

JAELYNN OH

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ACADEMIC POSITIONS

School of Business, Wake Forest University Assistant Professor of Operations Management	Winston-Salem, NC 2025 - Present
David Eccles School of Business, The University of Utah Assistant Professor of Operations and Supply Chain Instructor of Operations and Supply Chain	Salt Lake City, UT 2014 – 2025 2013 – 2014

EDUCATION

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

REFERRED JOURNAL ARTICLES

1. **Jaelynn Oh**, Chloe Kim Glaeser, and Xuanming Su (2025). Food Ordering and Delivery: How Platforms and Restaurants Should Split the Pie. *Management Science*.
- 2023 DSI Annual Conference Best Problem-Driven Analytical Research Paper
2. **Jaelynn Oh**, Xuanming Su (2022). Optimal Pricing and Overbooking of Reservations. *Production and Operations Management* 31(3), 928-940.
3. **Jaelynn Oh**, Woonghee Tim Huh (2022). Hidden city travel and its impact on airfare: The case with competing airlines. *Transportation Research Part B: Methodological* 156, 101-109.
4. **Jaelynn Oh**, Xuanming Su (2018). Reservation Policies in Queues: Advance Deposits, Spot Prices, and Capacity Allocation. *Production and Operations Management* 27(4), 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*.

WORK IN PROGRESS

1. 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*

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2. Kaitlin Daniels, **Jaelynn Oh**, Phantom Capacity: Informational Cost of Multihoming on Ride-Hailing Platforms
 3. 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)

SEMINAR PRESENTATIONS (since 2015)

Wake Forest University	Dec 2024
Rutgers Camden	Dec 2024
Marquette University	Dec 2024
Kansas State University	Nov 2024
University of Colorado Boulder	Oct 2024
KAIST	Jun 2024
North Carolina State University	Apr 2024

CONFERNECE PRESENTATIONS (since 2015)

DSI Annual Meeting, Pheonix, AZ	Nov 2024
INFORMS Annual Meeting, Seattle, WA	Oct 2024
POMS Conference, Minneapolis, MN	Apr 2024
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 Winter Operations Conference, Salt Lake City, UT	Feb 2020
INFORMS Annual Meeting, Seattle, WA	Oct 2019
POMS Conference, Seattle, WA	May 2017
INFORMS Annual Meeting, Nashville, TN	Nov 2016
POMS Conference, Orlando, FL	May 2016
INFORMS Annual Meeting Philadelphia, PA	Nov 2015

TEACHING EXPERIENCE

Instructor – School of Business, Wake Forest University Production and Operations Management (BEM 241)	2025 - Present
Instructor – David Eccles School of Business, The University of Utah Business Fundamentals Operations and Supply Chain (BCOR 3050) Practical Management Science (OSC 5610) Operations Management (OIS 3660) Analytical Decision Models II (OIS 6611)	2013 – 2025

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.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 \(restaurant-hospitality.com\)](#)

PROFESSIONAL SERVICE

Refereeing Service for Journals

2013 – present

*Management Science, Operations Research, Manufacturing & Service Operations Management,
Production & Operations Management, Institute of Industrial & Systems Engineers Transactions*

Refereeing for Conference

M&SOM Supply Chain Management SIG	2023, 2024
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 Winter Operations Conference	2020

ACADEMIC SERVICE

PhD Dissertation Supervising

Syhashem Alavi	Graduated 2023
Sina Moghadas	Graduated 2019
Ming Jin	Graduated 2016
Chunlin Wang	Graduated 2015

Contact Information of Reference

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