

Matthew C. Walsman

Assistant Professor, Rutgers Business School, Supply Chain Management
Rutgers, The State University of New Jersey

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ACADEMIC APPOINTMENTS

RUTGERS UNIVERSITY, Rutgers Business School

2016- Assistant Professor, Supply Chain Management

BOSTON UNIVERSITY, Questrom School of Business

2023 Visiting Assistant Professor, Operations and Technology Management

EDUCATION

2016 PhD, Cornell University, Cornell SC Johnson College of Business
Dissertation: *Essays on Decision Making in Service Operations Management*.
Committee: Rohit Verma (Chair), Andrew Davis, Chris Anderson

2012 MBA, Brigham Young University, Marriott School of Management.

2006 BS, Brigham Young University, Fulton School of Engineering.

RESEARCH INTERESTS

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

PUBLICATIONS

Refereed Journal Publications

- Walsman, Matthew C. (2022). "Operational Adaptation and Innovation during COVID-19: Lessons Learned from Consulting and a Roadmap for the Future". *Service Science* 14(2): 195-212.
 - Impact Factor: 1.9, 5-year; 2.3, G.S. Citations: 6, <https://doi.org/10.1287/serv.2022.0301>
- Kong, Lu, Kejia Hu, and Matthew C. Walsman (2021). "Caring for an Aging Population in a Post-Pandemic World: Emerging Trends in the U.S. Older Adult Care Industry". *Service Science* 13(4): 258-274.
 - Impact Factor: 1.9, 5-year; 2.3, G.S. Citations: 8, <https://doi.org/10.1287/serv.2021.0280>
- Kabadayi, Sertan, Kejia Hu, Yuna Lee, Lydia Hanks, Matthew C. Walsman and David Dobrzykowski (2020). "Fostering Older Adult Care Experiences to Maximize Well-Being Outcomes: A Conceptual Framework". *Journal of Service Management*, 31(5): 953-977.
 - Impact Factor: 7.8, 5-year: 10.1, G.S. Citations: 24, <https://doi.org/10.1108/JOSM-11-2019-0346>
- Walsman, Matthew C. and Michael J. Dixon (2020). "Fee-Based Loyalty Programs: An Empirical Investigation of Benefit Redemption Behavior and Its Effects on Loyalty". *Service Science*, 12(2-3): 100-118.
 - Impact Factor: 1.9, 5-year; 2.3, G.S. Citations: 4, <https://doi.org/10.1287/serv.2020.0260>
- Brandon-Jones, Alistair, Michael J. Lewis, Rohit Verma and Matthew C. Walsman (2016). "Examining the Characteristics and Managerial Challenges of Professional Services: An Empirical Study of Management Consultancy in the Travel, Tourism, and Hospitality Sector". *Journal of Operations Management*, 42: 9-24.
 - Impact Factor: 7.8, 5-year: 11.0, G.S. Citations: 99, <https://doi.org/10.1016/j.jom.2016.03.007>
 - 2nd Place: Best Student Paper Competition, INFORMS Service Science Division, 2014.

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- c. Finalist: Best Student Paper Competition, Academy of Management, OM Division, 2015.
 - d. Nominated: Best Paper, Decision Sciences Institute 2015.
 - e. Best Paper Proceedings, Decision Sciences Institute, 2015.
 - f. Best Paper Proceedings, Academy of Management, 2015.
6. Dixon, Michael J. and Matthew C. Walsman (2014). "Using Behavioral Research to Design Better Customer Experiences". *Cornell Hospitality Quarterly*, 55(3): 221-227.
- a. Impact Factor: 3.4, 5-year: 3.7, G.S. Citations: 11, <https://doi.org/10.1177/1938965514538703>

Manuscripts Under Review

7. Walsman, Matthew C. (w/ David Dobrzykowski, Michael Lewis, and Julie Robison). "There's no Place like Home: An Investigation into Homecare Operations". (*Under Review at MSOM*).
8. Walsman, Matthew C., (w/ Rohit Verma), "When do Advisers Give Bad Advice? Experimental Evidence of Decision Makers Influencing their Advisors to Give Bad Advice". (*Under Review at POM*).
9. 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". (*Under Review at MSOM*).
- a. Finalist: Best Student Paper Competition, INFORMS Service Science Division, 2015.

Working Papers

10. Walsman, Matthew C. (w/ David Dobrzykowski, Michael Lewis, and Julie Robison). "Lonely, I'm so Lonely: Improving Loneliness in Older Adults with Homecare". (*Preparing Manuscript for Submission at Human Relations, an FT50 Journal*)
11. Walsman, Matthew C., (w/ Mark Rodgers and Kevin Lyons), "Assessing the Economic and Environmental Impacts of Contaminated Single-Stream Recycling – A Case Study of Rutgers University" (*Preparing Manuscript for Submission at Waste Management*).
12. Walsman, Matthew C., (w/ Scott E. Sampson), "Allocating Constrained Service Capacity through a Multi-round Vickrey Auction". (*Preparing Manuscript, Journal TBD*)

Industry White Papers

1. Verma, Rohit and Matthew C. Walsman (2018), "Hoteliers are Investing in Sustainability: Where does it go from Here?" *Hotel Yearbook 2018 – Sustainable Hospitality*, pp 26-27.
2. Walsman, Matthew C., Rohit Verma and Suresh Muthulingam (2014). "The Impact of LEED Certification on Hotel Performance." *Cornell Hospitality Report*, 14(15): 1-16.
- a. GS Citations: 32, Cornell eCommons Views: 634.
3. Walsman, Matthew C, Rohit Verma, Michael Dixon and Rob Rush (2014). "It's More than Just a Game: The Effects of Core and Supplementary Services on Customer Loyalty." *Cornell Hospitality Report*, 14(23): 1-15.
- a. Google Scholar Citations: 7, Cornell eCommons Views: 1031.

Book Chapter

1. Howe, David C, Matthew C. Walsman, and Carol Frogley Ellertson, (2014). "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.
- a. Google Scholar Citations: 7

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AWARDS, HONORS AND CERTIFICATIONS

Research Grants

2024	2023 Recycling Enhancement Act Grant, NJDEP, \$209,754, PI, (<i>Awaiting Award Notification</i>)
2021	2020 Recycling Enhancement Act Grant, NJDEP, \$206,346, Co-PI
2021	NJEDA Phase 2: Equity Investment Disparity Study, \$78,635. Co-PI
2018	Centers for Disease Control and Prevention (via NJ Dept of Health) \$141,947. Research Team.
2016	Cornell Institute for Healthy Futures, Cornell University \$4200.
2016	Center for Hospitality Research, Cornell University, \$3000.
2014	Center for Hospitality Research, Cornell University, \$5000.
2013	Center for Hospitality Research, Cornell University, \$5000.

Research & Teaching Awards

2021	SCM Teaching Innovation Award
2019	Dean's Young Research Fellow
2017	Finalist: Elwood S. Buffa Best Dissertation Award, Decision Sciences Institute.
2017	Finalist: Industry Studies Association, Best Dissertation Award.
2015	Finalists: Best Student Paper Competition, INFORMS Service Science Section.
2015	Nominated: Best Paper, Decision Sciences Institute.
2015	Finalist: Best Student Paper Competition, Academy of Management.
2014	2 nd Place: Best Student Paper Competition, INFORMS Service Science Section.

Best Paper Proceedings

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

Professional and Personal Certification

2008	Leadership in Energy and Environmental Design Accredited Professional (LEED AP), USGBC.
1999	Eagle Scout.

INVITED PRESENTATIONS

BYU Marriott School of Business, Brigham Young University, 2024
Questrom School of Business, Boston University, 2023
Huntsman School of Business, Utah State University, 2019
School of Management, University of Bath, 2019
Thought Leadership Forum, Cornell University, 2019
BYU Marriott School of Business, Brigham Young University, 2019
Service Operations Thought Leadership Forum, Peter B. Gustavson School of Business, 2017
Workshop on Sustainable Operations, Darden School of Business, 2017
Workshop on Empirical Methods, The Wharton School, October 2016
Peter B. Gustavson School of Business, University of Victoria, 2016
Darla Moore School of Business, University of South Carolina, 2016
Mays Business School, Texas A&M University, 2015
Rutgers Business School, Rutgers University, 2015

CONFERENCE PRESENTATIONS

"Examining the Characteristics and Managerial Challenges of Management Consultancy".
DSI 2014-2015, POMS 2014-2015, AOM Best Student Paper Finalist 2015. 2nd Place INFORMS Service Science Student Paper Competition 2014.

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“Impact of LEED Certification in Services: An Empirical Investigation of the US Hotel Industry”.
DSI 2013-2014, POMS 2013, POMS 2015, INFORMS Service Science Student Paper Competition 2015,
INFORMS 2016.

“Allocating Constrained Service Capacity through a Multi-round Vickrey Auction”.
DSI 2023, POMS 2024

“Membership-Based Loyalty Programs in Services: Operational and Marketing Implications”.
POMS 2013, DSI 2012, 2017.

“When do Advisers Give Bad Advice”.
INFORMS 2015, 2017, DSI 2016, POMS 2017, Cornell Symposium on Hospitality, Health, and Design
2016, QUIS 2017, Behavioral OM Conf. 2018

“There’s No Place Like Home”.
DSI 2017-18, POMS 2017-2018, 2024.

“The Impact of Environmental Certification on Customer Behavior”
INFORMS 2017

“The Future of Empirical and Conceptual Research in Service Operations”
POMS 2018

TEACHING EXPERIENCE

Rutgers Business School

Service Management (Undergraduate Elective). *Teaching 4.9/5, Course 4.9/5*

Project Management (Undergraduate Core). *Teaching 4.6/5, Course 4.6/5*

Supply Chain Environmental Management (Undergraduate Elective). *Teaching 4.6/5, Course 4.5/5*

Rutgers Business School, Executive MBA

Statistical Analysis: Prelude to Data Analytics (eMBA Core). *Fall 2024*

Data Driven Analysis for Decision Making (eMBA Core). *Spring 2025*

Rutgers Business School, Executive Education

Mini-MBA, Digital Supply Chain, Green Value Chain

Questrom School of Business, Boston University

Operations Management, Cross Functional Core (Undergraduate Core)

WORK EXPERIENCE

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

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

SERVICE

Academic Service

Vice President of Outreach and Activities, POMS College of Service Operations. (2023 – current).

Co-Editor-Communications, Service Science Section of INFORMS. (2023 – current).

Member Services Committee, Decision Sciences Institute (2023 – current).

Editorial Review Board, Decision Sciences Journal. (2021 – current).

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Personal Service

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

Police Athletic League, Berkeley Heights NJ, 2016-2019, *Volunteer Basketball Coach*

Police Athletic League, Berkeley Heights NJ, 2019, 2022-2024 *Volunteer Baseball Coach*

Boy Scouts of America, Troop 33, 2016-2019, *Assistant Scout Master*