
Curriculum Vitae

Necati Ertekin

University of Minnesota
Carlson School of Management, Supply Chain and Operations
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Education

Ph.D., Texas A&M University, Business Administration (Operations & Supply Chain Management)	2016
MBA, Naval Postgraduate School	2008
M.S., Naval Postgraduate School, Systems Engineering	2008
B.S., Turkish Naval Academy, Industrial Engineering	2003

Academic Appointments

University of Minnesota, Twin Cities, Minneapolis, Minnesota Assistant Professor of Supply Chain and Operations	2019 - Present
Santa Clara University, Santa Clara, California Assistant Professor of Information Systems and Analytics	2016 - 2019

Visiting Engagements

Visiting Scholar, INSEAD Sustainable Business Initiative	2023 - Present
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Research

Publications

- Tang, Y., K. K. Sinha, A. Moen, N. Ertekin. (2024). *Towards Achieving Mental Health Equity in Underserved Communities: Evaluating the Potential of Mobile Apps*. Production and Operations Management, *Forthcoming*. [doi:10.1177/10591478231224914](https://doi.org/10.1177/10591478231224914)
- Ertekin, N., Y. Ding, K. Donohue. (2023). *Strategic Visual Merchandising of New and Open-Box Products: Evidence from Experiment and Retail Data*. Management Science, *70*(4), 2047–2065. [doi:10.1287/mnsc.2023.4786](https://doi.org/10.1287/mnsc.2023.4786)
- Ertekin, N., M. Gumus, M. Nikoofal. (2022). *Online-Exclusive or Hybrid? Channel Merchandising Strategies for Ship-to-Store Implementation*. Management Science, *68*(8), 5557–6354. [doi:10.1287/mnsc.2021.4180](https://doi.org/10.1287/mnsc.2021.4180)
- Ertekin, N., A. Agrawal. (2021). *How Does a Return Period Policy Change Affect Multichannel Retailer Profitability?* Manufacturing & Service Operations Management, *23*(1), 210–229. [doi:10.1287/msom.2019.0830](https://doi.org/10.1287/msom.2019.0830)
- Ertekin, N., M. E. Ketzenberg, G. R. Heim. (2020). *Assessing Impacts of Store and Salesperson Dimensions of Retail Service Quality on Consumer Returns*. Production and Operations Management, *29*(5), 1232–1255. [doi:10.1111/poms.13077](https://doi.org/10.1111/poms.13077)
- Ertekin, N., J. D. Shulman, H. A. Chen. (2019). *On the Profitability of Stacked Discounts: Identifying Revenue and Cost Effects of Discount Framing*. Marketing Science, *38*(2), 317–342. [doi:10.1287/mksc.2018.1137](https://doi.org/10.1287/mksc.2018.1137)
- Ertekin, N. (2018). *Immediate and Long-Term Benefits of In-Store Return Experience*. Production and Operations Management, *27*(1), 121–142. [doi:10.1111/poms.12787](https://doi.org/10.1111/poms.12787)

Papers under Review

Not displayed in order to respect the double blind review process

Research in Progress

Not displayed in order to respect the double blind review process

Invited Seminar Presentations

<i>Strategic Visual Merchandising of New and Open-Box Products: Evidence from Experiment and Retail Data</i>	
INSEAD, Fontainebleau, France	February 22, 2022
Bilkent University, Ankara, Turkey	October 15, 2021
ECR Retail Loss Group, Brussels, Belgium	September 14, 2021
<i>Online-Exclusive or Hybrid? Channel Merchandising Strategies for Ship-to-Store Implementation</i>	
Oracle Retail Global Business Unit, Austin, Texas	November 19, 2021
Baruch College, The City of University of New York, New York, New York	December 11, 2020
Indiana University, Bloomington, Indiana	October 2, 2020
McGill University, Montreal, Canada	November 29, 2019
<i>How Does a Return Period Policy Change Affect Multichannel Retailer Profitability?</i>	
University of Illinois at Urbana-Champaign, Champaign, Illinois	December 11, 2018
University of Minnesota, Minneapolis, Minnesota	December 18, 2018
<i>Assessing Impacts of Store and Salesperson Dimensions of Retail Service Quality on Consumer Returns</i>	
Koc University, Istanbul, Turkey	December 25, 2015
University of Delaware, Newark, Delaware	December 18, 2015
Santa Clara University, Santa Clara, California	December 11, 2015

Conference Presentations

<i>Vertical Product Location Effect on Sales: A Field Experiment in Convenience Stores</i>	
POMS International 2023 Annual Conference, Paris, France	July 19, 2023
Consortium for Operations Excellence in Retailing (COER), Pennsylvania, Philadelphia	June 29, 2023
POMS 2023 Annual Conference, Orlando, Florida [invited]	May 24, 2023
<i>The Implications of Retail Trade-ins on Sales, Returns, and Profitability</i>	
Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts	June 29, 2022
<i>Strategic Visual Merchandising of New and Open-Box Products: Evidence from Experiment and Retail Data</i>	
CSOM Summer Applied ECON Workshop, Minneapolis, Minnesota	July 1, 2021
Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts	June 22, 2021
<i>Online-Exclusive or Hybrid? Channel Merchandising Strategies for Ship-to-Store Implementation</i>	
Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts	August 19, 2020
INFORMS 2019 Annual Meeting, Seattle, Washington [invited]	October 21, 2019
INFORMS 2018 Annual Meeting, Phoenix, Arizona [invited]	November 5, 2018
<i>Using Store Labor to Mitigate Perceived Quality Related Consumer Returns</i>	
INFORMS 2019 Annual Meeting, Seattle, Washington [invited]	October 21, 2019
<i>On the Profitability of Stacked Discounts: Identifying Revenue and Cost Effects of Discount Framing</i>	
Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts	May 7, 2019
POMS 2018 Annual Conference, Houston, Texas [invited]	May 5, 2018
POMS 2017 Annual Conference, Seattle, Washington [invited]	May 5, 2017
<i>How Does a Return Period Policy Change Affect Multichannel Retailer Profitability?</i>	
POMS 2019 Annual Conference, Washington, D.C. [invited]	May 5, 2019
Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts	June 20, 2018
POMS 2017 Annual Conference, Seattle, Washington [invited]	May 6, 2017
<i>Immediate and Long-Term Benefits of In-Store Return Experience</i>	
INFORMS 2016 Annual Meeting, Nashville, Tennessee	November 16, 2016
POMS 2016 Annual Conference, Orlando, Florida	May 6, 2016

<i>Assessing Impacts of Store and Salesperson Dimensions of Retail Service Quality on Consumer Returns</i>	
INFORMS 2015 Annual Meeting, Philadelphia, Pennsylvania [invited]	November 3, 2015
Consumer Returns 2015 (A Practitioners Conference), Dallas, Texas	October 6, 2015
POMS 2015 Annual Conference, Washington, D.C.	May 8, 2015
<i>Open-Box Returns: Trash or Treasure Trove?</i>	
POMS 2015 Annual Conference, Washington, D.C. [invited]	May 9, 2015
INFORMS 2014 Annual Meeting, San Francisco, California	November 10, 2014
<i>Reducing Consumer Returns: A Field Study in the Jewelry Industry</i>	
POMS 2014 Annual Conference, Atlanta, Georgia	May 9, 2014
<i>Adapting Operations to New Information Technology: A Failed "Internet of Things" Application</i>	
INFORMS 2013 Annual Meeting, Minneapolis, Minnesota	October 8, 2013
POMS 2013 Annual Conference, Denver, Colorado [invited]	May 5, 2013

Media Contributions

<i>Retailers to Sell More Returns as Open-box Products</i>	November 10, 2023
Minnesota News Network Radio, URL: MNN	
<i>Why Online Retailers are Tightening up Their Return Policies and What It Means for Consumers</i>	May 17, 2023
LAist – Southern California Public Radio, URL: LAist	
<i>Snow Ball's in Their Court, Companies Left with Excess This Holiday Season</i>	November 21, 2022
The Minnesota Daily, URL: MNDaily	
<i>Supply Chain Issues Expected Again for 2022 Holiday Shopping Season</i>	November 7, 2022
KNSI News St. Cloud, URL: KNSI Radio	
<i>Minnesota Firms See Supply Chains Healing, But Still Not Back to Normal</i>	November 5, 2022
StarTribune, URL: StarTribune	
<i>Will Other Retailers 'Right-Size' Like Target?</i>	June 9, 2022
Twin Cities Business, URL: TC Business	
<i>Should Multichannel Retailers Consider Adjusting Their Return Time Windows?</i>	September 1, 2021
Reverse Logistics Magazine, Edition 115 (page 52) URL: Edition115.pdf	
<i>New Leases on Life: Malls Converting to Fulfillment Centers, Other Non-Retail Uses</i>	August 14, 2021
Forbes, URL: Forbes	
<i>Let Your Salespeople Create a Good Vibe with the Customer: Managing Returns</i>	October 1, 2019
Reverse Logistics Magazine, Edition 104 (page 38) URL: Edition104.pdf	
<i>Stack or Bundle Those Discounts?</i>	April 30, 2019
The Wiglaf Journal, URL: Wiglaf	
<i>Stacked Discounts Hurt Profitability</i>	March 1, 2019
Harvard Business Review, March-April 2019, Vol. 97 Issue 2 (pages 26-28), URL: HBR	
<i>The Secrets of Managing In-Store Product Exchanges</i>	July 1, 2018
Reverse Logistics Magazine, Edition 93 (page 36) URL: Edition93.pdf	
<i>Sick of Losing Money on Product Returns? Here's How to PROFIT from Them Instead!</i>	April 18, 2018
Frank Reactions, URL: FrankReactions	

Teaching

Courses Taught – University of Minnesota

Sales, Inventory, and Operations Planning (SCO 6085)

Programs: MS in Supply Chain Management and MBA

Supply Chain Planning and Control (SCO 3056)
Program: Undergraduate

Retail Operations (SCO 8842)
Program: Ph.D.

Statistics (SCO 6190)
Program: MS in Supply Chain Management

Courses Taught – Santa Clara University

Econometrics with R (OMIS 2392/3392)
Programs: MS in Business Analytics and MBA

Operations Management (OMIS 108)
Program: Undergraduate

Data Wrangling & Visualization (OMIS/ECON 43)
Program: Undergraduate

Curriculum Development Activities

New course development

Retail Operation (SCO8842), Ph.D., University of Minnesota	2022
Data Wrangling & Visualization (OMIS/ECON 43), Undergraduate, Santa Clara University	2018
Econometrics with R (OMIS 2392/3392), MS in Business Analytics and MBA, Santa Clara University	2016

Course redesign

Sales, Inventory, and Operations Planning (SCO8842), MSSCM and MBA, University of Minnesota	2021
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Collaborative Curriculum Development Efforts

Ph.D. program curriculum revision committee member Supply Chain and Operations Department, University of Minnesota	2020
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Business Analytics minor degree program development committee member Information Systems and Analytics Department, Santa Clara University	2017
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Ph.D. Student Advising

Co-advisor for Yuanyuan Ding (expected to graduate in 2024) Supply Chain and Operations Department, University of Minnesota	2020 - Present
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Dissertation Committee member for Yi Tang (expected to graduate in 2023) Supply Chain and Operations Department, University of Minnesota	2022 - Present
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Service

Service to the Discipline

Editorial Board Member, Journal of Operations Management	2021 - Present
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Ad Hoc Area Editor Journal of Operations Management	2016 - Present
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Reviewer/Ad Hoc Reviewer Management Science Manufacturing & Service Operations Management Production and Operations Management	2016 - Present
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Journal of Operations Management
Decision Sciences

Juror for paper competitions/conference submissions

MSOM Conference Program Committee Member	2024
INFORMS Behavioral Operations Management Best Working Paper Competition	2020, 2021
POMS College of Sustainable Operations Management Student Paper Competition	2021
Decision Sciences Institute Conference Best Paper Award Competition	2018

Organizing conference sessions

Session chair - INFORMS Annual Meeting	2019, 2022
Session chair - POMS Annual Conference	2017, 2018, 2019

Panel session

Panelist – POMS Doctoral Consortium, “The Job Market Experience – The Hired Perspective”	2021
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Service to the University/College/Department – University of Minnesota

Committee member - Search Committee for University of Minnesota Vice President, University Services	2022
Faculty coordinator for the Supply Chain & Operations Club	2023
Committee member – Ph.D. student admission committee	2021, 2022, 2023, 2024
Committee chair – Tenure-track faculty hiring committee	2021
Committee co-chair – Tenure-track faculty hiring committee	2020
Committee member – Ph.D. program curriculum revision committee	2020

Service to the University/College/Department – Santa Clara University

Committee member – Tenure-track faculty hiring committee	2018, 2019
Committee member – Committee for prefix selection for department courses	2018
Committee member – Business Analytics minor degree program development committee	2017

Honors and Recognitions

University of Minnesota

Outstanding Teaching Award, Carlson School of Management	September 2023
Thank a Teacher, Center for Educational Innovation	January 2023
Thank a Teacher, Center for Educational Innovation	September 2020
Thank a Teacher, Center for Educational Innovation	May 2020
Thank a Teacher, Center for Educational Innovation	January 2020

Santa Clara University

Leavey Research Grant, Leavey School of Business	May 2018
Faculty Outstanding Research Award, Leavey School of Business	February 2018
Faculty Outstanding Teaching Award, Leavey School of Business	February 2018

External Sources

Meritorious Service Award, Manufacturing & Service Operations Management	April 2023
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Honors Awarded as a Student

Finalist, Best Student Paper Award Competition, INFORMS Service Science Section	November 2015
Outstanding Research Award by a Doctoral Student, Texas A&M University	September 2015
Outstanding Teaching Award by a Doctoral Student, Texas A&M University	September 2014
Heep Fellowship, Texas A&M Institute for Advanced Studies	September 2013
Mays Doctoral Fellowship, Texas A&M University	August 2011
PhD Excellence Fellowship, Texas A&M University	August 2011
MBA Faculty Outstanding International Student Award, Naval Postgraduate School	September 2008

Outstanding Thesis Award, Naval Postgraduate School	September 2008
Full Scholarship for MS study in the USA, Turkish Naval Forces	June 2006
Valedictorian Graduate, Turkish Naval Academy	August 2003
Honored by the President, Prime Minister, President of Parliament, Commander of Armed Forces, and Chief of Navy	
The Sword of Honor, Italian Military Attaché	August 2003

Current Membership in Professional Organizations

The Institute for Operations Research and the Management Science	August 2013 - Present
Production and Operations Management Society	January 2013 - Present

Other Professional Positions

Turkish Naval Research Center, Istanbul, Turkey	2008 – 2011
Senior Project Manager (Levels: Lieutenant; Lieutenant Junior Grade)	
NATO Research Task Group, Bruxelles, Belgium	2010 – 2011
Research Engineer (Level: Lieutenant Junior Grade)	
Turkish Navy, Golcuk, Turkey	2003 – 2006
Communication Officer on Turkish frigates (Level: Ensign)	