

Matthew C. Walsman

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ACADEMIC APPOINTMENTS

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY, Rutgers Business School—Newark and New Brunswick.

Assistant Professor, Department of Supply Chain Management, September 2016 - Present

EDUCATION

CORNELL UNIVERSITY, College of Business, School of Hotel Administration.

PhD, Service Operations Management, August 2016.

Advisor - Rohit Verma; Committee Members: Christopher K. Anderson and Andrew M. Davis.

Dissertation: *Essays on Decision Making in Service Operations Management*.

BRIGHAM YOUNG UNIVERSITY, Marriott School of Management.

MBA, Emphasis in Pre-Doctoral Studies, 2012.

Scholarship - BYU Management Society.

BRIGHAM YOUNG UNIVERSITY, Fulton School of Engineering.

BS, Construction Management, 2006.

Sigma Lambda Chi, Honors Society. Various Academic Scholarships.

RESEARCH INTERESTS

Service operations, decision making, professional services, behavioral operations, sustainable operations, and empirical methods.

RESEARCH PUBLICATIONS

Published

Walsman, Matthew C., (w/ Alistair Brandon-Jones, Michael Lewis, and Rohit Verma). "Towards a Contingent Understanding of the Operational Characteristics and Managerial Challenges of Professional Services". *Journal of Operations Management*, 2016, 42-43 (March 2016), 9-24.

Nominated: Best Paper, Decision Sciences Institute 2015.

2nd Place: Best Student Paper Competition, INFORMS Service Science Division, 2014.

Finalist: Best Student Paper Competition, Academy of Management, OM Division, 2015.

Best Paper Proceedings, Decision Sciences Institute, 2015.

Best Paper Proceedings, Academy of Management, 2015.

Dixon, Michael J., Matthew C. Walsman., "Using Behavioral Research to Design Better Customer Experiences." *Cornell Hospitality Quarterly*, 2014, 55 (3), 221-227.

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Revision

Walsman, Matthew C., (w/ Rohit Verma and Suresh Muthulingam), “How Environmental Certification Can Affect Performance in a Service Industry: Evidence from the Adoption of LEED Standards in US Hotels”.

Finalist: Best Student Paper Competition, INFORMS Service Science Division, 2015.

Invited for a revision at *Production and Operations Management*.

RESEARCH IN PROGRESS

Walsman, Matthew C., (w/ Rohit Verma and Andrew Davis), “When do Advisers Give Bad Advice? Co-production and Mechanism Design in Professional Services”.

Preparing manuscript for submission to *Management Science*.

Walsman, Matthew C., (w/ Rohit Verma, Sherri Kimes, and Michael J. Dixon), “Membership-Based Loyalty Programs in Services: Operational and Marketing Implications”.

First draft completed. Revising for initial submission.

Walsman, Matthew C., (w/ Scott E. Sampson and Chris Anderson), “Allocating Constrained Service Capacity through a Multi-round Vickrey Auction.”

Data collection complete. Preparing draft manuscript.

INVITED PRESENTATIONS

Rutgers Business School – Newark and New Brunswick, December 2015

Mays Business School, Texas A&M University, December 2015

Darla Moore School of Business, University of South Carolina, January 2016

Peter B. Gustavson School of Business, University of Victoria, January 2016

CONFERENCE PRESENTATIONS

“Examining the Characteristics and Managerial Challenges of Management Consultancy”.

DSI 2014, POMS 2014-2015, AOM Best Student Paper Finalist 2015.

“Impact of LEED Certification in Services: An Empirical Investigation of the US Hotel Industry”.

DSI 2013, POMS 2013, POMS 2015, INFORMS Service Science Student Paper Competition 2015.

“Allocating Constrained Service Capacity through a Multi-round Vickrey Auction”.

INFORMS 2014, DSI 2013, POMS 2013.

S.C. Johnson Graduate School of Management, Cornell University, Workshop Series, March 2013.

“Membership-Based Loyalty Programs in Services: Operational and Marketing Implications”.

POMS 2013, DSI 2012.

“When do Advisers Give bad Advice? Co-production and Mechanism Design in Professional Services”.

INFORMS 2015.

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OTHER PUBLICATIONS

Industry Reports

Walsman, Matthew C., Rohit Verma, and Suresh Muthulingam, "The Impact of LEED Certification on Hotel Performance." *Cornell Hospitality Report*, 2014, 14 (15), 1-16.

Walsman, Matthew C, Rohit Verma, and Michael J Dixon, "It's More than Just a Game: The Effects of Core and Supplementary Services on Customer Loyalty." *Cornell Hospitality Report*, 2014, 14 (23), 1-15.

Book Chapter

Howe, David C, Matthew C. Walsman, and Carol Frogley Ellertson, "Chapter 5: Individual Differences, Traits, and Ethical Leadership." In *Research Companion to Ethical Behavior in Organizations*, Eds. Bradley R. Agle, David W. Hart, Jeffery A. Thompson, and Hilary M. Hendricks, 2014, Edward Elgar.

TEACHING EXPERIENCE

Rutgers Business School – Newark and New Brunswick

Project Management, Newark (Core Undergraduate Course), Fall 2016

Green Supply Chains, Newark (Elective Undergraduate Course), Spring 2017

Green Supply Chains, New Brunswick (Elective Undergraduate Course), Spring 2017

AWARDS, HONORS AND CERTIFICATIONS

Research Awards

2015 Finalists: Best Student Paper Competition, INFORMS Service Science Division. (LEED)

2015 Nominated: Best Paper, Decision Sciences Institute. (PSF)

2015 Finalist: Best Student Paper Competition, Academy of Management. (PSF)

2014 2nd Place: Best Student Paper Competition, INFORMS Service Science Division. (PSF)

Best Paper Proceedings

2015 Best Paper Proceedings, Decision Sciences Institute.

2015 Best Paper Proceedings, Academy of Management (top 10% of papers).

Research Grants

2014 Center for Hospitality Research, Cornell University, \$5000 (LEED).

2013 Center for Hospitality Research, Cornell University, \$5000 (Core/Supplementary Services).

Professional and Personal Certification

2008 Leadership in Energy and Environmental Design Accredited Professional (LEED AP), USGBC.

1999 Eagle Scout.

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WORK EXPERIENCE

Brigham Young University – Hawaii, Oahu, HI, 2011, *Summer Intern*.

Member of team developing master plan for a 500 MM, 10 year major university expansion project.
Reported directly to President of the University (Steven Wheelwright).
Coordinated subcontractor efforts and checked all subcontract submitted documents

McDonough Bolyard Peck, New York, NY, 2009-2010, *Lead Consultant*.

Defended client in a heated \$6 million construction mediation and avoided litigation.
Analyzed thousands of project docs in preparation for litigation and made recommendations to attorneys.
Researched and recommended project management software for implementation in a \$40 million company.
Drafted proposal for a \$5 million professional services contract.
Presented in front of 500+ people at annual meeting after only being with firm for 8 months.

Greyhawk, Woodbury, NY, 2007-2009, *Consultant*.

Created a preliminary construction schedule on \$1 billion public works project, network of over 10,000 independent construction activities.
Inspected & documented over 8,000 construction deficiencies on a \$1 billion flagship commercial building in the heart of midtown Manhattan and prepared recommendations for client.
Supervised daily construction activities on a \$14 million renovation of a higher education facility.
Prepared graphics for use as exhibits in litigation hearings.

SERVICE

Academic Service

Planning Committee, *Service Management and Science Forum*, 2016
Ad-Hoc Reviewer, *Journal of Operations Management*.
Ad-Hoc Reviewer, *Decision Sciences Journal*.
Reviewer, *Academy of Management Conference*.
Session Chair, INFORMS 2014, DSI Annual Meeting 2014.

Industry Service

McDonough Bolyard Peck, 2009-2010, *Community Outreach Coordinator*.
Coordinated community outreach activities for the New York branch and reported results back to corporate.

Association for the Advancement of Cost Engineering (AACEI), 2007–2010, *Section Secretary & Board Member*.

Spearheaded effort to win “Superior Section Recognition” award, the highest honor received by our section in 14 years.

Personal Service

The Church of Jesus Christ of Latter-day Saints, Porto Alegre, Brazil, 2001-2003, *Volunteer Representative*.

Trained, led, and motivated other volunteers; learned to read, write and speak Portuguese fluently.