
Curriculum Vitae

Necati Ertekin

University of Minnesota
Carlson School of Management, Supply Chain and Operations
(612) 624-4093
nertekin@umn.edu

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 Associate Professor of Supply Chain and Operations	2024 - Present
University of Minnesota, Twin Cities, Minneapolis, Minnesota Assistant Professor of Supply Chain and Operations	2019 - 2024
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
--	----------------

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. (2024). *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

Material Reuse Forum: Unpacking Reverse Logistics

Northeast Recycling Council, Seattle, Washington

December 5, 2024

VR-Aided Transparency in Zero Waste Management

Carlson School Board of Advisors Meeting, Minneapolis, Minnesota

October 17, 2024

Greece's Prime Minister Kyriakos Mitsotakis, Tilos, Greece

April 8, 2024

Strategic Visual Merchandising of New and Open-Box Products: Evidence from Experiment and Retail Data

Best Buy, Minneapolis, Minnesota

February 1, 2024

INSEAD, Fontainebleau, France

February 22, 2022

Bilkent University, Ankara, Turkey

October 15, 2021

ECR Retail Loss Group, Brussels, Belgium

September 14, 2021

Online-Exclusive or Hybrid? Channel Merchandising Strategies for Ship-to-Store Implementation

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

How Does a Return Period Policy Change Affect Multichannel Retailer Profitability?

University of Illinois at Urbana-Champaign, Champaign, Illinois

December 11, 2018

University of Minnesota, Minneapolis, Minnesota

December 18, 2018

Assessing Impacts of Store and Salesperson Dimensions of Retail Service Quality on Consumer Returns

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

Going Local: Authenticity of Retailers' Buy-from-Local-Suppliers Programs

Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts

June, 18, 2024

Rethinking the Eye-Level Effect: A Field Experiment in Convenience Stores

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

The Implications of Retail Trade-ins on Sales, Returns, and Profitability

Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts

June, 29, 2022

Strategic Visual Merchandising of New and Open-Box Products: Evidence from Experiment and Retail Data

CSOM Summer Applied ECON Workshop, Minneapolis, Minnesota

July, 1, 2021

Consortium for Operations Excellence in Retailing (COER), Boston, Massachusetts

June, 22, 2021

Online-Exclusive or Hybrid? Channel Merchandising Strategies for Ship-to-Store Implementation

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

Using Store Labor to Mitigate Perceived Quality Related Consumer Returns

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](#)
- Stacked Discounts Hurt Profitability* March 1, 2019
Harvard Business Review, March-April 2019, Vol. 97 Issue 2 (pages 26-28), URL: [HBR](#)
- The Secrets of Managing In-Store Product Exchanges* July 1, 2018
Reverse Logistics Magazine, Edition 93 (page 36) URL: [Edition93.pdf](#)
- Sick of Losing Money on Product Returns? Here's How to PROFIT from Them Instead!* 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 |
|---|------|

Collaborative Curriculum Development Efforts

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

Ph.D. Student Advising

- | | |
|---|----------------|
| Co-advisor for Yuanyuan Ding (expected to graduate in 2024) | 2020 - Present |
|---|----------------|

Supply Chain and Operations Department, University of Minnesota

Dissertation Committee member for Yi Tang (expected to graduate in 2023) 2022 - Present
Supply Chain and Operations Department, University of Minnesota

Service

Service to the Discipline

Editorial Board Member, Journal of Operations Management 2021 - Present

Ad Hoc Area Editor 2016 - Present
Journal of Operations Management

Reviewer/Ad Hoc Reviewer 2016 - Present
Management Science
Manufacturing & Service Operations Management
Production and Operations Management
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, 2024

Panel sessions
Panelist – Practice for Effective Online Teaching – POMS Annual Conference 2024
Panelist – POMS Doctoral Consortium, “The Job Market Experience – The Hired Perspective” 2021

Service to the University/College/Department – University of Minnesota

Faculty Director – Annual Local/National Undergraduate Supply Chain Case Competitions, 2023, 2024
Committee member - Search Committee for University of Minnesota Vice President, University Services 2022
Faculty coordinator for the Supply Chain & Operations Club 2023, 2024
Committee member – Ph.D. student admission committee 2021, 2022, 2023, 2024
Committee member – Tenure-track faculty hiring committee 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

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)