Committee (Fall 2018 – Spring 2019)
- Member, Faculty Search Committees, several departmental searches (Fall 2010 – Spring 2018)

LUNDQUIST COLLEGE OF BUSINESS:

- Academic Director, University of Oregon MBA Program (Fall 2022 – Present)
- Member, PhD Program Committee (Fall 2013 – Spring 2020, Fall 2021 – Spring 2024)
- Member, Promotion and Tenure Committee (Fall 2017 – Spring 2018, Winter 2023 – Spring 2023)
- Member, Core Course Coordinators Committee (Fall 2018 – Spring 2020)
- Member, Management Department Faculty Search Committee (Fall 2017 – Spring 2018)

UNIVERSITY OF OREGON:

- Chair, Academic Requirements Committee (Fall 2014 – Spring 2015, Fall 2017 – Spring 2018, Fall 2023 – Spring 2024)
- Co-chair, Scholastic Review Committee (Fall 2022 – Spring 2024)
- Member, Scholastic Review Committee (Fall 2020 – Spring 2022)
- Member, Academic Requirements Committee (Fall 2012 – Spring 2014, Fall 2015 – Spring 2017, Fall 2022 – Spring 2023).
- Member, Committee on Oversight and Shared Governance (Fall 2023 – Present)
- Member, Academic Council (Fall 2014 – Spring 2015, Fall 2016 – Spring 2017, Fall 2022 – Spring 2024)

- Member, Scholarship Committee (Fall 2011 – Spring 2013)
- Member, Instructional and Administrative Content Accessibility Advisory Collaborative (IACA2C) (Fall 2022 – Present)

PROFESSION:

- Track Chair, Service Systems and Operations, 2022 DSI Annual Meeting
- Track Chair, Marketing & OM Interface, 2016 POMS Annual Meeting
- Session Chair, INFORMS Annual Conference (2013, 2015, 2017)
- Session Chair, POMS Annual Conference, (2013, 2015, 2018)
- Editorial Review Board, Production & Operations Management (Sep 2015 – Present)
- Editorial Review Board, Decision Sciences (Sep 2020 – Present)
- Reviewer, Management Science, Operations Research, Manufacturing & Service Operations Management, Production & Operations Management, Naval Research Logistics, Decision Sciences Journal, IIE Transactions.

PRESENTATIONS

***: Presentation titles show the most recent title of the papers.

Design Of Returnless Refunds in Online Retailing

- POMS International Conference 2024 (Istanbul, Türkiye)
- POMS Annual Meeting 2022 (Virtual)

Impact of Ridesharing Platforms on Hospitals' Emergency Department Admissions

- POMS International Conference 2024 (Istanbul, Türkiye)
- INFORMS Annual Meeting 2022 (Indianapolis, IN)
- POMS Annual Meeting 2022 (Virtual)

Patient-Centric Innovation in Service Modalities for End-Stage Renal Disease

- POMS Annual Meeting 2023 (Orlando, FL)
- INFORMS Annual Meeting 2020 (Indianapolis, IN)

Rationing Scarce Healthcare Capacity: A Study of the Ventilator Allocation Guidelines During the Covid-19 Pandemic in the United States

- POMS Annual Meeting 2023 (Orlando, FL)
- INFORMS Annual Meeting 2022 (Indianapolis, IN)

Input Material Reduction Incentives Vs. Scrap Recycling for Closed Loop Supply Chains

- INFORMS Annual Meeting 2022 (Indianapolis, IN)
- DSI Annual Meeting 2022 (Houston, TX)
- POMS Annual Meeting 2019 (Washington, DC)

Retail Sample Boxes: Counteracting the Adverse Effect of Accelerated Learning via Future Credit

- INFORMS Annual Meeting 2019 (Seattle, WA)
- POMS Annual Meeting 2019 (Washington, DC)
- M&SOM Annual Meeting 2018 (Dallas, TX)

Pricing and Structuring Product Trials: Separate versus Mixed Wine Tastings

- INFORMS Annual Meeting 2019 (Seattle, WA)
- POMS Annual Meeting 2019 (Washington, DC)

Managing Service Systems via Disguised Queues: The Role of Customers' Retaliatory Behavior

- INFORMS Annual Meeting 2018 (Phoenix, AZ)
- POMS Annual Meeting 2017 (Seattle, WA)

What if Hotelling's Firms Offer Mass Customization?

- INFORMS Annual Meeting 2018 (Phoenix, AZ)
- POMS Annual Meeting 2017 (Seattle, WA)

Mass Customization and Guardrails: "You Can't Be All Things To All People"

- POMS Annual Meeting 2015 (Washington, DC)
- M&SOM Annual Meeting 2014 (Seattle, WA)

Skill Management in Large-scale Service Marketplaces

- INFORMS Annual Meeting 2015 (San Francisco, CA)
- M&SOM Annual Meeting 2012 (New York, NY)

Large Scale Service Marketplaces: The Role of the Moderating Firm

- M&SOM Service SIG 2012 (New York, NY)
- M&SOM Annual Meeting 2009 (Cambridge, MA)

Saving Seats for Strategic Customers

- INFORMS Annual Meeting 2011 (Charlotte, NC)
- INFORMS Annual Meeting 2007 (Seattle, WA)

GRANTS

Collaborating Faculty with Principal Investigator, Nagesh N. Murthy on "*Jobs and Innovation Accelerator Challenge (JIAC-I) Grant*" for Clean-Tech Cluster in Oregon, Federal Granting Agency: Economic Development Agency, \$178,000, 2011.

HONORS AND AWARDS

Lundquist College of Business Goulet Outstanding Research Award, 2024

M&SOM Journal Meritorious Service Award, 2015

INFORMS Future Academician Colloquium, 2009 (San Diego, CA)

Kellogg School of Management Graduate Fellowship, Sep 2006 – Jun 2010

TÜBİTAK (Turkish Scientific and Technical Research Association) Graduate Fellowship, Sep 2005 – Jun 2006

Koç University Graduate Fellowship, Sep 2004 – Jun 2006

COMMUNITY SERVICE

Guest Lecturer, Summer Academy To Inspire Learning (SAIL), University of Oregon, Jul 2014