

# Aykut Turkoglu | CV

595 Commonwealth Avenue – Boston, Massachusetts 02215

☎ +1 (857) 919 5577 • ✉ aykutt@bu.edu • 🌐 aykutturkoglu.com

## Education

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| <b>Boston University</b><br><i>Ph.D., in Management, <b>Operations &amp; Technology Management</b></i><br>Dissertation: Essays on Employee Management in Service Operations<br>Committee: Anita L. Carson– <i>Chair</i> , Erol Pekoz, Michelle A. Kinch | <b>Boston</b><br>2017–2023   |
| <b>Boston University</b><br><i>M.Sc. in <b>Systems Engineering</b>, with Thesis</i><br>Specialized in Data Analytics                                                                                                                                    | <b>Boston</b><br>2015–2017   |
| <b>Istanbul Technical University</b><br><i>B.Sc. in <b>Electrical Engineering</b>, with Thesis</i><br>Double Major                                                                                                                                      | <b>Istanbul</b><br>2012–2015 |
| <b>Istanbul Technical University</b><br><i>B.Sc. in <b>Industrial Engineering</b>, with Thesis</i><br>Specialized in Operations' Research                                                                                                               | <b>Istanbul</b><br>2010–2014 |

## Research & Publications

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- **Turkoglu, A.**, and Carson, L. A., (2022), *The Demotivating Effects of Relative Performance Feedback on Middle-Ranked Workers' Performance*, SSRN, Under Review at Management Science
- 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 preparations 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

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|--------------------------------------------------------------|-----------|
| Questrom Reserach 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 |

## Experience

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### Teaching

#### Adjunct Faculty - Questrom School of Business

**Boston**

*CORE Operations Management - Undergraduate (Class size 46)*

*Fall 2022*

*CORE Operations Management - Undergraduate (Class size 48)*

*Spring 2022*

- o Collaborated with 4 other OM Faculty to discuss and develop the 14 week long lecture content
- o Supervised the Business Development Projects of 5 Teams per semester. As part of the projects, each team of 10 undergraduates develops a new product/service, builds prototypes, reaches out to supply chain partners, makes cost and revenue forecasting models, and submits a formal presentation and a comprehensive business plan
- o Executed 4 Operations Management workshops with undergraduates including Design, Process, Inventory, and Business Development

#### Guest Lecturer - Questrom School of Business

**Boston**

*Project Management - MBA (Class size 28)*

*Fall 2022*

- o Instructed a 75 min long case lecture on managing uncertainties in a project
- o Delivered a 75 min long lecture on critical path analysis and program evaluation technique -PERT

#### Teaching Assistant - Questrom School of Business

**Boston**

*Operations Management - Undergraduate (Class size 36)*

*Fall 2021*

**Boston**

*Operations Management - Undergraduate (Class size 38)*

*Spring 2021*

- o Shadowed a senior instructor for 2 days in 12 weeks to develop the arts and crafts of teaching further
- o Held 6 office hours for 5 team projects and 5+ homework assignments, proctored a midterm and a final exam

### Professional Service

#### Ad Hoc Reviewer

*Management Science, Journal of Operations Management*

*2019–Present*

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)

#### President

**Boston**

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

*2021–Present*

- o Lead the change management of 501(c)(3) non-profit event and organization corporation, *NETSA*, and develop annual business plans to fuel a sustainable and growth-oriented product/service portfolio, resulting in 200% increase in follower base and 300% increase in funds and donations in two years
- o Negotiate sponsorship and contracts with third parties, such as private sector companies and research universities that support education and cultural-exchange activities
- o Orchestrate the execution of a product/service portfolio consisting of more than six (6) distinct products, including an international conference, a food fair, a live music concert, incoming student orientations, and multiple professional networking seminars for the followers and general public
- o Delegate tactical and operational level activities and assign sub-committees for day-to-day operations of functional departments, such as website and social media operations, marketing, event coordination, legal works, outreach activities, and volunteer management

**Conference Chair**

**Boston**

*5th Annual BLISS Conference on Supply Chain Disruptions and Innovation*

*2022*

- o Supervised a team of eight for the planning and execution of the international conference, including invited speakers' relationship, venue selection, catering, and transportation
- o 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*

- o Planned and executed a session on Behavioral Operations at Annual INFORMS Conference with four (4) presentations
- o Communicated with the session presenters pre-event, acquire and upload the presentation content to the computer, and manage the technical equipment at the time of the presentation to ensure a seamless flow of presentations

**Industry** .....

**Product & Operations Manager**

**Medford**

*Lambever*

*2020-Present*

- o Orchestrate end-to-end product development cycles, identify process defects, and pain points, leading a cross-functional team of 5 members to launch the Lambever website for a niche e-commerce business model, delivering a 25% increase in first quarter revenue
- o Implement data-driven approaches to inform product strategy, build a go-to-market strategy, ensuring product alignment with users
- o Foster a collaborative environment, working closely with cross-functional teams (operations, marketing, sales and support) and external stakeholders to achieve product management objectives and enhance UX, yielding 30% increase in customer experience

**Business Research Associate**

**Boston**

*Questrom School of Business*

*2019-2023*

- o Managed two (2) end-to-end research programs in service operations focusing on high customer contact service industries, finding root causes of employee disengagement in collaboration with scientists and corporate professionals, driving efficiencies by 15%
- o Designed human-subject experiments and built statistical models for hypothesis testing across three business research projects to assess the impact of providing operational feedback on employees, AI coaching, and AI supervision on business processes
- o Developed product and research strategies for service industries, ensuring alignment with technical capabilities and market needs

**Co-Founder**

*Atlas Global Sales*

**Nashua**

*2018-2020*

- o Established an e-commerce venture in consumer electronics, negotiated procurement contracts, oversaw the sales and business development efforts yielding 40% profit margin and 30% YoY growth prior to selling the business

**Data Analyst**

*Boston University*

**Boston**

*2016-2017*

- o Ran statistical data analysis for testing, and built simulations to predict the feasibility of emerging solar panel technology, predicting 45% cost reduction compared to existing technology in practice, directly influencing the tech commercialization decisions
- o Designed manufacturing-based cost modeling and conducted statistical analyses such as Monte Carlo Simulation in MS Excel for profitability and commercialization calculations

**Project Consultant Co-Op**

*ICRON Technologies Advanced Planning and Scheduling*

**Istanbul**

*2014-2015*

- o Collaborated with a team of four to develop an AI-based prediction model to better forecast the energy generation plan/schedule of the leading chemical manufacturer of the Turkey and predicted to save 30

**Marketing Product Management Co-Op**

*Turkcell Superonline Telecommunications Operator*

**Istanbul**

*2013-2014*

- o Conducted market research to identify the wireless needs and consumption patterns of young professionals
- o 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 Manager**

*KariyerIST Career & Entrepreneurship Center*

**Istanbul**

*2012-2013*

- o Implemented a year-long career development project for undergraduates with 15+ seminars and workshops that aim to help undergraduates focus on the right career and build professional skills for the chosen career path
- o 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 on Middle-Ranked Workers' Performance**

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

**Artificial Intelligence in Customer Service Operations**

- 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**

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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**

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**Software:** R, PYTHON, Stata, Matlab, L<sup>A</sup>T<sub>E</sub>X, MS Excel

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

## **References**

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- **Anita L. Carson**  
Department Chair  
Larz Anderson Professor  
Operations and Technology Management  
Questrom School of Business, Boston University  
595 Commonwealth Avenue Boston, MA 02215  
339-253-3929  
altucker@bu.edu
- **Erol Pekoz**  
Professor  
Operations and Technology Management  
Questrom School of Business, Boston University  
595 Commonwealth Avenue Boston, MA 02215  
617-353-2676  
pekoz@bu.edu
- **Michelle A. Kinch**  
Assistant Professor  
Business Administration  
Tuck School of Business, Dartmouth College  
100 Tuck Hall, Hanover, NH 03755  
603-646-8825  
michelle.a.kinch@tuck.dartmouth.edu