

**Carrie Queenan**  
*Curriculum Vitae*

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<b>Positions</b>	Assistant Professor, Management Science Moore School of Business University of South Carolina	July 2012 - Present
	Assistant Professor, Operations Management Mendoza College of Business University of Notre Dame	Aug 2007 – June 2012
<b>Education</b>	<i>Ph.D., Operations Management</i> Georgia Institute of Technology (Georgia Tech) Atlanta, Georgia	Aug 2007
	<i>M.S. Management (MBA)</i> Georgia Institute of Technology (Georgia Tech) Atlanta, Georgia	June 1999
	<i>B.S. Chemical Engineering</i> Virginia Polytechnic Institute & State University (Virginia Tech) Blacksburg, Virginia	Dec 1994
<b>Refereed Publications</b>	Queenan, C., T. Kull, S. Devaraj. “Culture-Technology Interactions in Healthcare Improvements”. Forthcoming at <i>Decision Sciences Journal</i> .	
	Queenan, C., C. Angst, S. Devaraj. 2011. Doctors’ orders—If they’re electronic, do they improve patient satisfaction? A complements/substitutes perspective. <i>Journal of Operations Management</i> , 29 (7-8) 639-649.	
	Angst, C., S. Devaraj, C. Queenan, B. Greenwood. 2011. Performance Effects Related to the Sequence of Integration of Healthcare Technologies. <i>Production and Operations Management</i> , 20 (3) 319-333. - <i>This paper received the 2013 POMS College of Service Operations Most Influential Paper Award.</i>	
	Queenan, C., M. Ferguson, J. Stratman. 2011. Revenue Management Performance Drivers: An Empirical Assessment within the Hotel Industry. <i>Journal of Revenue Management and Pricing</i> , 10 (2) 172-188.	

Ferguson, M. and C. Queenan. 2009. Starting with Good Inputs: Unconstraining Demand Data in Revenue Management. *INFORMS Transactions on Education*, 9 (3) 180-187.

Metters, R., C. Queenan, M. Ferguson, L. Harrison, J. Higbie, S. Ward, B. Barfield, T. Farley, A. Kuyumcu and A. Duggasani. 2008. Harrah's Cherokee: the killer application of Revenue Management. *Interfaces*. 38 (3) 161-175.

Queenan, C., M. Ferguson, J. Higbie, and R. Kapoor. 2007. A Comparison of Unconstraining Methods to Improve Revenue Management Systems. *Production and Operations Management (POMS)*. 16 (6) 729-746.

**Papers under review**

Queenan, C., K. Cameron, N. Joglekar, A. Snell, J. Smalley. "Patient Activation: Patient Activation: Prediction of Behavioral Outcomes during a Controlled Telemonitoring Intervention". Under first round review at *Production and Operations Management*.

Tiwari, V., C. Queenan, P. St. Jacques. "Impact of waiting and provider behavior on surgical outpatients' perception of care". Under first round review at *Health Services Research*.

**Work in process**

Rosenzweig, E., C. Queenan, K. Kelley. Service Excellence in US Hotels: A Longitudinal Analysis.

Recalls in consumer products. With Adams Steven and Yan Dong.

Tiwari, V., C. Queenan, P. St. Jacques. "Impact of waiting and provider behavior on surgical outpatients' perception of care".

**Presentations**

"System Neglect: Is the Prediction of Patient Activation Prone to Biases?", Patient Centric HealthCare Management in the Age of Analytics conference (conference presentation by invitation only) at Indiana University, October 2015. This paper is joint work with Kellas Cameron, Nitin Joglekar, Alan Snell and Julia Smalley.

"Patient, Heal Thyself! ", INFORMS Healthcare 2015, July 2015, Nashville, TN, with Kellas Cameron, Nitin Joglekar, Alan Snell and Julia Smalley (invited session)

"Patient, Heal Thyself! A Technology Enable Intervention to Promote Patient Activation", Northwestern University's Health Systems Optimization Workshop, September 2014, Chicago, IL, with Alan Snell (invited session)

“Culture-Technology Interactions in Healthcare Improvements”, DSI Conference, November 2013, Baltimore, MD, with Tom Kull and Sarv Devaraj (invited session)

“National Culture and the Service Profit Chain: A Longitudinal Study in the Hotel Industry”, POMS Conference, May 2013, Denver, CO, with Eve Rosenzweig and Ken Kelly (invited session)

“Do Two Rights Make a Wrong? The Clash of Culture and CPOE”, DSI Conference, November 2012, San Francisco, CA, with Tom Kull and Sarv Devaraj

“And the (Heart) Beat Goes On: Tracing the mechanisms through which telemonitoring improves healthcare costs in heart failure patients,” DSI Conference, November 2011, Boston, MA. (invited session)

“Telemonitoring to improve patient care.” POMS Conference, April 2011, Reno, NV

“Baby on Board: A Field Experiment to Improve Cost and Quality of Pregnancy Care.” DSI Conference, November 2010, San Diego, CA

“Does CPOE lead to better performance?” INFORMS Conference, October 2009, San Diego, CA, with S. Devaraj and C. Angst.

“Sociotechnical Systems Theory: A Review and Application,” POMS Conference, May 2009, Orlando, FL, with T. Kull and R. Narasimhan.

“Does order matter? A sequence analysis of IT adoption within hospitals,” INFORMS Conference, October 2008, Washington, DC, with C. Angst and S. Devaraj.

“Does order matter? A sequence analysis of IT adoption within hospitals,” POMS Conference, May 2008, La Jolla, CA, with C. Angst and S. Devaraj.

“Unconstraining Demand Data in Revenue Management: a tutorial”, Revenue Management and Price Optimization Conference, October 2007, Atlanta, GA, with M. Ferguson.

“Revenue Management Performance Drivers,” DSI Conference , November 2006, San Antonio, TX, with M. Ferguson and J. Stratman

“Revenue Management Performance Drivers,” INFORMS Conference , November 2006, Pittsburgh, PA, with M. Ferguson and J. Stratman

“Revenue Management Performance Drivers,” INFORMS Revenue Management and Pricing Section Conference , June 2006, NY, NY, with M. Ferguson and J. Stratman

“Levers driving effective revenue management systems,” DSI Conference, Nov 2005, San Francisco, CA, with M. Ferguson and S. Ghosh

“Levers driving effective revenue management systems,” POMS Conference, May 2005, Chicago, with M. Ferguson and S. Ghosh

“A Comparison of Unconstraining Methods to Improve Revenue Management Systems,” POMS World Conference, May 2004, Cancun, Mexico, with M. Ferguson, J. Higbie, and R. Kapoor

**Teaching  
Experience**

*Darla Moore School of Business*, University of South Carolina  
MGSC 395: Intro to Operations Management – Fa12, Sp13, Sp14, Fa15  
MGSC 791: PMBA Intro to Operations Management (course taught using Telepresence to students across South Carolina)- Fa14, Fa15, Fa16

*Mendoza College of Business*, University of Notre Dame  
BAMG 30700: Intro to Process Analytics (Junior level core course) – Sp08, Fa08, Sp09, Fa09, Sp10, Sp 11  
MGT 70760: Demand Management and Pricing Optimization (MBA elective) – Sp 11

*College of Management*, Georgia Tech  
MGT 2251: Management Science (Sophomore level core course) – Fa04, Fa05, Fa06

**Service –  
Operations  
Management  
Community**

Associate Editor, Healthcare Operations Department, *JOM*, 2015 - present  
Editorial Review Board Member, *JOM*, 2010 – 2015  
Editorial Review Board Member, *POMS*, 2015 - present  
Ad-hoc reviewer for *IJPE*, *MSOM*, *DSJ*  
*INFORMS* Healthcare Operations Conference 2015, *POMS* track co-chair  
Reviewer for best paper award, *POMS*’ College of Healthcare Operations Management, 2015, *POMS*’ College of Supply Chain Management, 2014-2015, *INFORMS HAS*, 2015  
College of Healthcare Operations Management (CHOM), *POMS*, secretary, June 2010 – June 2012  
*POMS* 2010, 2011, 2012 conference co-track chair healthcare in operations  
*INFORMS* 2009 conference – session chair for invited sessions in RM and Service Ops  
Newsletter Editor, *INFORMS* Revenue Management and Pricing Section, 2008 - 2010

**Service –** Senator, Faculty Senate, 2014 - present  
**University of** Management Science Department Speaker Series Organizer, 2013- present  
**South** Management Science Hiring committee, 2012 – 2013  
**Carolina** EIMBA/GMBA College Committee, 2012- 2014

**Service –** Faculty Advisor for Undergraduate Women in Business Club, May 2011 –  
**University of** May 2012  
**Notre Dame** Management Department Seminar Series Organizer, May 2010- May 2012  
Faculty Advisor for Management Club, Notre Dame, 2008 - 2011

**Industry** Six years of operations experience : Siemens Energy and Automation, Shell  
**Experience** Chemical, World Wide Testing

**Honors** 2015 POMS Journal Outstanding Reviewer  
Journal of Operations Management Reviewer Service Award for 2010-2014  
2014 Socio Economic Planning Sciences Journal Certificate of Reviewing  
Excellence  
2013 POMS College of Service Operations Most Influential Paper Award  
2013 Decision Sciences Journal Outstanding Reviewer  
2006 Georgia Tech College of Management Excellence in Undergraduate  
Teaching Award  
2006 Nominee for Georgia Tech university wide CETL/BP teaching award  
2002-2006 President’s Fellowship, Georgia Tech  
2002-2007 Georgia Tech College of Management Research Assistantship

**Professional** INFORMS, POMS, DSI, MSOM  
**Affiliations**