

Nicholas Clyde

CONTACT INFORMATION	Knight Hall 401 1 Brookings Drive St. Louis, MO, 63130	<i>E-mail:</i> nscl Clyde@wustl.edu <i>Website:</i> nicholascl Clyde.com
RESEARCH INTERESTS	Healthcare Operations; Behavioral Operations; Service Platforms; Field Experiments; Natural Experiments; Online Experiments; Structural Estimation; Machine Learning.	
EDUCATION	Olin Business School, Washington University in St. Louis <ul style="list-style-type: none">• Ph.D. Candidate in Supply Chain, Operations, and Technology 2025 (Expected)<ul style="list-style-type: none">– Advisor: Dennis J. Zhang• M.S. in Business 2021 Case Western Reserve University <ul style="list-style-type: none">• B.S. in Mathematics and Physics 2014	
JOB MARKET PAPER	<ol style="list-style-type: none">1. The Impact of Ridesharing Platforms on Healthcare Access with Bing Bai and Dennis Zhang, working paper.	
OTHER RESEARCH	<ol style="list-style-type: none">2. The Value of Customer-Related Information on Service Platforms: Evidence From a Large Field Experiment with Zhiyu Zeng, Hengchen Dai, Dennis J. Zhang, and industry partners, third round Major Revision at <i>Manufacturing & Service Operations Management</i>.3. Risk Profiles of Accountable Care Organization Providers: Evidence from Massachusetts Claims Data, work in progress.4. Perceptions of Algorithm Fairness in Promotions with Hengchen Dai, Xiaoyang Long, and Dennis J. Zhang, work in progress.	
PROFESSIONAL EXPERIENCE	Epic Systems (Full-time) <ul style="list-style-type: none">• Quality Assurance Team Lead 2017-2019<ul style="list-style-type: none">– I managed up to nine team members at a time, directing their day-to-day work and long-term career paths. I also managed three major software development projects and researched and initiated internal process change.• Quality Assurance 2014-2017<ul style="list-style-type: none">– I advocated for the end-user in design of software, audited customer systems, and coordinated two major software development projects. I also worked on certification of the software for government programs including Meaningful Use.	
TEACHING EXPERIENCE	Instructor, Washington University in St. Louis <ul style="list-style-type: none">• Prescriptive Analytics (Core MS In Business Analytics Class) Fall 2022<ul style="list-style-type: none">– Excellent overall teaching evaluation across 4 sections: median 10/10, mean 9.5/10 Assistant in Instruction, Washington University in St. Louis <ul style="list-style-type: none">• Data Analytics in Python (Undergraduate Core) Fall 2020, Fall 2021, Fall 2022	

	<ul style="list-style-type: none"> • Operations Management (MBA Core) Fall 2020, Spring 2021, Summer 2021, Fall 2021 • Introduction to Python and Data Science (Master Core) Fall 2020, Fall 2021, Fall 2023 • Operations and Manufacturing Management (Undergraduate Core) Spring 2022, Fall 2023 • Project Management (MBA Core) Fall 2020, Fall 2021, Spring 2022 • Operations Management Foundations (MBA Core) Summer 2022, Spring 2021, Summer 2021 • Data Driven Decision Making (EMBA Core) Fall 2021
CONFERENCE PRESENTATIONS	<p>The Value of Customer-Related Information on Service Platforms: Evidence From a Large Field Experiment</p> <ul style="list-style-type: none"> • INFORMS Annual Meeting, Phoenix, AZ 2023 • Behavioral Operations Conference, Baltimore, MD 2023 • POMS Annual Meeting, Orlando, FL 2023 <p>The Impact of Ridesharing Platforms on Healthcare Access</p> <ul style="list-style-type: none"> • POMS Annual Meeting, Minneapolis, MN 2024 • Behavioral Operations Conference, Boulder, CO 2024 • MSOM Annual Meeting, Minneapolis, MN 2024 • 3MT Competition, St. Louis, MO 2024
PROFESSIONAL SERVICES	<ul style="list-style-type: none"> • Referee for Journal of Operations Management • Session chair for POMS Annual Conference 2024 • Session chair for INFORMS Annual Meeting 2024
SKILLS AND OTHER INFORMATION	<ul style="list-style-type: none"> • Programming Languages: Python, R, Matlab, Mathematica, L^AT_EX. • US Citizen. • Hobbies: Strategy Board Games, Chess, Pickleball, Triathlons.

REFERENCES

Professor Dennis J. Zhang

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