

Aykut Turkoglu | CV

Boston, Massachusetts 02215

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Education

Boston University, Questrom School of Business <i>Ph.D., in Management, Operations & Technology Management</i> Dissertation: Essays on Employee Management in Service Operations Committee: Anita L. Carson (Tucker)–Chair, Erol Pekoz, Michelle A. Kinch (Shell)	Boston, MA 2017–2023
Boston University <i>M.Sc. in Systems Engineering, with thesis</i> Specialized in Data Analytics	Boston, MA 2015–2017
Istanbul Technical University <i>B.Sc. in Electrical Engineering, with thesis</i> Double Major Degree	Istanbul, TR 2012–2015
Istanbul Technical University <i>B.Sc. in Industrial Engineering, with thesis</i> Specialized in Operations' Research	Istanbul, TR 2010–2014

Research & Publications

- **Turkoglu, A.**, and Carson, L. A. (2022), *The Demotivating Effects of Relative Performance Feedback on Middle-Ranked Workers' Performance*, SSRN, Under review at JOM, R&R
- Kinch, A. M., and **Turkoglu, A.** *Artificial Intelligence in Customer Service Operations*, in preparation
- **Turkoglu, A.**, and Carson, L. A. *Effect of RPF on Adoption of Best Practices and Worker Performance*, in preparation for Management Science
- Eriksen, R., **Turkoglu, A.**, Bernard, A., Joglekar, N., Horenstein, M. and Mazumder, M., (2018), *Water and Cost Reduction from the Application of EDS to Facilitate Water Free Cleaning in Concentrated Solar Power*, MRS Advances
- **Turkoglu, A.**, (2017), *Analysis of Parabolic Trough Collector Cleaning System Under Adaptive Scheduling Policy*, Master's Thesis, Boston University
- Altay, A. **Turkoglu, A.**, (2015) *An Intelligent Prediction of Self-Produced Energy*, In Sustainable Future Energy Technology and Supply Chains Working Paper, Springer, Cham

Awards & Honors

Beta Gamma Sigma Business Honor Society Membership	2023
Questrom Research Funding, Questrom School of Business	2019–2023
Questrom Conference Funding, Questrom School of Business	2018–2023
Doctoral Fellowship, Questrom School of Business	2017–2023
Master's Scholarship, Boston University	2015–2017
Fulbright Master's Scholarship, Fulbright Commission	2015–2017
1st Place, European BEST Engineering Competition, ITU Finals	2014

Undergraduate Scholarship, Bursa Chamber of Commerce 2011–2015
Undergraduate Scholarship, Turkish Educational Foundation 2011–2014

Professional Experience

Teaching Experience.....

Adjunct Faculty/ Part-Time Lecturer

Boston, MA

Questrom School of Business

Spring 2022–Fall 2022

- o Delivered a section of the semester-long CORE Operations Management course to undergraduates during both the Fall and Spring semesters, with class sizes of 46 and 48 students, respectively
- o Collaborated with four (4) other OM Faculty to discuss and develop the 14-week-long lecture content
- o Supervised the Business Plan Development of ten (10) teams, two nominated for Questrom's Trophy
- o Administered four (4) Operations Management workshops, including Design Thinking, Process Improvement, Inventory Management, and Business Plan Development

Guest Lecturer

Boston, MA

Questrom School of Business

Fall 2022

- o Instructed a 75 min long case lecture on managing uncertainties in a project, as part of the MBA level Project Management course for a class of 28 MBA candidates
- o Delivered a 75 min long lecture on critical path analysis and program evaluation technique -PERT

Teaching Assistant

Boston, MA

Questrom School of Business

Spring 2021–Fall 2021

- o Shadowed a senior instructor of the CORE Operations Management undergraduate course for two semesters, two days a week over a period of 12 weeks, to develop the art and craft of teaching
- o Mediated conflict resolution among the team members, held six (6) office hours weekly, and supported up to five (5) teams per class for classes of 36 and 38 students, respectively

Professional Service.....

President

Boston, MA

NETSA, Inc.- New England Turkish Student Association, Inc

2021–Present

- o Spearheaded NETSA's, a 501(c)(3) non-profit event and organization corporation, change management and strategic planning, doubling the non-profit's follower base and tripling funds and donations in two years
- o Negotiate sponsorship and contracts with third parties, such as international corporations and universities that support education and cultural exchange activities
- o Orchestrate an event/service portfolio, including an international conference with 300+ attendees, a sold-out concert, and engaging networking seminars, boosting community engagement and connections
- o Delegate tactical tasks and form sub-committees to manage daily operations in areas like web and social media, marketing, events, legal matters, outreach, and volunteer coordination

Ad-Hoc Reviewer

Management Science, Journal of Operations Management

2019–Present

- o Serve as Ad-Hoc reviewer at the top tier outlets of the field of Operations and Technology Management such as Management Science (MS) and Journal of Operations Management (JOM)

Conference Chair

Boston, MA

5th Annual BLISS Conference on Supply Chain Disruptions and Innovation

2022

- Supervised a team of eight for the planning and execution of the international conference, including invited speakers' relationship, venue selection, catering, and transportation
- Negotiated with sponsors to secure funding for the conference budget and oversaw the building of the Conference website

Session Chair

Anaheim, CA

2021 INFORMS Annual Meeting

2021

- Planned a session on Behavioral Operations at the Annual INFORMS Conference with four (4) presentations
- Managed pre-event speaker coordination, material preparation, and technical setup to ensure uninterrupted presentation delivery

Industry Experience

Product & Operations Manager

Medford, MA

Lambever

2020-Present

- Led end-to-end product development for niche cold-chain food supply e-commerce, streamlined processes, and directed a 5-person team to launch Lambever's website, boosting first-quarter revenue by 25%
- Implement data-driven approaches to inform product strategy, build a go-to-market strategy, ensure product alignment with users
- Cultivated teamwork across operations, marketing, sales, and support, collaborating with stakeholders to meet product goals and improve user experience, resulting in a 30% enhancement in customer satisfaction

Business Research Lead/ Research Assistant

Boston, MA

Questrom School of Business, Boston University

2019-2023

- Led two comprehensive research projects in high-contact service sectors, uncovering root causes of employee disengagement with experts and industry professionals, enhancing operational efficiency by 15%
- Designed and implemented human-subject experiments and developed statistical models for three projects, assessing the impact of feedback, AI coaching, and supervision on business operations
- Developed product and research strategies for service industries, ensuring alignment with technical capabilities and market needs

Co-Founder

Nashua, NH

Atlas Global Sales

2018-2020

- Launched a consumer electronics e-commerce business, steering negotiations for procurement contracts and supervising business development for sales and business growth
- Drove the venture to a 40% profit margin and 30% year-on-year growth, culminating in a successful ownership transfer

Data Analyst

Boston, MA

Boston University

2016-2017

- Executed statistical analysis and simulations, predicting a 45% cost saving in emerging solar panel tech, shaping commercialization strategies
- Designed manufacturing-based cost modeling and conducted statistical analyses such as Monte Carlo Simulation in MS Excel for profitability and commercialization calculations

Technology Consultant Co-Op

Istanbul, TR

ICRON Technologies Advanced Planning and Scheduling

2014-2015

- Partnered with a team of four to design an AI neural network for Turkey's foremost chemical manufacturer, forecasting energy consumption and generation schedules
- Projected to cut energy costs by over 30% following the model's implementation, marking a significant stride in operational efficiency

Marketing Product Management Co-Op

Turkcell Superonline Telecommunications Operator

Istanbul, TR

2013-2014

- Conducted market research on young professionals' wireless needs, leading to a product launch targeting nighttime users, which boosted local market penetration by 10% in under 6 months with 20
- Prepared a US wireless market report to present product improvement opportunities, product concepts with similar applications for better penetration and increased chance of success in the local market

Project Lead

KariyerIST Career & Entrepreneurship Center

Istanbul, TR

2012-2013

- Led a year-long skill and career development initiative with over 15 seminars and workshops, enhancing undergraduates' career focus and professional skill sets for a focused career launch
- Communicated and collaborated with international companies operating in Turkey to lead events and seminars at company locations targeted for the undergraduate population

Recent Talks & Presentations

The Demotivating Effects of Relative Performance Feedback:

A Case for the Middle-Ranked Worker

- POMS International, July 2023
- DSI, November 2022
- M&SOM, June 2022

Artificial Intelligence in Customer Service Operations

A Case for an AI Powered Call Center:

- INFORMS, October 2021
- POMS, May 2021

Variations in Relative Performance Feedback:

The Impact on Worker Performance

- POMS, May 2021
- INFORMS, November 2020
- POMS, April 2020

Professional Affiliations

The Institute for Operations Research and the Management Science (INFORMS)

Manufacturing and Service Operations (M&SOM)

Journal of Operations Management (JOM)

Production and Operations Management Society (POMS)

Decision Sciences Institute (DSI)

Skills & Personal

Software: R, PYTHON, Stata, Matlab, L^AT_EX, MS Excel

Language: Turkish (Native), English (Fluent), German (Preliminary)