

# Matthew C. Walsman

Rutgers Business School, Supply Chain Management  
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## EDUCATION

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- 2016 PhD, Cornell University, Cornell SC Johnson College of Business, School of Hotel Admin.  
Dissertation: *Essays on Decision Making in Service Operations Management*.  
Committee: Rohit Verma (Chair)  
Chris Anderson  
Andrew Davis
- 2012 MBA, Brigham Young University, Marriott School of Management.  
Emphasis in Pre-Doctoral Studies.
- 2006 BS, Brigham Young University, Fulton School of Engineering.  
Construction Management.

## ACADEMIC APPOINTMENTS

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- RUTGERS UNIVERSITY, Rutgers Business School  
2016- Assistant Professor, Supply Chain Management  
2019- Dean's Young Research Fellow

## RESEARCH INTERESTS

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

## PUBLICATIONS

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Walsman, Matthew C. (w/ Lu Kong and Kejia Hu). "Caring for an Aging Population in a Post-Pandemic World: Emerging Trends in the U.S. Older Adult Care Industry". *Accepted at Service Science*.

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.

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.

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.

Nominated: Best Paper, Decision Sciences Institute 2015.

2<sup>nd</sup> Place: Best Student Paper Competition, INFORMS Service Science Division, 2014.

Finalist: Best Student Paper Competition, Academy of Management, OM Division, 2015.

Best Paper Proceedings, Decision Sciences Institute, 2015.

Best Paper Proceedings, Academy of Management, 2015.

Dixon, Michael J. and Matthew C. Walsman (2014). "Using Behavioral Research to Design Better Customer Experiences". *Cornell Hospitality Quarterly*, 55(3): 221-227.

# Matthew C. Walsman

## PAPERS UNDER REVIEW

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Walsman, Matthew C. (w/ David Dobrzykowski, Michael Lewis, and Julie Robison). “There’s no Place like Home: An Investigation into Homecare Operations”. *Reject and Resubmit at Production and Operations Management*.

Walsman, Matthew C. “Professional Service Firm Operations and Innovations during COVID-19: Lessons Learned and a Roadmap for the Future”. *Revise and Resubmit at Service Science*.

## WORKING PAPERS

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Walsman, Matthew C. (w/ David Dobrzykowski, Michael Lewis, and Julie Robison). “Lonely, I’m so Lonely: Improving Loneliness in Older Adults with Homecare”.

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”.  
Finalist: Best Student Paper Competition, INFORMS Service Science Division, 2015.

Walsman, Matthew C., (w/ Rohit Verma), “When do Advisers Give Bad Advice? Experimental Evidence in Consulting of Clients Influencing Consultants to Make Sub-Optimal Recommendations”.

Walsman, Matthew C., (w/ Scott E. Sampson), “Allocating Constrained Service Capacity through a Multi-round Vickrey Auction”.

## OTHER PUBLICATIONS

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### Industry White Papers

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.

Walsman, Matthew C., Rohit Verma and Suresh Muthulingam (2014). “The Impact of LEED Certification on Hotel Performance.” *Cornell Hospitality Report*, 14(15): 1-16.

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.

### Book Chapter

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.

## AWARDS, HONORS AND CERTIFICATIONS

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### Research Grants

2021	2020 Recycling Enhancement Act Grant, NJDEP, \$206,346, Co-PI
2021	NJEDA Phase 2: Equity Investment Disparity Study, \$78,635. Research Team
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.

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## Research 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 Division.  
2015            Nominated: Best Paper, Decision Sciences Institute.  
2015            Finalist: Best Student Paper Competition, Academy of Management.  
2014            2<sup>nd</sup> Place: Best Student Paper Competition, INFORMS Service Science Division.

## 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

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

## CONFERENCE PRESENTATIONS

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

“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”.  
INFORMS 2014, DSI 2013, POMS 2013.

“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

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

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

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

## TEACHING EXPERIENCE

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Rutgers Business School  
Project Management (Undergraduate Core).  
Supply Chain Environmental Management (Undergraduate Elective).  
Rutgers Business School, Executive Education  
Mini-MBA, Digital Supply Chain, Green Value Chain

## WORK EXPERIENCE

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

Defended client in a heated \$6 million construction mediation and avoided litigation.  
Analyzed thousands of project docs in preparation for litigation and made recommendations to legal team.  
Researched and recommended project management software for implementation in a \$40 million firm.  
Presented in front of 500+ people at company annual meeting after only being with firm for 8 months.

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

Created a preliminary construction schedule on \$1 billion public works project with over 10,000 independent construction activities.  
Inspected & documented over 8,000 construction deficiencies on a \$1 billion flagship commercial building in the heart of midtown Manhattan and prepared recommendations for client.  
Supervised daily construction activities on a \$14 million renovation of a higher education facility.  
Prepared exhibits for use in litigation hearings.

## SERVICE

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### Academic Service

Committee, POM, Most Influential Service Operations Paper  
Editorial Review Board, Decision Sciences Journal  
Reviewer, Manufacturing and Service Operations  
Reviewer, Production and Operations Management.  
Reviewer, Journal of Operations Management.  
Reviewer, IEEE Transactions on Engineering Management.  
Reviewer, Academy of Management Conference.

### 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, *Volunteer Baseball Coach*  
Boy Scouts of America, Troop 33, 2016-2019, *Assistant Scout Master*