

## EDUCATION

2004 – 2009	<b>STANFORD UNIVERSITY, SCHOOL OF ENGINEERING</b> Ph.D. in Management Science and Engineering Focus on Production and Operations Management Thesis Title: Warranty Inventory Management and Supplier Decision Models Thesis Advisor: Prof. Warren H. Hausman	Stanford, CA GPA: 3.9/4.0
1996 – 2001	<b>CORNELL UNIVERSITY, SCHOOL OF ENGINEERING</b> Master of Engineering in Operations Research and Industrial Engineering Advisor: Prof. John A. Muckstadt B.S. in Operations Research and Industrial Engineering	Ithaca, NY GPA: 4.0/4.0  GPA: 3.6/4.0

## AWARDS

2008-2009	<b>Gerald Lieberman Fellowship</b>
2007-2008	<b>Department Service Award, Management Science and Engineering</b>
2006	<b>Finalist in the Daniel H. Wagner Prize Competition</b>
2004-2005	<b>Agilent Fellowship</b>
2003	<b>Red Rose Achievement Award, Lord &amp; Taylor</b>
2000-2001	<b>Jaqua Foundation Scholarship</b>
2000-2001	<b>Aspen Technology University Program Fellowship</b>
2000	<b>Graduated Cum Laude</b>
1996-2000	<b>Dean's List (All 8 Semesters)</b>

## PUBLICATIONS

- Khawam, John; Hausman, Warren H.; and Cheng, Dinah, "Warranty Inventory Optimization for Hitachi Global Storage Technologies, Inc.", *Interfaces* 37(5) 455-471, September-October 2007.
- This paper was selected as one of five Finalists in the Daniel H. Wagner Prize Competition of INFORMS (Institute for Operations Research and the Management Sciences) in 2006.

## TEACHING EXPERIENCE

	<b>STANFORD UNIVERSITY, SCHOOL OF ENGINEERING</b>	Stanford, CA
	<b>Teaching Assistant</b>	
Spring 2008	• Supply Chain Management	
Winter 2008	• Management of New Product Development	
Fall 2007	• Interactive Management Science ( <b>Guest Lecturer</b> )	
Spring 2007	• Supply Chain Management	
Spring 2007	• Operations Management	
Winter 2007	• Management of New Product Development	
Fall 2006	• Interactive Management Science	
Spring 2006	• Introduction to Optimization ( <b>Guest Lecturer</b> )	
Winter 2006	• Inventory Control and Production Systems	

---

	<b>PRESIDIO SCHOOL OF MANAGEMENT</b>	San Francisco, CA
Fall 2007	<b>Teaching Assistant</b> <ul style="list-style-type: none"> <li>• Sustainability in Operations and Production</li> </ul>	
	<b>CORNELL UNIVERSITY, SCHOOL OF ENGINEERING</b>	Ithaca, NY
Fall 2000	<b>Teaching Assistant</b> <ul style="list-style-type: none"> <li>• Design of Manufacturing Systems</li> </ul>	
<b>PROFESSIONAL EXPERIENCE</b>		
2009-Present	<b>WHU, OTTO BEISHEIM SCHOOL OF MANAGEMENT</b> <b>Post-doc</b> <ul style="list-style-type: none"> <li>• Analyzing the use of real options to manage supply risks in closed-loop supply chains</li> </ul>	Vallendar, Germany
Summer 2008	<b>END-TO-END ANALYTICS</b> <b>Consultant</b> <ul style="list-style-type: none"> <li>• Implemented pricing optimization strategies at an automobile spare parts manufacturer</li> <li>• Performed product segmentation on competitive and captive parts using various statistical techniques</li> <li>• Managed and led interactions with the clients</li> </ul>	Palo Alto, CA
Summer 2007	<b>STANFORD UNIVERSITY</b> <b>Research Assistant</b> <ul style="list-style-type: none"> <li>• Studied supplier sourcing decision models with learning effects</li> <li>• Performed a thorough literature review covering learning curves, supplier/sourcing selection models, and supplier capabilities in India and Japan</li> <li>• Modeled and solved for optimal sourcing decision under various supply chain configurations and multiple time periods</li> </ul>	Stanford, CA
Summer 2006	<b>GAP, INC.</b> <b>Operations Strategy Intern</b> <ul style="list-style-type: none"> <li>• Formulated, coded, and documented an integral combinatorial packing problem aimed at minimizing labor costs at distribution centers by employing a neighborhood search algorithm</li> <li>• Developed and deployed a systemic method for establishing optimal initial inventory levels for fashion items based on forecasts, variability, and size profiles</li> </ul>	San Francisco, CA
Summer/Fall 2005	<b>STANFORD UNIVERSITY</b> <b>Research Assistant</b> <ul style="list-style-type: none"> <li>• Studied a warranty inventory problem faced by Hitachi Global Storage Technologies, Inc.</li> <li>• Modeled, solved, and coded an inventory control system involving warranty returns and repairs</li> <li>• Assembled and directed a research team of Master's students studying the forecasting of warranty returns</li> </ul>	Stanford, CA
2001 – 2004	<b>LORD AND TAYLOR</b> <b>Internal Consultant</b> <ul style="list-style-type: none"> <li>• Utilized Six Sigma techniques to eliminate purchase order defects and save \$500K</li> <li>• Led and coordinated cost-cutting task forces in the Distribution Center, Merchant Support Group, Advertising, and Risk Management</li> </ul>	New York, NY

---

2000 – 2001      **ASPEN TECHNOLOGY**      Ithaca, NY  
**Research Assistant**

- Developed a teaching tool using MIMI software covering supply chain topics such as optimization, scheduling, and forecasting
- Coded an interface that allows students to perform time series analysis, ABC analysis, and collaborative forecasting

Summer 1999      **EATON CO.**      Milwaukee, WI  
**Industrial Engineer (Co-op)**

- Integrated 200 products into a single Lean Manufacturing Line
- Coded a simulation to determine reorder point quantities
- Investigated and tested possible simulation software packages to be used for manufacturing and human resource purposes

Fall 1998      **ALLIED SIGNAL, INC.**      Olathe, KS  
**Lean Manufacturing Engineer (Co-op)**

- Implemented Lean Manufacturing principles on a production line
- Conducted a feasibility study for a 14,600 square foot relocation of Business & General Aviation production lines to a new facility

**WORKING PAPERS**

**Warranty Inventory Optimization with Advance Supply Information**  
(with Warren H. Hausman)  
**Factory Selection with Learning Curves**  
(with Hau L. Lee and Warren H. Hausman)

**WORK IN PROGRESS**

**Motes and Smart Dust in Warranty Inventory Planning**  
**Endogenous Timing of Purchasing and Price Markdowns for Fashion Goods**

**LEADERSHIP & SERVICE**

2009      **Panel Discussion Co-chair, INFORMS Conference, “What I Wish I Had Known: PhD Years and Beyond”**

2007-Present      **Referee, Management Science, Operations Research, Naval Research Logistics, Manufacturing and Service Operations Management**

2006-2009      **Co-President & Treasurer, Stanford Institute for Operations Research and the Management Sciences (INFORMS) Student Chapter**      Stanford, CA

- Led and governed a 200 member graduate student organization
- Planned, organized, and managed various professional and social events such as seminars, panel discussions, barbecues, and student/faculty mixers and dinners
- Developed, managed, and secured funding for annual budget

2000-2001      **Co-President, Cornell OR&IE Master’s Class**      Ithaca, NY

**ADDITIONAL INFORMATION**

- Proficient in C, Java, MS Access, Minitab, Matlab, Visual Basic, AMPL, JMP, Mathematica
- Fluent in Arabic (Spoken), Knowledge of German
- Interests: Traveling, cooking, skiing, photography, running, hiking

---

## REFERENCES

**Prof. Warren H. Hausman**

Department of Management Science & Engineering  
Stanford University, Stanford CA 94305  
(650) 723-9279  
hausman@stanford.edu

**Prof. Hau L. Lee**

Graduate School of Business  
Stanford University, Stanford CA 94305  
(650) 723-0514  
lee\_hau@gsb.stanford.edu

**Prof. Özalp Özer**

The School of Management  
The University of Texas at Dallas, Richardson, TX 75080  
(972) 883-6815  
oozer@utdallas.edu

**Prof. John A. Muckstadt**

School of Operations Research and Information Engineering  
Cornell University, Ithaca, NY 14853  
(607) 255-9123  
jam61@cornell.edu