EBRU KASIKARALAR

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EMPLOYMENT

Amazon.com, Inc. Seattle, WA
Research Scientist II *May 2025 – Present*
Amazon Customer Service, Network Planning Intelligence
Planning for the world's largest multi-channel customer service network across phone, chat, email, and self-service contacts.
Best Innovator & Change Agent Award, Amazon Customer Service, Q3 2025

EDUCATION

The University of Chicago Booth School of Business Chicago, IL
MBA & Ph.D. in Operations Management *2019 - 2025*
Minor in Economics

University of California, Berkeley Berkeley, CA
B.S. in Industrial Engineering and Operations Research (Honors) *2015 - 2019*
Certificate in Technology Entrepreneurship

RESEARCH INTERESTS

Service operations, Deep Learning

TEACHING INTERESTS

Operations Management, Managerial Decision Modeling

PUBLICATIONS AND PAPERS UNDER REVIEW

- **Dynamic Scheduling of a Parallel-Server Queueing System: A Computational Method for High-Dimensional Problems.** *Under review.*
  Baris Ata, Ebru Kasikaralar
- **Dynamic Scheduling of a Multiclass Queue in the Halfin–Whitt Regime: A Computational Approach for High-Dimensional Problems.**
  Baris Ata, Ebru Kasikaralar
  Management Science
- **Exploring Cost and Environmental Implications of Optimal Technology Management Strategies in the Street Lighting Industry.**
  Rachel Dzombak, Ebru Kasikaralar, and Heather E. Dillon
  Resources, Conservation & Recycling: X 6 (2020): 100022. Baris Ata, Ebru Kasikaralar

WORK IN PROGRESS

- **Dynamic Skill-Based Routing for Call Centers with Transfers: A Value-Based Framework.**
  Baris Ata, Ebru Kasikaralar

TALKS & PRESENTATIONS

- Dynamic Scheduling of a Parallel-Server Queueing System: A Computational Method for High-Dimensional Problems
  - 2025 Amazon OptimiST Learning Session, Seattle, WA.
  - 2025 INFORMS Annual Meeting, Atlanta, GA.
  - 2026 INFORMS Annual Meeting, San Francisco, CA.
- Dynamic Scheduling of a Multiclass Queue in the Halfin–Whitt Regime: A Computational Approach for High-Dimensional Problems
  - 2023 INFORMS Annual Meeting, Phoenix, AZ.
  - ChicagoBooth Operations Day 2023, Chicago, IL.
  - Stanford MS&E Rising Stars 2024, Stanford, CA.
  - Stochastic Networks 2024, Stockholm, Sweden.
  - 2024 INFORMS Annual Meeting, Seattle, WA.
  - 2025 Amazon OptimiST Learning Session, Seattle, WA.
  - 2025 INFORMS Annual Meeting, Atlanta, GA.

TEACHING EXPERIENCE

The University of Chicago Booth School of Business, Teaching Assistant

Operations Management (Executive MBA) *Winter 2022, 2023, 2024, 2025*
London, Singapore, Hong Kong, Chicago

Managerial Decision Modeling (Executive MBA) *Summer 2021*
Chicago

Managerial Decision Modeling (Undergraduate) *Spring 2021, 2022*

HONORS AND AWARDS

- Outstanding Teaching Assistant Award, Booth School of Business *2025*
  Best TA nominated by Executive MBA cohort in Chicago
- J. Michael Harrison Doctoral Prize, Booth School of Business *2024*
  Doctoral student enrolled at Chicago Booth whose research is judged to make the most impactful contribution to theory
- Outstanding Teaching Assistant Award, Booth School of Business *2023*
  Best TA nominated by Executive MBA cohort in London
- Outstanding Teaching Assistant Award, Booth School of Business *2023*
  Best TA nominated by Executive MBA cohort in Singapore
- Ph.D. Fellowship, Booth School of Business *2019-2024*
- Katherine Dusak Miller PhD Fellowship *2024-2025*
- Honors in Industrial Engineering and Operations Research, UC Berkeley *2019*
- URAP Summer Research Fellowship, Haas School of Business *2018*
- Silver Medal in Science Category, GENIUS Project Olympiad, *Syracuse, NY* *2013*
- Bronze Medal in Environmental Category, I-SWEEEP Project Olympiad, *Houston, TX* *2013*

PROFESSIONAL EXPERIENCE

- **United States Postal Service** Oakland, CA
  Operations Research Consultant *2019*
  Optimized the package sorting process at the Oakland USPS regional distribution center by implementing a matching model with a mixed integer linear program, significantly reducing the steps required by the workforce.

ADDITIONAL INFORMATION

- **Programming skills:** `Python (Tensorflow, Pytorch)`, `C++`, `Julia`, `MATLAB`, `R`, `AMPL`.
- **Languages:** Turkish (native), English (fluent), German (intermediate), Spanish (beginner), Italian (beginner).
- **Hobbies/Interests:** Photography, Piano, Classical Music (Chopin, Tchaikovsky, Satie), Ukulele, Sailing, Windsurfing.
- **Nationality:** Turkish, U.S. Permanent Resident.