

# RICKY ROET-GREEN

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## Academic Positions

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- 2022-present Associate Professor (untenured) of Operations Management, Simon Business School, University of Rochester, Rochester, NY.
- 2015-2022 Assistant Professor of Operations Management, Simon Business School, University of Rochester, Rochester, NY.
- 2013-2015 Post-Doctoral Fellowship, Rotman School of Management and Mechanical and Industrial Engineering, University of Toronto, Toronto, Canada.

## Education

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- 2014 PhD in Operations Research  
School of Mathematics, Tel Aviv University, Israel.  
Dissertation: "Information in queueing systems with strategic customers".  
Advisor: Prof. Refael Hassin.
- 2007 M.Sc. in Applied Mathematics (*Magna Cum Laude*)  
School of Mathematics, Tel Aviv University, Israel.  
Dissertation: "Truth in Surveys".  
Advisor: Prof. Ehud Lehrer.
- 2003 M.A. in Political Science (*Magna Cum Laude*)  
Faculty of Social Sciences, Tel Aviv University, Israel.  
Dissertation: "Re-examination of the paradox of voting".  
Advisor: Prof. Gideon Doron.
- 1998 B.A. in Economics and Political Science.

## Research Interests

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Operations Management, Operations Research, Service Systems, Queueing Theory, Game Theory, Mechanism Design, Revenue Management, Business Analytics.

### **Published papers**

R. Hassin and R. Roet-Green (2017), “The impact of inspection cost on equilibrium, revenue and social welfare in a single server queue”. **Operations Research**, 65(3), 804-820.

R. Hassin and R. Roet-Green (2018), “Cascade equilibrium strategies in a two-server queueing system with inspection cost”. **European Journal of Operational Research**, 267(3), 1014-1026.

P. Afeche, O. Baron, J. Milner, R. Roet-Green (2019), “Pricing and Prioritizing Time-Sensitive Customers with Heterogeneous Demand Rates”, **Operations Research**, 67 (4), 905-1208.

R. Hassin and R. Roet-Green (2021), “On queue-length information when customers travel to a queue”. **Manufacturing & Service Operations Management**, 23(4), 989-1004.

J. Jacob and R. Roet-Green (2021), “Ride Solo or Pool: Designing Price-Service Menus for a Ride-Sharing Platform”. **European Journal of Operational Research**, 295(3), 1008-1024.

R. Roet-Green and A. Shetty (2022), “On Designing a Socially Optimal Expedited Service and its Impact on Individual Welfare”. **Manufacturing & Service Operations Management**, 24(3), 1261-1885.

### **Working papers**

J. Ji, R. Roet-Green and R. Snitkovsky, “Foresee the next line: On Information Disclosure in Tandem Queues”. Under revision, available at SSRN:  
[https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3728894](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3728894)

Y. Kerner, R. Roet-Green, A. Senderovich, Y. Shaposhnik and Y. Yuan, “Waiting-Time Prediction with Invisible Customers”, under revision.

Y. Kerner, R. Roet-Green and L. Zang, “The value of service-age information in an observable M/G/1 queue”.

Y. Hu, R. Roet-Green and L. Zang, “The impact of information-granularity and priority in managing strategic customers service choice”.

R. Roet-Green and A. Shetty, “On pricing a quality-diversified service with stalling option”.

Y. Li and R. Roet-Green, “On information disclosure in a shared waiting room”.

### **Work in progress**

Y. Li and R. Roet-Green, “Waiting together: how to infer response time when customers wait in groups”.

R. Roet-Green and G. Yang, “On the social loss from balking”.

R. Roet-Green and Y. Yuan, “Information Visibility in Omnichannel Queues”.

## Honors and Awards

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### Research awards

Service Science Best Paper Award, 3<sup>rd</sup> place, INFORMS 2019, for the paper “On queue-length information when customers travel to a queue”.

Mehrez Operations Research Best Student Paper Award, The Israeli Operations Research Society, ORSIS 2013, for the paper “The impact of inspection cost on equilibrium, revenue and social welfare in a single server queue”.

### Teaching awards

The Gitner Prize for Teaching Excellence, Simon Business School, 2022

Teaching innovation award, Simon Business School, 2022

Teaching honor roll, Simon Business School, 2020

Teaching honor award, School of Mathematics, Tel Aviv University, 2012.

Teaching honor award, School of Economics, Tel Aviv University, 2012.

### Service awards

M&SOM Meritorious Service Award, 2021 and 2022

## Invited Talks

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NYC OPS day, Columbia University, 2023.

Foster School of Business, University of Washington, 2023.

School of Mathematics, Tel Aviv University, 2023.

Industrial Engineering, Rochester Institute of Technology, 2023.

School of Mathematics, Tel Aviv University, 2022.

Tuck School of Business, Dartmouth College, 2021.

MIT Sloan School of Management, 2021.

NYU Stern School of Business, 2020.

SC Johnson College of Business, Cornell University, 2020.

Industrial Engineering & Innovation Sciences, Eindhoven University, Netherlands, 2018.

Carey Business School, John Hopkins University, 2018.

School of Mathematics, Tel Aviv University, 2017.

School of Mathematics, Tel Aviv University, 2016.

Simon Business School, University of Rochester, 2015.

The Jerusalem School of Business Administration, Hebrew University, Israel, 2015.

Industrial and System engineering, University of Minnesota, 2015.

Kellogg School of Management, Northwestern University, 2014.

Department of Industrial Engineering, Tel Aviv University, Israel, 2013.

Department of Industrial Engineering, Ben-Gurion University, Israel, 2012.

## Presentation in Scientific Conferences

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INFORMS 2022, Indianapolis, Indiana.

EURO 2022, Helsinki, Finland.

MSOM 2022, Munich, Germany.

ORSIS 2022, Jerusalem, Israel.

CanQueue 2021, Montreal, Canada.

INFORMS 2021, hybrid conference.

ORSIS 2021, Technion, Haifa, Israel.

MSOM 2021, virtual conference.

INFORMS 2020, virtual conference.

INFORMS 2019, Seattle, WA.

MSOM 2019, Singapore.

INFORMS 2018, Phoenix, Arizona.

QTNA 2018, Tsukuba, Japan, 2018.

ORSIS 2018, Israel.

MSOM 2017, UNC Chapel Hill, 2017.

INFORMS, Nashville TN, 2016.

ORSIS 2016, Israel.

INFORMS Revenue Management and Pricing Conference, NYU, New York, 2016.

INFORMS 2015, Philadelphia, PA.

MSOM 2015, Toronto, Canada.

INFORMS 2014, San Francisco, CA.

EURO INFORMS, 2013, Rome, Italy.

ORSIS 2013, Israel.

The 5th Israeli Game Theory conference, Tel Aviv University, Israel, 2013.

Valuetools, Cargese, Corsica 2012.

ORSIS 2012, Israel.

MSOM 2012, Columbia University, NY.

ORSIS 2011, Israel.

INFORMS 2008, Washington DC, USA, 2008.

## Presentations in Scientific Conferences by Co-authors

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POMS 2022, virtual conference.

INFORMS 2019, Seattle, WA.

MSOM 2019, Singapore.

INFORMS Revenue Management and Pricing Conference, Stanford University, CA, 2019.

CANQUEUE 2019, Toronto, Canada.

INFORMS 2018, Phoenix, Arizona.  
MSOM 2018, Dallas, Texas.  
ISB-POMSWorkshop, Hyderabad, India, 2017.  
TSL 2017, Chicago, IL.

## Participation in Scientific Conferences

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RMP 2021, virtual conference.  
MIW 2021, virtual conference.  
NY OM day, Columbia University, NY, 2019.  
Operations in a Digital Age: Data, Modeling and Optimization, Cornell Tech, NY, 2018.  
New York City Operation Day, NYU, NY, 2018.  
INFORMS 2017, Houston TX.  
YEQT 2016, Eindhoven, Netherlands.

## Internal Seminars

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Simon Advisory Council Expert Insights session, 2022.  
Simon teaching innovation award series, 2022.  
Simon Proud: Expert Insights, 2021.  
Simon's Jr. Faculty Seminar, Simon Business School, 2017.  
University Online Learning Symposium, University of Rochester, Warner school of Education, Online teaching experience, 2017.  
Simon Business School, OM/CIS Seminar, 2016.

## Professional Service

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### **Community roles**

2023 INFORMS MSOM Service Operations Cluster chair

### **Ad-Hoc Associate Editor**

Operations Research Letters

### **Ad-Hoc Referee**

Management Science

MSOM

Operations Research

POM

European Journal of Operational Research

Queueing systems

Operations Research Letters

Annals of Operations Research

Journal of the Operational Research Society.

### **Grants Ad-Hoc Referee**

BSF

ISF

### **Conference Session Chair**

INFORMS 2021  
INFORMS 2020  
INFORMS 2019  
MSOM 2019  
INFORMS 2018  
INFROMS 2016

### **Conference referee**

2019 MSOM Service SIG conference.  
2023 MSOM Service SIG conference.

### **Mentorship**

INFORMS WORMS mentorship program, mentor, 2016 – present.

## **Internal Service**

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### **On-going**

2016 - Present	PhD committee member, Simon Business School
2017 - Present	Simon OM seminar organizer
2022 – Present	Simon EDI task force

### **Completed**

2021 - 2022	Simon Intellectual Capital Task Force
2019 - 2020	Simon Dean Search committee member
2017 - 2019	Simon Jr. Faculty seminar organizer

### **PhD advisor**

Jagan Jacob (Graduated 2020)  
Aditya Shetty (Graduated 2022)  
Yanting Li (4<sup>th</sup> year)  
Lin Zang (3<sup>rd</sup> year)  
Guanling Yang (2<sup>nd</sup> year)

### **Collaborations with PhD students**

Yuting Yuan  
Jingwei Ji

## **Teaching**

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2016 - present, Simon Business School, University of Rochester  
Advanced Business Modeling (CIS-418) for MBA  
Spreadsheet modeling (CIS-468) for MSMA, MSBA, MSF  
Advanced Topics in CIS and OM, PhD seminar  
Queueing Theory and Applications, PhD course

2011-2013, Tel Aviv University

Introduction to probability and statistics, Faculty of Engineering  
Introduction to statistics for economists, School of Economics