

JAELYNN OH

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ACADEMIC POSITIONS

David Eccles School of Business, The University of Utah	Salt Lake City, UT
Assistant Professor of Operations and Supply Chain	2014 – present
<i>Parental clock extension 2022-23</i>	
<i>Covid-19 clock extension 2020-22</i>	
<i>Parental clock extension 2017-18</i>	
Instructor of Operations and Supply Chain	2013 – 2014

EDUCATION

The Wharton School, University of Pennsylvania	Philadelphia, PA
PhD, Operations and Information Management	May 2014
Stanford University	Stanford, CA
M.S. in Management Science and Engineering	May 2008
Korea Advanced Institute of Science and Technology (KAIST)	Daejeon, South Korea
B.S. in Applied Mathematics	Feb 2005

REFERRED JOURNAL ARTICLES

1. **Jaelynn Oh** and Xuanming Su. Optimal Pricing and Overbooking of Reservations. *Production and Operations Management* 31.3 (2022): 928-940.
2. **Jaelynn Oh** and Woonghee Tim Huh. Hidden city travel and its impact on airfare: The case with competing airlines. *Transportation Research Part B: Methodological* 156 (2022): 101-109.
3. **Jaelynn Oh** and Xuanming Su. Reservation Policies in Queues: Advance Deposits, Spot Prices, and Capacity Allocation. *Production and Operations Management* 27.4 (2018): 680-695

PEER-REVIEWED CONFERENCE PAPERS

1. **Jaelynn Oh**, Michael Zargham, Xuanming Su, Ali Jadbabaie (2012), Game Theoretic Analysis of Customer Subscription Decisions in Networks with Positive Externality, *IEEE Conference on Decision and Control*.
2. Victor M. Preciado, **Jaelynn Oh**, Ali Jadbabaie (2011), Analysis of Equilibria and Strategic Interaction in Complex Networks, *IEEE Conference on Decision and Control*.

JOURNAL ARTICLES UNDER PEER REVIEW

1. **Jaelynn Oh**, Chloe Kim Glaeser, Xuanming Su, Food Ordering and Delivery: How Platforms and Restaurants Should Split the Pie. *Under 2nd Round Review after Major Revision at Management Science*
2. Jeongeun Sim, **Jaelynn Oh**, and Woonghee Tim Huh, Optimal Pricing Policy for Successive Product Introductions in the Presence of Strategic Consumers. *Reject and Resubmit at Production and Operations Management*

RESEARCH PROJECTS IN PREPARATION FOR JOURNAL SUBMISSION

1. Kaitlin Daniels, **Jaelynn Oh**, Phantom Capacity: Informational Cost of Multihoming on Ride-Hailing Platforms
2. Hessam Bavafa, Pnina Feldman, **Jaelynn Oh**, Healthcare Platforms: Instant Service at the Cost of Seeing a Doctor You Don't Know

HONORS AND AWARDS

Brady Faculty Superior Teaching Award (2018)
Wharton Doctoral Fellowship (2008-2012)
Kwanjung Scholarship (2006-2008)
Samsung Lee Kun Hee Scholarship (2004)
50 Gifted Students in Korea (2003)
KAIST Fellowship (2000-2003)

PRESENTATIONS (since 2015)

Restaurant Delivery Platforms, Commission Rates, and Delivery Fees

PSI Conference, Park City, UT	Feb 2024
DSI Annual Meeting, Atlanta, GA	Nov 2023
INFORMS Annual Meeting, Pheonix, AZ	Oct 2023
POMS Conference, Orlando, FL	May 2023
DSI Annual Meeting, Virtual	Nov 2021
Utah Winder Operations Conference	Feb 2020
INFORMS Annual Meeting, Seattle, WA	Oct 2019

Hidden City Travel and Its Impact on Airfare

POMS Conference, Seattle, WA	May 2017
POMS Conference, Orlando, FL	May 2016
INFORMS Annual Meeting, Philadelphia, WA	Nov 2015

Optimal Pricing and Overbooking of Reservations

INFORMS Annual Meeting, Nashville, TN	Nov 2016
INFORMS Annual Meeting, Philadelphia, WA	Nov 2015

TEACHING EXPERIENCE

Instructor – David Eccles School of Business, The University of Utah	2013 – present
Business Fundamentals Operations and Supply Chain (BCOR 3050)	
Practical Management Science (OSC 5610)	
Operations Management (OIS 3660)	
Analytical Decision Models II (OIS 6611)	

MEDIA MENTIONS

Hidden City Travel and Its Implications on Airfare

[What is skiplagging? Everything about the controversial air travel hack airlines hate \(yahoo.com\)](https://www.yahoo.com/news/what-is-skiplagging-everything-about-the-controversial-air-travel-hack-airlines-hate-123456789.html)
<https://www.npr.org/2023/08/23/1194998452/skiplagging-airfare-flying-skiplagged-american-airlines>

Reservation Policies in Queues

[Restaurants could boost profits by penalizing reservation no-shows \(restaurant-hospitality.com\)](https://www.restaurant-hospitality.com/news/restaurant-hospitality/2023/08/23/restaurants-could-boost-profits-by-penalizing-reservation-no-shows)

PROFESSIONAL SERVICE

Refereeing Service for Journals	2013 – present
<i>Management Science, Operations Research, Manufacturing & Service Operations Management, Production & Operations Management, Institute of Industrial & Systems Engineers Transactions</i>	

Refereeing for Conference

M&SOM Supply Chain Management SIG	2023
M&SOM Service Operations Management SIG	2023

Organizing for Conference Sessions

Session Chair for INFORMS Annual Meeting

2023, 2019, 2016, 2015, 2014

Session Chair for POMS Annual Conference

2023, 2017, 2016

Session Chair for Utah Winder Operations Conference

2020

ACADEMIC SERVICE

PhD Dissertation Supervising

Syhashem Alavi

Graduated 2023

Sina Moghadas

Graduated 2019

Ming Jin

Graduated 2016

Chunlin Wang

Graduated 2015