

CURRICULUM VITAE

Rhonda Righter

Department of Industrial Engineering
and Operations Research
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RESEARCH INTERESTS

Stochastic Modeling and Optimization, with Applications to Service and Manufacturing Systems, Computer and Internet Communications, Grid Computing, and Telecommunications.

EDUCATION

Ph.D., UC Berkeley, May, 1986, Industrial Engineering and Operations Research.
Minors: Electrical Engineering (Communications) and Statistics.
Research Advisor: Sheldon Ross.

M.S., University of California, Berkeley, June, 1982, Operations Research.

B.S., Carnegie Mellon University, May, 1980, Applied Mathematics/Operations Research with a double major in Administration and Management Science.

ACADEMIC AND PROFESSIONAL EXPERIENCE

Professor, UC Berkeley (2003 - present). Courses: Service operations management, stochastic processes I and II, queueing theory, probability and risk analysis for engineers, engineering statistics, quality control, and forecasting, introduction to engineering and IEOR for freshmen.

Department Chair, IEOR, UC Berkeley (2008 - 2011).

Assistant (1987-1993), Associate (1993-1999), and Full Professor (1999-2003), Leavey School of Business, Santa Clara University. Courses: MBA and undergraduate statistics, advanced data analysis, production management, and computer-based decision models.

Visiting Researcher, INRIA (Institut National de Recherche Informatique and Automatique), Sophia-Antipolis, France, 8/94-12/94, 4/96-7/96, and 5/99-6/99.

Visiting Researcher, UC Berkeley, 8/93-12/93.

Visiting Lecturer, Electrical Engineering and Computer Science, UC Berkeley, 7/86-6/87.
Course: Signals and Systems.

Visiting Lecturer, Graduate School of Business, University of California, Davis, 1/87. Course: Simulation.

PUBLICATIONS

1. O. Akgun, R. Righter, and R. Wolff, "Multiple Server System with Flexible Arrivals," *Advances in Applied Probability*, to appear, 2011.
2. O. Akgun, R. Righter, and R. Wolff, "Understanding the Marginal Impact of Customer Flexibility," *Queueing Systems*, to appear, 2011.
3. R. Righter, "The Stochastic Sequential Assignment Problem with Arrivals," *Probability in the Engineering and Informational Sciences*, to appear, 2011.
4. O. Akgun, R. Righter, and R. Wolff, "The Power of Partial Power of Two Choices," ACM SIGMETRICS, San Jose, June, 2011 (refereed conference paper).
5. J.-H. Kim, H.-S. Ahn and R. Righter, "Managing Queues with Heterogeneous Servers," *Journal of Applied Probability*, vol. 48, pp. 435-452, 2011.
6. R. Righter, "Stochastic Comparison of Discounted Rewards," *Journal of Applied Probability*, vol. 48, pp. 293-294, 2011.
7. S. Aalto, U. Ayesta and R. Righter, "Properties of the Gittins index with application to optimal scheduling," *Probability in the Engineering and Informational Sciences*, vol. 25, pp. 269-288, 2011.
8. Y. Kim, R. Righter and R. Wolff, "Grid scheduling with NBU service times," *Operations Research Letters*, vol. 38, pp. 502-504, 2010.
9. Y. Kim, R. Righter and R. Wolff, "Job Replication on Multi-server Systems," *Advances in Applied Probability*, vol. 41, pp. 546-575, 2009.
10. S. Aalto, U. Ayesta and R. Righter "On the Gittins Index in the M/G/1 Queue," *Queueing Systems: Theory and Applications* (special Erlang Centennial issue), vol. 63, pp. 437-458, 2009.
11. R. Righter, M. Shaked and J.G. Shanthikumar, "Intrinsic Aging and Classes of Nonparametric Distributions," *Probability in the Engineering and Informational Sciences*, vol. 23, pp. 1-20, 2009.
12. J.-H. Kim, H.-S. Ahn and R. Righter, "Optimal Production Policies with Multistage Stochastic Leadtimes," *Probability in the Engineering and Informational Sciences*, vol. 23, pp. 515-543, 2009.
13. N.T. Argon, S. Ziya and R. Righter, "Scheduling Impatient Jobs in a Clearing System with Insights on Patient Triage in Mass Casualty Incidents," *Probability in the Engineering and Informational Sciences*, vol. 22, pp. 301-332, 2008.
News article:
<http://innovations.coe.berkeley.edu/vol3-issue4-may2009/engineering-better-disaster-relief.html>
14. G. Koole and R. Righter, "Resource Allocation in Grid Computing," *Journal of Scheduling*, vol. 11, pp. 163-174, 2008.
15. Righter, R. "Scheduling in highly uncertain environments." In P. Baptiste, G. Kendall, A. Munier-Kordon, and F. Sourd (Eds.), *Proceedings of the 3rd Multidisciplinary International Conference on Scheduling: Theory and Applications (MISTA)*, Paris, France (28-31 August 2007), pp. 27-32.
16. H.-S. Ahn and R. Righter, "Dynamic Load Balancing with Flexible Workers," *Advances in Applied Probability*, vol. 38, pp. 621-642, 2006.

17. H.-S. Ahn, R. Righter and J.G. Shanthikumar, "Staffing Decisions for Heterogeneous Workers with Turnover," *Mathematical Methods of Operations Research*, vol. 62, pp. 499-514, 2005.
18. G. Koole, M. Nuyens, and R. Righter "The Effect of Service Time Variability on Maximum Queue Lengths in Batch M/G/1 Queues," *Journal of Applied Probability*, vol. 42, pp. 883-891, 2005.
19. H.-S. Ahn and R. Righter, "Multi-actor Markov Decision Processes," *Journal of Applied Probability*, vol. 42, pp. 15-26, 2005
20. A. Celik, S. Nahmias and R. Righter, "Bandwidth Allocation in a Wireless Broadcast System," *International Journal of Information Technology & Decision Making*, vol. 2, pp. 629-640, 2003.
21. E. Peköz, R. Righter and C. Xia, "Characterizing Losses During Busy Periods in Finite Buffer Systems," *Journal of Applied Probability*, vol. 40, pp. 242-249, 2003.
22. R. Righter, "Optimal Maintenance and Operation of a System with Backup Components," *Probability in the Engineering and Informational Sciences*, vol. 16, pp. 339-349, 2002.
23. R. Righter, "Scheduling in Multiclass Networks with Deterministic Service Times," *Queueing Systems: Theory and Applications*, vol. 41, pp. 305-320, 2002.
24. G. Koole, Z. Liu and R. Righter, "Optimal Transmission Policies for Noisy Channels," *Operations Research*, vol. 49, pp. 892-899, 2001.
25. Z. Liu and R. Righter, "The Impact of Cell Dropping Policies in ATM Nodes," *Operations Research*, vol. 41, pp. 66-78, 2001.
26. R. Righter and J. G. Shanthikumar, "Optimal Ordering of Operations in a Manufacturing Chain," *Operations Research Letters*, vol. 29, pp. 115-122, 2001.
27. G. Koole and R. Righter, "A Stochastic Batching and Scheduling Problem," *Probability in the Engineering and Informational Sciences*, vol. 15, pp. 465-479, 2001.
28. Z. Liu and R. Righter, "Optimal Parallel Processing of Random Task Graphs," *Journal of Scheduling*, vol. 4, pp. 139-156, 2001.
29. R. Righter, "Expulsion and Scheduling Control for Multiclass Queues with Heterogeneous Servers," *Queueing Systems: Theory and Applications*, vol. 34, pp. 289-300, 2000.
30. E. Altman, Z. Liu and R. Righter, "Scheduling of an Input-Queued Switch to Achieve Maximal Throughput," *Probability in the Engineering and Informational Sciences*, vol. 14, pp. 327-334, 2000.
31. R. Righter, "A Note on Losses in M/GI/1/n Queues," *Journal of Applied Probability*, vol. 36, pp. 1240-1243, 1999.
32. R. Righter, "A Brokered Market with Heterogeneous Suppliers and Consumers," *Journal of Applied Probability*, vol. 36, pp. 512-522, 1999.
33. Z. Liu and R. Righter, "Scheduling Multiclass Input-Queued Switches," *Journal of Scheduling*, vol. 2, pp. 99-114, 1999.
34. Z. Liu and R. Righter, "Optimal Load Balancing on Distributed Homogeneous Unreliable Processors," *Operations Research*, vol. 46, pp. 563-573, 1998.
35. R. Righter and J. G. Shanthikumar, "Multi-Class Production Systems with Setup Times," *Operations Research*, vol. 46, pp. S146-S154, 1998.

36. R. Righter and J. G. Shanthikumar, "Independently Expiring Multiarmed Bandits," *Probability in the Engineering and Informational Sciences*, vol. 12, pp. 453-468, 1998.
37. G. Koole and R. Righter, "Optimal Control of Tandem Reentrant Queues," *Queueing Systems, Theory and Applications*, vol. 28, pp. 337-347, 1998.
38. R. Righter, "Optimal Computer Disk Access," *Probability in the Engineering and Informational Sciences*, vol. 12, pp. 211-220, 1998.
39. R. Righter, "Stochastic Scheduling for a Two-Machine Open Shop," *Journal of Applied Probability*, vol. 34, pp. 733-744, 1997.
40. R. Righter, "Generalized Johnson's Rule for Stochastic Assembly Systems," *Naval Research Logistics*, vol. 44, pp. 211-220, 1997.
41. Z. Liu and R. Righter, "Optimal Scheduling on Parallel Processors with Precedence Constraints and General Costs," *Probability in the Engineering and Informational Sciences*, vol. 11, pp. 79-93, 1997.
42. R. Righter, "Optimal Policies for Scheduling Repairs and Allocating Heterogeneous Servers," *Journal of Applied Probability*, vol. 33, pp. 536-547, 1996.
43. R. Righter, "Optimal Scheduling of Multiclass Stochastic Systems," *Probability in the Engineering and Informational Sciences*, vol. 10, pp. 229-241, 1996.
44. D. Cheng and R. Righter, "On the Order of Tandem Queues," *Queueing Systems, Theory and Applications*, vol. 21, pp. 143-160, 1995.
45. C.-S. Chang and R. Righter, "The Optimality of LEPT in Parallel Machine Scheduling," *Journal of Applied Probability*, vol. 31, pp. 788-796, 1994.
46. C.-S. Chang, A. Hordijk, R. Righter and G. Weiss, "The Stochastic Optimality of SEPT in Parallel Machine Scheduling," *Probability in the Engineering and Informational Sciences*, vol. 8, pp. 179-188, 1994.
47. R. Righter and J. G. Shanthikumar, "Bounds for Stopping Times with Application to the Approximation of Distribution Functions," *Probability in the Engineering and Informational Sciences*, vol. 8, pp. 21-32, 1994.
48. R. Righter, "Scheduling." Chapter in *Stochastic Orders*, ed. by M. Shaked and J. G. Shanthikumar. New York: Academic Press, pp. 381-432, 1994.
49. R. Righter and J. G. Shanthikumar, "Extremal Properties of the FIFO Discipline in Queueing Networks," *Journal of Applied Probability*, vol. 29, pp. 967-978, 1992.
50. S. Xu, R. Righter and J. G. Shanthikumar, "Optimal Dynamic Assignment of Customers to Heterogeneous Servers in Parallel," *Operations Research*, vol. 40, pp. 1126-1138, 1992.
51. R. Righter, "Loading and Sequencing on Parallel Machines," *Probability in the Engineering and Informational Sciences*, vol. 6, pp. 193-199, 1992.
52. R. Righter and J. G. Shanthikumar, "Extension of the Bivariate Characterization for Stochastic Orders," *Advances in Applied Probability*, vol. 24, pp. 506-508, 1992.
53. R. Righter and S. Xu, "Scheduling Jobs on Nonidentical IFR Processors to Minimize General Cost Functions," *Advances in Applied Probability*, vol. 23, pp. 909-924, 1991.
54. R. Righter and S. Xu, "Scheduling Jobs on Heterogeneous Processors," *Annals of Operations Research*, vol. 29, pp. 587-602, 1991.

55. R. Righter and J. C. Walrand, "Distributed Simulation of Discrete-Event Systems," *IEEE Proceedings*, vol. 77, pp. 99-113, 1989. Invited paper. Reprinted in *Discrete Event Dynamic Systems*, edited by Y.C. Ho. Piscataway, NJ: IEEE Press, pp. 220-234, 1991.
56. R. Righter, "Multiprocessor Scheduling and the Sequential Assignment Problem," *Contemporary Mathematics*, vol. 125, pp. 105-115, 1991.
57. R. Righter, "Stochastically Maximizing the Number of Successes in a Sequential Assignment Problem," *Journal of Applied Probability*, vol. 27, pp. 351-364, 1990.
58. R. Righter, J. G. Shanthikumar and G. Yamazaki, "On Extremal Service Disciplines in Single Stage Queueing Systems," *Journal of Applied Probability*, vol. 27, pp. 409-416, 1990.
59. R. Righter, "A Resource Allocation Problem in a Random Environment," *Operations Research*, vol. 37, pp. 329-338, 1989.
60. R. Righter and J. G. Shanthikumar, "Scheduling Multiclass Single Server Queueing Systems to Stochastically Maximize the Number of Successful Departures," *Probability in the Engineering and the Informational Sciences*, vol. 3, pp. 323-333, 1989.
61. R. Righter, "Job Scheduling to Minimize Weighted Flowtime on Uniform Processors," *Systems and Control Letters*, vol. 10, pp. 211-216, 1988.
62. R. Righter, "The Stochastic Sequential Assignment Problem with Random Deadlines," *Probability in the Engineering and the Informational Sciences*, vol. 1, pp. 189-202, 1987.
63. R. Righter, "Training for Teaching Assistants," *Engineering Education*, vol. 78, pp. 135-136, 1987.

BOOK REVIEWS

J. Blażewicz, K. H. Ecker, E. Pesch, G. Schmidt, J. Weglarz . *Scheduling Computer and Manufacturing* (Second Edition). Springer, 2002. In *Journal of Scheduling*, vol. 5, pp. 96-97, 2002.

PhD ADVISEES

Yusik Kim, "Resource Management for Large Scale Unreliable Distributed Systems," Department of Industrial Engineering and Operations Research, UC Berkeley, 2009. Now at INRIA, Bordeaux. Finalist for the 2010 Doctoral Dissertation Award for Operations Research in Telecommunications.

Jung-hyun Kim, "Individual Optimality and its Application in the Control of Queueing Systems," Department of Industrial Engineering and Operations Research, UC Berkeley, 2008. Now at KT, Korea.

PhD DISSERTATION COMMITTEES

Heti Afimeimounga, “User Optimal Policies for a Stochastic Transportation Network,” Department of Statistics, University of Auckland, New Zealand, 2011.

Tasos Nikoleris, “Stochastic Queueing Models for Transportation Systems with Scheduled Arrivals,” Department of Civil and Environmental Engineering, UC Berkeley, 2011.

Amy Kim, “Collaborative Resource Allocation Strategies for Air Traffic Flow Management,” Department of Civil and Environmental Engineering, UC Berkeley, 2011.

William Haskell, “Aspects of Optimization with Increasing Concave Stochastic Order Constraints,” Department of Industrial Engineering and Operations Research, UC Berkeley, 2011.

Yongheon Lee, “An Equilibrium Pricing Model for Weather Derivatives,” Department of Industrial Engineering and Operations Research, UC Berkeley, 2008.

Onur Filiz, “Graphical Models for Correlated Defaults,” Department of Industrial Engineering and Operations Research, UC Berkeley, 2008.

Helena Ribeiro, “Customer loss probabilities and other performance measures of regular and oscillating queueing systems” Department of Mathematics, Technical University of Lisbon, Portugal, 2007.

Cheng Ee, “Policies in Routing,” Department of Electrical Engineering and Computer Science, UC Berkeley, 2007.

Bhaskara Marthi, “Concurrent Hierarchical Reinforcement Learning,” Department of Electrical Engineering and Computer Science, UC Berkeley, 2006.

Ger Koole, “Stochastic Scheduling and Dynamic Programming,” Department of Mathematics and Computer Science, Leiden University, the Netherlands, 1992.

PLENARY TALK

“Scheduling in Highly Uncertain Environments,” MISTA (Multidisciplinary International Scheduling: Theory and Applications) Conference, Paris, August, 2007.

CONFERENCE PAPERS AND TALKS

“Slow Server Problem with Usage Costs,” with O. Akgun and D. Down, INFORMS Applied Probability Society Meeting, Stockholm, Sweden, July, 2011.

“The Power of Partial Power of Two Choices,” with O. Akgun and R.W. Wolff, MAMA Workshop, ACM SIGMETRICS, San Jose, June, 2011 (refereed conference).

“The Impact of Customer Flexibility in Service Systems,” with O. Akgun and R.W. Wolff, Probability Seminar, UC Berkeley Statistics Department, February, 2011, and Industrial and Operations Engineering, University of Michigan, March, 2011.

“Multiple-Server Systems with Flexible Arrivals,” with O. Akgun and R.W. Wolff, INFORMS Annual Meeting, Austin, November, 2010.

“Managing Queues with Heterogeneous Servers,” with J.-H. Kim and H.-S. Ahn, the Applied Probability Society Meeting, Cornell University, July, 2009, and the INFORMS Annual Meeting, San Diego, October, 2009.

“On the Gittins Index in the M/G/1 Queue,” with S. Aalto and U. Ayesta, Erlang Centennial Conference, invitation only, Copenhagen, April, 2009, and the Applied Probability Society Meeting, Cornell University, July, 2009.

“Optimal Production Policies with Multistage Stochastic Demand Leadtimes,” with J.-H. Kim and H.-S. Ahn, Production and Operations Management Society Meeting, La Jolla, CA, May, 2008, and CORS (Canadian Operational Research Society) Meeting, London, Ontario, Canada, May, 2007.

“Intrinsic Aging and Classes of Nonparametric Distributions,” with M. Shaked and J.G. Shanthikumar, IWAP – International Workshop on Applied Probability, Université de Technologie de Compiègne, France, July 2008.

“Resource Allocation in Grid Computing,” with G. Koole, IWAP – International Workshop on Applied Probability, Université de Technologie de Compiègne, France, July 2008, and INFORMS Annual Meeting, Seattle, October 2007, and INFORMS Applied Probability Society Meeting, Eindhoven, The Netherlands, July 2007.

“The Effect of Service Time Variability on Maximum Queue Lengths in Batch M/G/1 Queues,” with G. Koole and M. Nuyens, invited talk, Stanford University, May, 2007.

“Staffing a Helpdesk with Two Queues Connected by Abandonment,” with Y. Kim, V. Mehrotra, and R. Wolf, INFORMS Annual Meeting, Pittsburgh, October 2006.

“Designing a ‘Services Science, Management and Engineering’ Discipline and Curriculum,” with H. Chesbrough, L. Downes, R.J. Glushko, A. Saxenian, Education for Service Innovation Workshop, Washington, DC, April 2006.

“Decisions for Heterogeneous Workers,” with H.-S. Ahn and J.G. Shanthikumar, INFORMS Applied Probability Society Meeting, Ottawa, July, 2005, and INFORMS Annual Meeting, San Francisco, October 2005.

“Hiring and Firing Decisions for Heterogeneous Workers,” with H.-S. Ahn and J.G. Shanthikumar, Workshop in Honor of Arie Hordijk’s 65th Birthday, Leiden, The Netherlands, March 2005.

“Dynamic Load Balancing with Flexible Workers,” with H.-S. Ahn, INFORMS Applied Probability Society Meeting, Beijing, June 2004, and INFORMS Annual Meeting, Atlanta, October 2003.

“The Effect of Service Time Variability on Maximum Queue Lengths in Batch M/G/1 Queues,” with M. Nuyens and G. Koole, Probability Seminar, UC Berkeley, May, 2004 and Northwestern University, March, 2004, and INFORMS Annual Meeting, Denver, October 2004.

“Dynamic Load Balancing with Flexible Workers,” with H.-S. Ahn and G. Brouns, invited talk for the Pacific Region Intercollegiate Symposium for the Management Sciences (PRISMS) (under the auspices of INFORMS), University of California, Berkeley, March 2003.

“Scheduling in Multiclass Networks with Deterministic Service Times,” INFORMS meeting, San Jose, November 2002.

“Characterizing Losses During Busy Periods in Finite Buffer Systems,” with E. Peköz and C. H. Xia, Madrid Conference on Queueing Theory, Madrid, Spain, July 2002.

“The Distribution of Losses in Finite Buffer Systems,” Math Department, Santa Clara University, Santa Clara, California, April 2002.

“Analysis and Control of Losses in Telecommunication Systems,” IEOR Department, University of California, Berkeley, October 2001.

“Optimal Transmission Policies for Noisy Channels,” with G. Koole and Z. Liu, INFORMS Applied Probability Society meeting, Ulm, Germany, July 1999.

“Optimal Parallel Processing of Random Task Graphs,” with Z. Liu, INFORMS meeting, Seattle, October 1998.

“Multi-Class Production Systems with Setup Times,” with J. G. Shanthikumar, invited talk, Stanford Graduate School of Business, September 1998; IOE Department, University of Michigan, December 1998; Leavey School of Business, Santa Clara University, February 1999.

“Optimal Parallel Processing of Random Task Graphs,” with Z. Liu, refereed conference paper, Proceedings of the Sixth International Workshop on Project Management and Scheduling, July, 1998.

“Scheduling Multicast Switches,” invited talk, INFORMS meeting, Montreal, April 1998.

“The Impact of Cell Dropping Policies in ATM Networks,” with Z. Liu, invited talk, Applied Probability Group Meeting of INFORMS, Cambridge, MA, June 1997.

“Scheduling of an Input-Queued Switch to Achieve Maximal Throughput,” with E. Altman and Z. Liu, invited talk, INFORMS meeting, San Diego, CA, May 1997.

“Multi-Class Production Systems,” invited talk, INRIA, France, May 1996.

“Optimal Load Balancing on Distributed Homogeneous Unreliable Processors,” with Z. Liu, invited talk, INFORMS meeting, New Orleans, LA, October 1995.

“Optimal Load Balancing on Distributed Homogeneous Unreliable Processors,” with Z. Liu, invited talk, Applied Probability Group Meeting of INFORMS, Atlanta, GA, June 1995.

“Coupling Characterizations of Stochastic Orders and Tandem Queues,” with D. Cheng, invited talk, Applied Probability Workshop in Oberwolfach, Germany, December 1994.

“Multi-Class Production Systems with Setup Times,” with J. G. Shanthikumar, invited talk, Applied Probability Workshop at Leiden University, Leiden, The Netherlands, December 1994.

“The Optimality of LEPT in Parallel Machine Scheduling,” with C.-S. Chang, invited talk, Applied Probability Group Meeting of ORSA/TIMS, Paris, France, June 1993.

“Coupled Constructions to Show Stochastic Optimality,” invited talk, EURO/TIMS Meeting, Helsinki, Finland, June 1992.

“Coupled Constructions to Show Stochastic Optimality,” invited lecture at the Institute of Applied Mathematics and Computer Science, Leiden University, the Netherlands, June 1992 and the Department of Industrial Engineering and Operations Research, UC Berkeley, August 1992.

“Optimality of the FCFS Discipline in Queueing Networks,” invited talk, joint work with J. G. Shanthikumar, ORSA/TIMS Meeting, Anaheim, April 1991.

“Multiprocessor Scheduling with Shared Memory,” ORSA/TIMS Meeting, Nashville, November 1991.

“Scheduling on Multiple Processors with Shared Memory,” ORSA/TIMS Special Interest Meeting in Applied Probability, Monterey, June 1991.

“Multiprocessor Scheduling and the Sequential Assignment Problem,” AMS/IMS/SIAM Workshop on Sequential Search and Selection, Amherst, MA, July 1990.

“Scheduling Jobs on Heterogeneous Processors,” invited lecture at the Haas School of Business, UC Berkeley, April 18, 1990; the Naval Postgraduate School, Monterey, May 1990; the

Department of Industrial Engineering and Operations Research, UC Berkeley, September 1990; and the Columbia University OR/MS Colloquium, December 1990.

“Sequencing to Stochastically Maximize the Number of Successful Job Completions,” invited talk, ORSA/TIMS Meeting, New York, April 1989.

“Scheduling in G/G/1 Multiclass Queues to Stochastically Maximize Successful Departures,” joint work with J. G. Shanthikumar, ORSA/TIMS Meeting, Vancouver, October 1989.

“Multiprocessor Simulation of Complex Manufacturing Systems,” invited talk, ORSA/TIMS Meeting, Denver, April 1988.

“Distributed Simulation of Manufacturing Systems,” joint work with J. C. Walrand, Meeting of the Applied Probability Group of ORSA/TIMS, Chapel Hill, North Carolina, June 1988.

“Distributed Simulation for IC Fabrication,” ORSA/TIMS Meeting, Washington, November 1988.

“Distributed Simulation,” Proceedings of the 1988 Systems Engineering Delegation, China, 1988.

“Scheduling Jobs on Heterogeneous Processors,” Proceedings of the 1988 Systems Engineering Delegation, China, 1988.

“Distributed Simulation,” Proceedings of the 1988 International Conference on Systems Science and Engineering, Beijing, China, 1988.

“Machine Scheduling of Multi-Priority Jobs with Random Deadlines,” invited talk, ORSA/TIMS Meeting, Miami, 1986.

“Problems in Stochastic Sequential Allocation,” ORSA/TIMS Meeting, Atlanta, 1985.

AWARDS AND HONORS

IEOR Teacher of the Year Award, 2009-2010

2004 and 2005 IBM Faculty Award (\$25,000 each year)

Breetwor Fellowship (Leavey School of Business, Santa Clara University, 2000-2002, \$10,000)

Dean’s Award for Research (Leavey School of Business, SCU, 2002, 2001, 1998, 1997, 1990)

Dean’s Award for Service (Leavey School of Business, Santa Clara University, 2000)

1998 *Operations Research* Meritorious Service Award

Leavey Grant for Research (Santa Clara University, 1999, 1994, and 1989)

Winkler and Lund Award for Faculty Service (Santa Clara University, 1993)

Leavey Grant for Curriculum Development (Santa Clara University, 1992, 1993)

Irvine Foundation Curriculum Development Grant (Santa Clara University, 1992)

Arthur Vining Davis Junior Faculty Fellowship for Research (Santa Clara University, 1990)

University Proposal Development Grant (Santa Clara University, 1989)

GE Foundation Forgivable Loan (UC Berkeley, 1984-1986)

University Fellowship (UC Berkeley, 1982-84)

Southern Club Scholarship - Outstanding Woman (Carnegie Mellon University, 1978-80)

PROFESSIONAL SERVICE

Founding Associate Editor for *Journal of Scheduling* (1997 to present)
National Science Foundation Review Panel (2010, 2006, 1998)
Associate Editor for *Queueing Systems: Theory and Applications* (2000 to 2009)
Program Committee Member, Applied Probability Meeting, Cornell Univ., NY (2009)
Program Committee Member, International Conference on Performance Evaluation Methodologies and Tools, Athens, Greece (2008), Nantes, France (2007) and Pisa, Italy (2006)
Search Committee, Founding Editor-in-Chief, *Applied Probability and Operations Research* (2007)
Associate Editor for *Operations Research* (1995 to 2006)
Associate Editor for *Operations Research Letters* (1999 to 2006)
Program Committee Member, POMS Service College Conference, Monterey, CA (2006)
Program Committee Member, Applied Probability Meeting in Beijing, China (2004)
Program Committee Member, Madrid Conference on Queueing Theory (2002)
Member of the Council for the Applied Probability Society of INFORMS (2000-2002)
Chair of the Applied Probability Society of INFORMS (1998 to 2000)
Associate Editor for *Management Science* (1995-1999)
Chair-Elect/Vice Chair of the Applied Probability Section of INFORMS (1996 to 1998)
Program Committee Member, Applied Probability Meeting in Ulm, Germany (1999)
Member of the Council for the Applied Probability College/Technical Section of ORSA/TIMS (1991-1993)
Nicholson Prize (for best student paper in operations research) Selection Committee (1993 and 1994)
Organizer of the Applied Probability Cluster of the EURO/TIMS meeting in Helsinki Finland, 1992
Arrangements Chairperson for the San Francisco ORSA/TIMS meeting, 1992
Session organizer for numerous INFORMS, ORSA/TIMS, and APS meetings

Reviewer for: NSF panels, *Advances in Applied Probability*, *Annals of the Institute of Statistical Mathematics*, *Discrete Event Dynamical Systems*, *European Journal of Operational Research*, *IIE Transactions*, *IIE Transactions on Operations Engineering*, *IEEE Transactions on Automatic Control*, *IEEE Transactions on Communications*, *IEEE Transactions on Software Engineering*, *Information Systems and e-Business Management*, *Journal of Applied Probability*, *Journal of the Institute of Industrial Engineers*, *Management Science*, *Mathematics of Operations Research*, *Naval Research Logistics*, *OMEGA*, *Operations Research*, *Operations Research Letters*, *Probability in the Engineering and Informational Sciences*, *Queueing Systems*, *SIAM Journal on Computing*, *Stochastic Models*, *METRIKA*, *Stochastic Processes and their Applications*, *Statistics and Decisions*.

UNIVERSITY SERVICE (partial list)

University of California, Berkeley:

Chair, Department of Industrial Engineering and Operations Research, July 2008 – present
Chair, Faculty of the College of Engineering, August 2007-July 2008
ORMS Major Head Faculty Advisor, 2004-2008, 2011-present
IEOR Department Seminar co-coordinator, 2005-2006
Advisory Board Member, SSME (Services: Science, Engineering and Management) Program for the College of Engineering, the Information School, and the Haas School of Business, 2003 – 2006. I helped develop curriculum for a Master's level certificate.
Search Committee Member, IEOR faculty position, 2005-2006
Search Committee Member, Director of the Services Science Program, 2005-2006
Committee to Develop a new Operations Research/ Management Science major in the College of Letters and Sciences – Chair, 2003-2004
Chair and Member of various ad hoc tenure and promotion committees

Santa Clara University:

University Research Committee, 1999-2002 (Chair, 2001-2002)
Steering Committee for the Markkula Center for Applied Ethics, 1996-2003
Search Committee, Director, Markkula Center for Applied Ethics, 1999-2000
Leavey School Rank and Tenure Committee - Chair, 1999-2000
Leavey School Rank and Tenure Committee, 1995-1996, 1997-1998
University Budget Advisory Committee, 1995-1998
Leavey School Undergraduate Committee, 1997
University Grievance Committee, 1995-1996
University Faculty Affairs Board, 1995-1996
University Salary Equity Task Force, 1995
Leavey School MBA Policy Committee, 1995
Women Faculty Group Steering Committee - Co-chair, 1994-1995
Leavey School Teaching Evaluation Task Force, 1994
University Special Library Task Force, 1992-1993
University Faculty Senate, 1991-1992
Leavey Grant Review Committee, 1992
Leavey School Calculus Review Committee - Chair, 1991
Leavey School Undergraduate Curriculum Task Force, 1989-1991