

Kaitlin M. Daniels

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St. Louis, MO 63130

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ACADEMIC POSITIONS

Washington University in St. Louis, St. Louis, MO
Olin Business School

Assistant Professor of Supply Chain, Operations, and Technology 2016 - present
Faculty Affiliate at the Social Policy Institute 2020 - present

EDUCATION

University of Pennsylvania, Philadelphia, PA 2011-2017
The Wharton School
Ph.D. in Operations Management

Duke University, Durham, NC 2007-2011
B.Sc., Mathematics
Minor, French
• Graduated cum Laude, with distinction in the major

PEER REVIEWED ARTICLES

Cachon, G., K. Daniels, R. Lobel. (2017) "The Role of Surge Pricing on a Service Platform with Self-Scheduling Capacity" *Manufacturing & Service Operations Management*.

Bhargava, H. K., O. Rubel, E. Altman, R. Arora, J. Boenke, K. Daniels, T. Deringer, B. Kirschner, D. LaFramboise, P. Loupos, G. Parker, A. Pattabhiramaiah. (2020) "Platform Data Strategy" *Marketing Letters*.

Daniels, K., and L. Valdes. (2021) "Trying and Failing: Biases in Donor Aversion to Rejection" *Production and Operations Management*.

Daniels, K., D. Turcic. "Matching Technology and Competition in Ride-hailing Marketplaces" (3rd Round Major Revision at *Management Science*, revising for resubmission)

Daniels, K., D. Turcic. "Congestion in the Age of Uber: Medallion Management and Taxi Hailing Technology" (Major Revision at *Manufacturing & Service Operations Management*)

WORKS IN PROGRESS

Daniels, K., M. Grinstein-Weiss. "The Impact of the Gig-Economy on Financial Hardship among Low-Income Families" (Working Paper)

Daniels, K., Q. Guo, P. Kouvelis. "Service Segmentation for On-Demand Platforms" (Working Paper)

Daniels, K., J. Oh. "Phantom Capacity: Informational Cost of Multihoming on Ride-hailing Platforms"

OTHER PUBLICATIONS

Cachon, G., K. Daniels, R. Lobel, (2019) "The Role of Surge Pricing on a Service Platform with Self-Scheduling Capacity" Ed. Ming Hu. *The Sharing Economy: Making Supply Meet Demand*, Springer.

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| HONORS & AWARDS | MIF Best Paper Finalist for “Trying and Failing: Biases in Donor Aversion to Rejection” | 2022 | |
| | M&SOM Meritorious Service Award | 2021 | |
| | M&SOM Best Paper Award Finalist for “The Role of Surge Pricing on a Service Platform with Self-Scheduling Capacity” | 2020 | |
| | M&SOM Meritorious Service Award | 2020 | |
| | M&SOM Best Paper Award Finalist for “The Role of Surge Pricing on a Service Platform with Self-Scheduling Capacity” | 2019 | |
| | M&SOM Meritorious Service Award | 2019 | |
| | M&SOM Best Paper Award Finalist for “The Role of Surge Pricing on a Service Platform with Self-Scheduling Capacity” | 2018 | |
| | M&SOM Meritorious Service Award | 2018 | |
| | Management Science Distinguished Service Award | 2018 | |
| | Full Tuition Assistantship, The Wharton School | 2011 - 2016 | |
| | Mack Institute for Innovation Management Fellowship | 2015 | |
| | Risk Management and Decision Processes Center Russel Ackoff Fellowship | 2014 | |
| | Risk Management and Decision Processes Center Russel Ackoff Fellowship | 2013 | |
| | Marjorie Weiler Prize for Excellence in Writing | 2012 | |
| | TEACHING EXPERIENCE | Washington University in St. Louis , St. Louis, MO | 2016 - present |
| | | • OSCM 356 - Operations Management (Undergraduate Core) | |
| Washington University in St. Louis , St. Louis, MO | | 2019 - present | |
| • OSCM 400D - Supply Chain Management (Undergraduate Elective) | | | |
| Drexel University , Philadelphia, PA | | 2015 | |
| • OPR 320 - Linear Models for Decision Making (Undergraduate Elective) | | | |
| INVITED SEMINARS | Emory University, Goizueta Business School | Scheduled November 2023 | |
| | University of Michigan, Ross School of Business | Scheduled October 2023 | |
| | Cornell University, Johnson Graduate School of Management | 2023 | |
| | HEC Paris | 2023 | |
| | INSEAD Business School | 2023 | |
| | University of Wisconsin, Madison, Wisconsin School of Business | 2022 | |
| | University of Toronto, Rotman School of Management | 2021 | |
| | Duke University, Fuqua School of Business | 2018 | |
| | Washington University in St. Louis, Olin Business School | 2016 | |
| | University of Pittsburgh, Katz Graduate School of Business | 2016 | |
| | Harvard Business School | 2016 | |
| | University of California, Los Angeles, Anderson School of Management | 2016 | |
| University of Texas at Austin, McCombs School of Business | 2016 | | |
| Emory University, Goizueta Business School | 2016 | | |
| University of North Carolina at Chapel Hill, Kenan Flagler School of Business | 2015 | | |
| CONFERENCE PRESENTATIONS | MSOM Conference, Montreal, Canada | June, 2023 | |
| | POMS Annual Meeting, Orlando, FL | May, 2023 | |
| | INFORMS Conference, Indianapolis, IN | Oct, 2022 | |
| | MSOM Conference, Munich, Germany | June, 2022 | |
| | Product and Service Innovation Conference, Midway, UT | Feb, 2022 | |
| | INFORMS Annual Meeting, Anaheim, CA and Online | Oct, 2021 | |
| | MSOM Conference, Virtual Conference hosted by Indiana University | June, 2021 | |
| | POMS Annual Meeting, Virtual Conference | May, 2021 | |
| | INFORMS Annual Meeting | Nov, 2020 | |

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| POMS Annual Meeting | Cancelled due to COVID-19 |
| Women in Data Science Conference, St. Louis, MO | Nov, 2019 |
| INFORMS Meeting, Seattle, WA | Nov, 2019 |
| MSOM Conference, Singapore | July, 2019 |
| Invitational Choice Symposium, Cambridge, MD | May, 2019 |
| POMS Annual Conference, Washington, DC | May, 2019 |
| Product and Service Innovation Conference, Midway, UT | Feb, 2019 |
| APPAM Conference, Washington, DC | Nov, 2018 |
| INFORMS Meeting, Phoenix, AZ | Nov, 2018 |
| Networks, Matching and Platforms Conference, Salt Lake City, UT | Jan, 2018 |
| INFORMS Meeting, Houston, TX | Oct, 2017 |
| Networks, Matching and Platforms Conference, Denver, CO | Jan, 2017 |
| INFORMS Meeting, Nashville, TN | Nov, 2016 |
| INFORMS Meeting, Philadelphia, PA | Nov, 2015 |
| MSOM Conference, Toronto, ON | June, 2015 |
| POMS Annual Meeting, Washington, DC | May, 2015 |
| INFORMS Annual Meeting, San Francisco, CA | Nov, 2014 |
| POMS Annual Meeting, Atlanta, GA | May, 2014 |
| INFORMS Annual Meeting, Minneapolis, MN | Oct, 2013 |
| MSOM Conference, Fontainebleau, France | July, 2013 |
| Wharton-INSEAD PhD Workshop, Fontainebleau, France | July, 2013 |

**COMPUTER
SKILLS**

Languages & Software: R, MATLAB, Python