

# Nicholas Clyde

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CONTACT INFORMATION	Knight Hall 401 1 Brookings Drive St. Louis, MO, 63130	<i>E-mail:</i> <a href="mailto:nsclyde@wustl.edu">nsclyde@wustl.edu</a> <i>Website:</i> <a href="http://nicholasclyde.com">nicholasclyde.com</a>
RESEARCH INTERESTS	Healthcare Operations; Behavioral Operations; Service Platforms; Field Experiments; Natural Experiments; Online Experiments; Structural Estimation; Machine Learning.	
EDUCATION	<b>Olin Business School, Washington University in St. Louis</b> <ul style="list-style-type: none"><li>• Ph.D. Candidate in Supply Chain, Operations, and Technology 2025 (Expected)<ul style="list-style-type: none"><li>– Advisor: Dennis J. Zhang</li></ul></li><li>• M.S. in Business 2021</li></ul>	
	<b>Case Western Reserve University</b> <ul style="list-style-type: none"><li>• B.S. in Mathematics and Physics 2014</li></ul>	
JOB MARKET PAPER	1. <b>The Impact of Ridesharing Platforms on Healthcare Access</b> with Bing Bai and Dennis Zhang, working paper.	
OTHER RESEARCH	2. <b>The Value of Customer-Related Information on Service Platforms: Evidence From a Large Field Experiment</b> with Zhiyu Zeng, Hengchen Dai, Dennis J. Zhang, and industry partners, third round Major Revision at <i>Manufacturing &amp; Service Operations Management</i> . 3. <b>Risk Profiles of Accountable Care Organization Providers: Evidence from Massachusetts Claims Data</b> , work in progress. 4. <b>Perceptions of Algorithm Fairness in Promotions</b> with Hengchen Dai, Xiaoyang Long, and Dennis J. Zhang, work in progress.	
PROFESSIONAL EXPERIENCE	<b>Epic Systems (Full-time)</b> <ul style="list-style-type: none"><li>• Quality Assurance Team Lead 2017-2019<ul style="list-style-type: none"><li>– 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.</li></ul></li><li>• Quality Assurance 2014-2017<ul style="list-style-type: none"><li>– 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.</li></ul></li></ul>	
TEACHING EXPERIENCE	<b>Instructor, Washington University in St. Louis</b> <ul style="list-style-type: none"><li>• Prescriptive Analytics (Core MS In Business Analytics Class) Fall 2022<ul style="list-style-type: none"><li>– Excellent overall teaching evaluation across 4 sections: median 10/10, mean 9.5/10</li></ul></li></ul>	
	<b>Assistant in Instruction, Washington University in St. Louis</b> <ul style="list-style-type: none"><li>• Data Analytics in Python (Undergraduate Core) Fall 2020, Fall 2021, Fall 2022</li></ul>	

- 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	<b>The Value of Customer-Related Information on Service Platforms: Evidence From a Large Field Experiment</b>	
	• INFORMS Annual Meeting, Phoenix, AZ	2023
	• Behavioral Operations Conference, Baltimore, MD	2023
	• POMS Annual Meeting, Orlando, FL	2023
	<b>The Impact of Ridesharing Platforms on Healthcare Access</b>	
	• 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	• Referee for Journal of Operations Management	
	• Session chair for POMS Annual Conference	2024
	• Session chair for INFORMS Annual Meeting	2024
SKILLS AND OTHER INFORMATION	• Programming Languages: Python, R, Matlab, Mathematica, L <sup>A</sup> T <sub>E</sub> X. • US Citizen. • Hobbies: Strategy Board Games, Chess, Pickleball, Triathlons.	

REFERENCES

**Professor Dennis J. Zhang**  
Supply Chain, Operations, and Technology  
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Washington University in St. Louis  
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