

## YAŞAR LEVENT KOÇAĞA, M.Sc.

### School Address

Information and Operations Management Department  
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## EDUCATION

*Doctor of Philosophy*, Business Administration

University of Southern California, Los Angeles, CA

GPA 3.92

December 2009

DISSERTATION - "Essays On Large Scale Service Systems"

We address problems related to staffing and dynamic control of large scale service systems, specifically call centers. We particularly focus on a co-sourcing environment where a company uses outsourcing only to handle part of its call volume, especially during time periods of overload. We devise (approximately) optimal yet simple-to-implement policies for staffing and dynamic outsourcing decisions resulting in significant cost savings.(Chair: Amy Ward)

*Master of Science*, Industrial Engineering

Bilkent University, Ankara, Turkey

GPA 3.89

May 2004

THESIS - "Spare Parts Inventory Management with Delivery Lead Times and Rationing"

*Bachelor of Science*, Industrial Engineering

Bilkent University, Ankara, Turkey

May 2002

## RESEARCH INTERESTS

- Stochastic Modeling and Optimization
- Service Operations Management
- Revenue Management
- Inventory and Supply Chain Management
- Queueing Theory
- Markov Decision Processes and Stochastic Optimal Control

## PUBLICATIONS

- "Staffing and Dynamic Outsourcing Under Arrival Rate Uncertainty", In preparation, November 2009. (with Mor Armony and Amy Ward)
- "Revenue Management with Renewable Assets", In progress, November 2009.
- "Admission Control for Multi-server Systems with Abandonment", Submitted, July 2009. (with Amy Ward)
- "Spare Parts Inventory Management with Demand Lead Times and Rationing", *IIE Transactions*, Vol. 39, 879–898, 2007. (Also featured in *Industrial Engineer*, September 2007) (with Alper Sen)

## CONFERENCE PRESENTATIONS

“Managing Staffing and Control in a Call-Center Co-sourcing Environment”  
INFORMS 2009 Conference, San Diego, CA.  
“Dynamic Outsourcing for Call Centers”  
Applied Probability 2009 Conference, Cornell University, Ithaca, NY.  
“Dynamic Outsourcing for Call Centers”  
MSOM 2009 Conference, MIT, Boston, MA.  
“Dynamic Outsourcing for Call Centers”  
SoCal OR/OM Day 2009, UCLA, Los Angeles, CA.  
“A Policy for Dynamic Outsourcing in Call Centers”  
INFORMS 2008 Conference, Washington DC.  
“Inventory Models for Substitutable Products”  
INFORMS 2005 Conference, San Francisco, CA.  
“Spare Parts Inventory Management with Delivery Lead Times and Rationing”  
MSOM 2004 Conference, TU/e, Eindhoven, Netherlands.

## INDUSTRY EXPERIENCE

- FNSS Defense Systems Inc. Ankara Plant, Turkey (Spring 2002) : Conducted inventory optimization as part of senior design project team.
- SAP Istanbul, Turkey (July 2001) : Investigated capabilities of SAP APO vs SAP R/3 as a summer trainee.
- Bosch AG Manisa Plant, Turkey (July 2000) : Worked on an assembly line balancing project as a summer trainee.

## TEACHING EXPERIENCE

*University of Southern California, Los Angeles, CA* Summer 2007  
Marshall School of Business IOM Department (Lecturer - BUAD 311 Operations Management)  

- Undergraduate core course in operations. Teaching evaluation 3.52/5.00.
- Developed and taught course content with topics covered including process control, inventory and supply chain management, project management and waiting line management.

*University of Southern California, Los Angeles, CA* Spring 2007  
Marshall School of Business IOM Department (Teaching Assistant - BUAD 311 Operations Management)  

- Tutored students upon request.
- Graded all written course materials including finals.

## HONORS

- Applied Probability Society 2009 Conference Student and Young Faculty Support
- Doctoral Fellowship, University of Southern California 2004 - 2009
- Graduate Fellowship, Bilkent University 2002 - 2004
- Undergraduate Fellowship, Bilkent University 1998 - 2002

### **MEMBERSHIPS and SERVICE**

- Institute for Operations Research and Management Science
- Manufacturing and Service Operations Management Society
- Applied Probability Society
- Ad hoc referee for IIE Transactions and Mathematics of Operations Research (MOR)

### **COMPUTER SKILLS**

- Programming languages and software applications: C, Java; Matlab, Mathematica, Maple (with high proficiency in operations research computations)
- Other Applications: MS Office (advanced expertise), SAP R/3 and APO (basic knowledge)

### **LANGUAGE SKILLS**

- English - speak fluently and read/write with high proficiency
- German - native
- Turkish - native
- Spanish - speak, read and write with basic competence

### **ACTIVITIES**

- USC European Student Association (President, 2006-2007)
- Football, basketball, swimming, running, hiking, Latin dances

### **REFERENCES**

Dr. Amy Ward  
Assistant Professor of Operations Management  
Marshall School of Business  
University of Southern California  
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Dr. Sampath Rajagopalan  
Professor of Operations Management  
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Dr. Mor Armony  
Associate Professor of Operations Management  
New York University  
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