

# Jacob P. Chestnut

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## Academic Appointment

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- Cornell College of Business, Cornell University** – Ithaca, NY *July 2019-present*  
Assistant Professor, Service Operations Management, Nolan School of Hotel Administration  
Faculty Fellow, Cornell Institute for Healthy Futures
- Cornell College of Business, Cornell University** – Ithaca, NY *July 2018- July 2019*  
Acting Assistant Professor, Service Operations Management, School of Hotel Administration

## Education

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- University of Michigan** – Ann Arbor, Michigan *August 2019*  
Ph.D. in Technology and Operations, Stephen M. Ross School of Business  
Thesis: *Essays on Service Operations: Doing Well by Doing Good*  
Advisor: Prof. Ravi Anupindi
- Berkeley, University of California** – Berkeley, California *2009*  
Masters of Arts (ABD), Mathematics (Summa cum Laude)
- Berkeley, University of California** – Berkeley, California *2007*  
Bachelor of Arts, Mathematics (Summa cum Laude)

## Research Interests

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My research interests span the area of socially sustainable operations and my work is informed by the observation that a firm who views sustainability as an opportunity to innovate, can sometimes “do well by doing good.” In such situations, a self-interested actor maximizes her own outcomes (by improving profits, decreasing costs, or minimizing risk) while simultaneously creating some positive externality. While social sustainability is my primary focus, my interests encompass novel service contexts, such as law, where self-interested behavior yields positive externality.

## Published Work

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- [1] **Chestnut, J., Sapir, J., Swarz, E.** Enumerative properties of triangulations of spherical bundles over  $S^1$ . **European Journal of Combinatorics**, Volume 29, No. 3, 662–671.

## Completed Papers

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- [1] **Chestnut, J., Anupindi, R., Ahn, HS.** **Giving It Away to Increase Profits: Price Discrimination and the Effect of Free Goods**
- **Finalist 2017 Best Paper Competition**, College of Healthcare Operations Management of the Production and Operations Management Society (POMS).
  - *Under review **Journal of Marketing Research**.*
- [2] **Chestnut, J., Beil, D.** **Driving Win-Win Efficiencies for Outsourced Litigation and Other Complex Services**
- *Reject and Resubmit **Manufacturing & Service Operations Management**. In Preparation.*
- [3] **Chestnut, J., Anupindi, R.** **Shared Supplier Capacity as a Barrier to Socially Responsible Sourcing**
- *Reject and Resubmit **Management Service**. In Preparation.*

## Work in Progress

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- [1] Chestnut, J., Anupindi, R., Gupta S. **The Role of Free Customers in the Development of Internal Capabilities at Aravind Eye Hospital**
- [2] Chestnut, J., Adalja, A., Ozanne, M. **Operational Transparency and Consumer Perception of Value Creation in Agricultural Supply Chains**
- [3] Chestnut, J., Adalja, A., Endara, P (Student). **The Behavioral Implications of Procurement Contract Structure in Agricultural Supply Chains**
- [4] Chestnut, J., Anderson, C. **An Analysis of Process-Level Experimentation in Agricultural Value Chains to Alevite Farmer Poverty**
- [5] Chestnut, J., Beil, D. **Using Collaboration and/or Competition to Drive Sustainable Improvements When Sourcing Complex Non-Routinized Services**
- [6] Chestnut, J., Anderson, C., Zhou, W (Student). **Platform Transparency and Supplier Revenue in Agricultural Procurement Auctions**
- [7] Chestnut, J., Adalja, A., Song, W (Student). **The Impact of Specialist Versus Generalist Employee Roles on Supplier Welfare, Retail Pricing, and Firm Profit in Experiential Goods**
- [8] Chestnut, J., Anderson, C., Chae, L (Student). **The Impact of Platform Design on Bidder Behavior in Helmsman Style Auctions**
- [9] Chestnut, J. **Retail Price Signaling as a Mechanism to Avoid Unauthorized Supplier Outsourcing**
- [10] Chestnut, J., **Gender and Ethnicity Differences in Information Dissemination and their Impact on Operational Decision Making**

## Graduate Student Advising

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Lauren Chae (joint w/ Chris Anderson), Nolan PhD	2022-
Paulina Endara (joint w/ Aaron Adalja), Nolan PhD	2021-
Wuzhen Zhou (joint w/ Chris Anderson), Nolan MS	2021-2023
Wendan Song (joint w/ Aaron Adalja), Dyson MS	2021-2023

## Honors and Awards

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Nolan Faculty Teaching Award Sophomore Core	2023
Applied Economics and Policy Faculty Grant	2019
SHA Faculty Award Sophomore Core	2019
Finalist Best Paper Competition, College of Healthcare Operations Management of the Production and Operations Management Society (POMS)	2017
Leabo Award for Excellence in Teaching, Ross School of Business	2016
Research Fellow, Ross School of Business	2011-2017
Rackham Merit Fellow, University of Michigan	2011-2017
Chancellor's Mathematics PhD Fellow, University of California	2007-2009
Valedictorian, U.C. Berkeley Mathematics	2007
Departmental Citation, U.C. Berkeley Mathematics	2007

## Invited Seminars

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Indian Institute of Management Ahmedabad  
Clemson, College of Business  
Cornell University, School of Hotel Administration  
Saint Luis University, John Cook School of Business  
Southern Methodist University, Cox School of Business  
Wake Forrest University, School of Business

## Conference Presentations

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- “Shared Supplier Capacity as a Barrier to Socially Responsible Sourcing”
- POMS 2023

- POMS 2020
- INFORMS 2019
- POMS 2019, Invited Sessions BOM Track
- INFORMS 2018, BOM Track

“Giving It Away to Increase Profits: Price Discrimination and the Effect of Free Goods”

- POMS 2017, CHOM Best Student Paper
- MSOM 2016
- POMS 2016, Invited Sessions

“Using Transparency to Manage the Sourcing of Complex Non-Routinized”

- POMS 2023
- POMS 2019, Invited Sessions Econometric Models
- MSOM 2017
- MSOM 2016
- POMS 2016, Invited Sessions

## Service

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Referee

- Operations Research, Manufacturing & Service Operations Management

Session Chair

- POMS 2020, Behavioral Sustainability Track

## Teaching Experience

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### Cornell School of Hospitality Administration

Instructor, *Hospitality Quantitative Analysis* (Undergraduate core) 2018-  
 Instructor, *Business of Coffee* (Undergraduate/Master Elective) 2019-

### Stephen M. Ross School of Business, University of Michigan

Instructor, *Operations Management* (Master of Management core) 2018  
 Instructor, *Operations Management* (Undergraduate core) 2015  
 ▪ Teaching **Effectiveness Rating: 4.91/5.0** (class size: 87), the highest rating in the last five years

Guest Lecturer

- *Operations/Marketing Interface* (MBA elective) 2014-2016
- *Supply Chain Management* (MBA elective) 2014-2015

Teaching Assistant

- *Operations/Marketing Interface* (MBA elective) 2014-2016
- *Strategic Sourcing* (MBA elective) 2014-2015
- *Supply Chain Management* (MBA elective) 2014-2015

## Industry Experience

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**American Automobile Association (AAA), San Francisco, Ca** 2009-2011

### Data Scientist and Industrial Researcher

In this executive-facing position, I was responsible for the creation of next-generation pricing structures; the creation of predictive pricing, retention/elasticity, and target marketing models for insurance; and the creation of proprietary credit models. I leveraged skills in SAS (50,000+ lines of code) and SQL programming; large-scale statistical modeling in SAS STAT (GLM, logistic, non-linear regression models); large-scale operations research in SAS OR; and linear and quadratic programs; “Big data” on the order of 10TB or more.