

Andrew Daw

ACADEMIC POSITIONS

University of Southern California

Dept. of Data Sciences and Operations (DSO), *Marshall School of Business*

- Dean's Assistant Professor in Business Administration *June 2024 - Pres.*
- Assistant Professor *June 2020 - Pres.*

CONTACT

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401B Bridge Hall, Los Angeles, CA 90089

EDUCATION

Cornell University, Ithaca, NY

- Ph.D. in Operations Research *August 2020*
 - *Thesis:* Batches, Bursts, and Service Systems
 - *Advisor:* Jamol Pender; *Minor Advisors:* Jim Dai (*Statistics*), Sid Resnick (*Applied Mathematics*)
- M.S. in Operations Research *August 2018*

University of Florida, Gainesville, FL

- B.S. in Industrial and Systems Engineering *May 2015*

WORKING PAPERS

Andrew Daw and Galit Yom-Tov. **Asymmetries of Service: Interdependence and Synchronicity.** (*Major Revision, Operations Research*). (2025).

- *Selected for presentation at the 2025 Durham Early Career Scholars Workshop (18 chosen from more than 50 submissions)*
- *Selected for presentation at the 16th Annual Behavioral Operations Conference*

Noa Zychlinski, Gal Mendelson, and Andrew Daw. **Hybrid Hospitalization: Balancing Resources Across On-Site and Remote Patients with Travel Risk.** (*Submitted*). (2025).

Katerina Giannoutsou and Andrew Daw. **Price-Delay Trade-Offs in Services: Customers, Servers, and the Firm-Platform Distinction.** (*Submitted*). (2024).

JOURNAL PUBLICATIONS

Andrew Daw, Robert C. Hampshire, and Jamol Pender. **How to Staff When Customers Arrive in Batches.** *Management Science*. (forthcoming).

- *Third Place in the 2019 IBM Best Student Paper Award Competition from Informs Service Science*

Andrew Daw, Brian Fralix, and Jamol Pender. **Establishing Convergence of Infinite-Server Queues with Batch Arrivals to Shot-Noise Processes.** *Operations Research*. (forthcoming).

Andrew Daw, Antonio Castellanos, Galit Yom-Tov, Jamol Pender, and Leor Gruendlinger. **The Co-Production of Service: Modeling Services in Contact Centers Using Hawkes Processes.** *Management Science*. 71.3 (2025): 2635-2656.

- *Finalist (top three) for the Production and Operations Management Society Applied Research Challenge (ARC) at POMS 2022*
- *Selected for presentation in the Service Management SIG Conference at MSOM 2021 (10 chosen from ~100 submissions)*

Andrew Daw. **Conditional Uniformity and Hawkes Processes**. *Mathematics of Operations Research*. 49.1 (2024): 40-57.

- *Finalist in the 2022 Informs Junior Faculty Interest Group (JFIG) Paper Competition*

Andrew Daw and Jamol Pender. **Matrix Calculations for Moments of Markov Processes**. *Advances in Applied Probability*. 55.1 (2023): 126-150.

Andrew Daw. **Services Shaped by History**. *Queueing Systems*. 100.3-4 (2022): 409-411.

- *Invited, peer-reviewed open problem note for the “100 Views on Queues” special issue celebrating the 100th volume of Queueing Systems*

Andrew Daw and Jamol Pender. **An Ephemeral Self-Exciting Point Process**. *Advances in Applied Probability*. 54.2 (2022): 340-403.

- *Selected for the ten-paper “Epidemiological Models” collection (Aug. 2024) of the Applied Probability Trust, which showcases “cutting-edge developments” in applied probability*

Andrew Daw and Jamol Pender. **On the Distributions of Infinite Server Queues with Batch Arrivals**. *Queueing Systems*. 91.3-4 (2019): 367-401.

- *Second Place in the 2019 Informs Minority Issues Forum Paper Competition (submitted by Jamol Pender)*

Andrew Daw and Jamol Pender. **New Perspectives on the Erlang-A Queue**. *Advances in Applied Probability*. 51.1 (2019): 268-299.

Andrew Daw and Jamol Pender. **Queues Driven by Hawkes Processes**. *Stochastic Systems*. 8.3 (2018): 192-229.

CONFERENCE
PUBLICATIONS
AND
UNDERGRADUATE
RESEARCH
ADVISING

Antonio Castellanos, Andrew Daw, Amy Ward, and Galit Yom-Tov. **Closing the Service: Contrasting Activity-Based and Time-Based Systematic Closure Policies**. *Proceedings of the 2024 Winter Simulation Conference (WSC)*. IEEE (2024).

Liam Moyer, Jameson Railey, Andrew Daw, and Samuel Gutekunst. **Scorigami: Simulating the Distribution and Assessing the Rarity of National Football League Scores**. *Proceedings of the 2024 Winter Simulation Conference (WSC)*. IEEE (2024).

Andrew Daw and Galit Yom-Tov. **Markov Process Simulations of Service Systems with Concurrent Hawkes Service Interactions**. *Proceedings of the 2023 Winter Simulation Conference (WSC)*. IEEE (2023).

Michelangelo Harris, Brian Liu, Cean Park, Ravi Ramireddy, Gloria Ren, Max Ren, Shangdi Yu, Andrew Daw, and Jamol Pender. **Analyzing the Spotify Top 200 Through a Point Process Lens**. (2019).

Samantha Nirenberg, Andrew Daw, and Jamol Pender. **Queue Length Rounding and Delayed Information in Disney World Queues**. *Proceedings of the 2018 Winter Simulation Conference (WSC)*. IEEE (2018).

Andrew Daw and Jamol Pender. **Exact simulation of the Queue-Hawkes process**. *Proceedings of the 2018 Winter Simulation Conference (WSC)*. IEEE (2018).

TEXTBOOK
CHAPTERS

Alec Dalton and Andrew Daw. **Managing Capacity and Waits**. In *Operations Management in the Hospitality Industry*. Edited by Peter Szende, Alec Dalton, and Michelle Yoo. Emerald

Publishing Limited, Bingley, pp. 167-187. (2021).

GRANTS AND
FUNDED AWARDS

- 2025–2030 **National Science Foundation (NSF) CAREER**
Research Proposal Title: *CAREER: Modeling Services as Interactions: A New Direction in Design and Control of Services*
Value: \$525,009
- 2023–2027 **United States – Israel Binational Science Foundation (BSF)**
Research Proposal Title: *Modeling, Identifying, and Managing Contact Center Performance in the Presence of Customer and Agent Behavior*
Value: \$155,600 (with Israeli PIs: Yair Goldberg and Galit Yom-Tov, Technion)
- 2023 **National Science Foundation (NSF)**
Research Proposal Title: *Travel: NSF Student Travel Grant for IFIP WG 7.3 Performance 2023*
Value: \$15,000
- 2017–2020 **National Science Foundation (NSF) Graduate Research Fellowship**
Research Proposal Title: *Systems of Unknown Service Quality: Hawkes Processes and Queueing Theory*
Value: \$102,000
- 2019 **Cornell University Graduate School Research Travel Grant**
In support of travel to the Service Enterprise Engineering (SEE) Lab at the Technion to initiate research and access proprietary data.
Value: \$2,000
- 2015–2016 **First Year Fellowship**
School of Operations Research & Information Engineering, Cornell University

HONORS

- Chair in Research Excellence:** 2024
Dean’s Assistant Professorship in Business Administration
USC Marshall School of Business
- Award in Teaching Excellence** 2024
USC Marshall School of Business

INVITED
PRESENTATIONS

- Asymmetries of Service: Interdependence and Synchronicity*
- 22nd Informs Applied Probability Society Conference, Atlanta, GA. (July 2025)
 - Early Career Scholars Workshop, Durham University Business School. (June 2025)
 - 2025 Southern California OR/OM Day Workshop, Irvine, CA. (May 2025)
 - Univ. of Toronto Rotman School of Business: Young Scholar Seminar. (Feb. 2025, online)
 - University of Alberta School of Business: Business Analytics Seminar. (Nov. 2024)
 - USC Marshall Data Sciences and Operations: Junior Faculty Seminar. (Nov. 2024)
 - UW-Madison Wisconsin School of Business: Operations & Info. Mgmt. Seminar. (Oct. 2024)
 - Stanford University Graduate School of Business: OIT Seminar. (March 2024)
 - 2023 Informs Annual Meeting, Phoenix, AZ. (Oct. 2023)
 - 21st Informs Applied Probability Society Conference, Nancy, France. (June 2023)
 - 2023 MSOM Conference, Montreal, Canada. (June 2023)
 - 16th Annual Behavioral Operations Conference, Baltimore, MD. (June 2023)

- 2023 POMS Annual Conference, Orlando, FL. (May 2023)
- The Hybrid Hospital: Balancing On-Site and Remote Hospitalization*
- 22nd Informs Applied Probability Society Conference, Atlanta, GA. (July 2025)
 - 2024 Informs Annual Meeting, Seattle, WA. (Oct. 2024)
- Hawkes Processes and Parking Functions: Two Connections*
- CUHK Shenzhen School of Data Science: Point Processes Discussions. (Apr. 2024, online)
- Stochastic Models of Service: Managing Interactions, Relationships, and Behavior*
- 2023 USC Marshall Assistant Professor Research Day. (Dec. 2023)
- Markov Process Simulations of Service Systems with Concurrent Hawkes Service Interactions*
- 2023 Winter Simulation Conference, San Antonio, TX. (Dec. 2023)
- Conditional Uniformity and Hawkes Processes*
- 21st Informs Applied Probability Society Conference, Nancy, France. (June 2023)
 - 2022 Informs Annual Meeting (Applied Probability Cluster and JFIG Paper Competition), Indianapolis, IN. (Oct. 2022)
- Closing the Service: Service Success Heterogeneity and Its Impact on Routing*
- 21st Informs Applied Probability Society Conference, Nancy, France. (June 2023)
- How to Staff When Customers Arrive in Batches*
- 2022 MSOM Conference, Munich, Germany. (June 2022)
- The Co-Production of Service: Modeling Services in Contact Centers using Hawkes Processes*
- 2021 Informs Annual Meeting, Anaheim, CA. (Oct. 2021)
 - 2021 Service Management SIG, MSOM Conference, Indiana Univ. (Online). (June 2021)
 - 2020 Informs Annual Meeting, Online. (Nov. 2020)
- Beyond Safety Drivers: Staffing a Teleoperations System for Autonomous Vehicles*
- 2019 Informs Annual Meeting, Seattle, WA. (Oct. 2019)
 - 2019 Young Researchers Workshop, Cornell University. (Oct. 2019)
 - 2019 YinzOR Conference Poster Session, Carnegie Mellon University. (Aug. 2019)
- The Queue-Hawkes Process: Ephemeral Self-Excitement*
- 2019 Informs Annual Meeting, Seattle, WA. (Oct. 2019)
 - 20th Informs Applied Probability Society Conference, Brisbane, Australia. (Jul. 2019)
 - 2018 Young Researchers Workshop (Poster), Cornell University. (Oct. 2018)
- Self-Exciting Processes in Queues*
- Cornell University Department of Mathematics: Probability Seminar. (Feb. 2019)
- Queue Length Rounding and Delayed Information in Disney World Queues*
- 2018 Winter Simulation Conference, Gothenburg, Sweden. (Dec. 2018)
- Exact Simulation of the Queue-Hawkes Process*
- 2018 Winter Simulation Conference (Poster), Gothenburg, Sweden. (Dec. 2018)
- New Perspectives on the Erlang-A*
- 2018 Informs Annual Meeting, Phoenix, AZ. (Oct. 2018)
- Queues Driven by Hawkes Processes*
- 2017 Informs Annual Meeting, Houston, TX. (Oct. 2017)
- Club Queues*
- 2016 Young Researchers Workshop (Poster), Cornell University. (Oct. 2016)
- What is Operations Research?*
- 2016 Engineering Summer Mathematics Institute, Cornell University. (Aug. 2016)

TEACHING

Instructor and Core Coordinator	BUAD 313: Advanced Operations Management and Analytics <i>USC Marshall</i> <i>Fall 2024, 2023 (Inaugural Semester)</i>
Core Coordinator	BUAD 311: Operations Management <i>USC Marshall</i> <i>Fall 2021</i>
Instructor	BUAD 311: Operations Management <i>USC Marshall</i> <i>Fall 2022, 2021, 2020</i>
Instructor	MATH 112: Contemporary Mathematics <i>Cornell Prison Education Program</i> <i>Fall, Spring 2019</i>
Instructor	ORIE 3510 / 5510 / STSCI 3510: Intro. to Stochastic Processes <i>Cornell Engineering</i> <i>Summer 2017, 2016</i>

THESIS
COMMITTEES**Doctoral committee chair:**

- *Katerina Giannoutsou*, (Spring 2022 - Fall 2024)
 - Katerina was selected by USC to receive the *2024 University Outstanding Teaching Assistant Award* (one of three per year, university-wide) for her teaching in the 2022-2023 academic year. This award from the President and Provost celebrates graduate teaching assistants who exhibit consistent excellence in the classroom and thus symbolize the university's dedication to the education of scholar-teachers.
 - Katerina was also selected to receive the *2024 Marshall School of Business Ph.D. Student Outstanding Teaching Award* in recognition of her outstanding teaching.
 - *First position*: Operational Research Scientist, Deliveroo, London, UK

Doctoral committee member:

- *Katerina Giannoutsou*, (Summer 2021 - Spring 2022)
- *Shobhit Jain*, June 2021 (advised by Kimon Drakopoulos and Raman Randhawa)

SERVICE

At the University of Southern California (USC):

- *Core Course Coordinator* for BUAD 313: Advanced OM and Analytics (*Fall 2023 - Pres.*)
Description: As the recurring core coordinator for this advanced core course, responsibilities include setting course expectations and interfacing with school-level committees to ensure that the course meets its goals along academic dimensions such as rigor and inclusiveness.
- *Faculty Advisor* for USC Los Angeles Community Impact (LACI) Student Org. (*2023 - Pres.*)
Description: As the sole faculty representative for this student organization, I support the club's aim to provide pro-bono consulting (roughly 6 projects per semester, each run by a team of four students) to high impact organizations in the local community. This includes attending semesterly presentations by student teams and providing occasional guidance to the organization's student leaders. <https://www.usclaci.org/>
- *Member* of Data Sciences and Operations (DSO) Research Committee (*2023 - 2024*)

Description: As a three-member committee (one member representing each of OM, statistics, and information systems), we make recommendations to the chair for initiatives supporting the recognition of research from DSO faculty members, including on internal (within the school and within the university) and external (for the relevant academic communities and for the broader public) levels.

- *Organizer of 2023 Southern California Operations Research / Operations Management Day (SoCal OR/OM Day) Mini-Conference (May 2023)*

Description: This local one-day conference has been hosted in a rotation between USC, UCLA, and UC Irvine. The 2023 edition restarted the tradition, and it was the first held since the start of the Covid-19 pandemic. Organization included selecting invited speakers from the region, advertising the event, coordinating student workers, and general logistical planning. <https://faculty.marshall.usc.edu/Andrew-Daw/oromday2023.html>

- *Course Co-Designer for BUAD 313 : Advanced Operations Management and Analytics (Spring 2022 - Fall 2023)*

Description: BUAD 313 is a new (starting Fall 2023) core undergraduate course that offers an advanced version of the standard core operations management class. This new course has been proposed, designed, and developed in tandem with Paat Rusmevichientong, who will teach the class in Spring semesters. The syllabus is available online: https://faculty.marshall.usc.edu/Andrew-Daw/BUAD313_Syllabus-fall23.pdf

- *Faculty Recruiting Co-Coordinator for Operations Management Group in DSO (Fall 2021 - Spring 2022)*

Description: As one of two members of the OM recruiting committee, responsibilities included coordinating the application process, designing for equitable and representative outcomes, managing the first round meeting assignments, organizing and presenting votes and thoughts from the group, and scheduling fly-out interviews and second visits. This search yielded two tenure-track hires.

- *Core Course Co-Coordinator for BUAD 311: Operations Management (Fall 2021)*

Description: As the sole coordinator for one half of the semester, responsibilities included dividing team teaching work (writing of assignments and exams) among faculty peers, setting course policies and grading standards, and interfacing with school assessment committees.

- *Seminar Co-Organizer for Operations Management Group in DSO (2020 - 2023)*

Description: As one of a three to four member committee, responsibilities included selecting and inviting external speakers and assisting with the coordination of their visits to the department.

- *PhD Open House & Appl. Review for Operations Management Group in DSO (2021 - Pres.)*

Description: On a recurring basis, I have served as one of the two or three faculty representatives at the (virtual) open house events for prospective PhD students, which involves brief research overviews and fielding questions from the group of students. In the 2022-23 application cycle, this also including hosting and facilitating the open house event. In addition to this, I am also a yearly reviewer of PhD student applications.

- *Faculty Advisor for Operations Management Association Student Org. (2020 - Pres.)*

Description: As the sole faculty representative for this student organization, I support the club's aim to support interest in the operations management profession among undergraduate students. This includes annual meetings with the organization's student leaders.

- *Faculty Marshal* at Marshall Commencement
(*Spring 2022, 2024*)
Description: This includes representing the department at the school-specific commencement ceremony, as well as day-of coordination tasks like directing students and families through the event. Plus, I get to wear full regalia!
- *Faculty Marshal* at USC Commencement
(*Spring 2022*)
Description: This includes representing the department at the university-wide commencement ceremony, as well as day-of coordination tasks like directing students and families through the event. Plus, I get to wear full regalia!
- *Faculty Marshal* at USC New Student Convocation
(*Fall 2021*)
Description: This includes representing the department at the university-wide ceremony to welcome students to the start of a new academic year, as well as day-of coordination tasks like directing students and families through the event. Additionally, the Fall 2021 event marked the return-to-campus after over a year of exclusively online instruction; many “returning” students had never been to USC campus. Plus, I get to wear full regalia!

In Professional Organizations and Academic Societies:

- *Co-Chair* of the Informs George Nicholson Student Paper Award Prize Committee
(*2024*)
Description: As one of two co-chairs, responsibilities include selecting and inviting committee members (for a two year term), ensuring representation of the diversity of topics and communities within Informs among the committee, managing the review and judging process, and promoting the award. The Nicholson Prize is the largest Informs award in terms of submission volume and of committee size, and the 2024 submission year was likewise the largest-to-date in both respects.
- *Council Member* in the Informs Applied Probability Society (*elected by peers*)
(*2022 - 2024*)
Description: As one of two people elected to the nine-person Applied Probability Society (APS) council in 2022, for which I served a two-year term. Responsibilities include proposing and voting on planning-level decisions for the flagship professional organization of my academic community. Furthermore, this also included organizing the APS track within the 2023 Informs Annual Meeting, as described in the section below.
- *Webmaster / Communications* for the Informs Applied Probability Society
(*2020 - 2022*)
Description: In this two-year term, responsibilities included managing the APS website and coordinating the communication between APS leadership and the broader membership. Particular contributions during my term included the establishment of a new Mailchimp mailing list, broadening the reach of APS messaging beyond just the active membership.
- *Committee Member* for the Informs George Nicholson Student Paper Award
(*2024, 2023*)
Description: Responsibilities included reviewing and voting on papers within the competition.
- *Judge* for the Informs Minority Issues Form (MIF) Best Paper Award
(*2023*)
Description: Responsibilities included reviewing and voting on papers within the competition.
- *Judge* for the Informs Public Sector Operations Research (PSOR) Best Paper Award
(*2023*)
Description: Responsibilities included reviewing and voting on papers within the competition.

- *Judge* for the Informs BOM Best Working Paper Award (2024, 2022, 2021)
Description: Responsibilities included reviewing and voting on papers within the competition.
- *Reviewer* for the MSOM Service Management SIG (2024, 2023, 2022)
Description: Responsibilities included reviewing and voting on papers within the special interest group in the given year's single-day workshop.
- *Reviewer* for the MSOM Healthcare Operation SIG (2022)
Description: Responsibilities included reviewing and voting on papers within the special interest group in the given year's single-day workshop.

In Conferences:

- *NSF Student Travel Grant Chair* for IFIP WG 7.3 Performance 2023, also *Session Chair* in the single-track conference program (Chicago, IL, 2023)
Description: As the travel grant chair, responsibilities included the preparation and submission of a proposal to the National Science Foundation (NSF), in which I, as PI, would allocate the award's funds to students from across the country to attend the 2023 edition of the international conference. This proposal was generally funded by the Computer Systems Research (CNS: CSR) program. On-site conference responsibilities include coordinating PhD student participation to ensure accountability to the aims of the grant.
- *Applied Probability Cluster Co-Chair* for the 2023 Informs Annual Meeting (Phoenix, AZ, 2023)
Description: As one of two APS cluster co-chairs, responsibilities in the month before the conference included selecting and inviting session chairs (more than 65 researchers, spanning the breadth of APS interests and membership), inviting three esteemed tutorial speakers, and coordinating with prize committees and APS chair/co-chair for award sessions and business meetings. Particular new contributions during my term as cluster co-chair include the introduction of a mentoring program between junior and senior researchers, designed to connect members across the levels of experience in the community. On-site responsibilities included chairing and moderating the tutorial speaker sessions and the "Market Showcase" flash talk sessions for PhD candidates.
- *Session Chair* for the Informs Applied Probability Society Conference (22nd Conf., Atlanta, GA, 2025; 21st Conf., Nancy, France, 2023; 20th Conf., Brisbane, Australia, 2019)
 - "*Hawkes Processes: New Models and Theory*" in 2023 was (to the best of my knowledge) the first all-Hawkes-process session at an Informs or APS conference!
 Description: Following invitation to chair a session, responsibilities included inviting speakers to fit the theme and managing time during the session.
- *Session Chair* for the 2023 POMS Annual Conference: Service Operations Track (Orlando, FL, 2023)
Description: Following invitation to chair a session, responsibilities included inviting speakers to fit the theme and managing time during the session.
- *Session Chair* for Informs Annual Meetings:
 - Applied Probability Cluster (Atlanta, GA, 2025; Indianapolis, IN, 2022)
 - Service Science Cluster (Indianapolis, IN, 2022)
 Description: Following invitation to chair a session, responsibilities included inviting speakers to fit the theme and managing time during the session.
- *Session Chair* for the second Data-Driven Queueing Challenges (DDQCII) (Online, 2022)

Description: Following invitation to chair a session, responsibilities included introducing and managing time for three esteemed speakers in this large scale virtual event. See Session 2 recordings here: <https://www.ddqc.io/ddqc-2022-abstracts-and-recordings/>

- *Discussant* in the Healthcare SIG, MSOM Conference 2022 (Munich, Germany, 2022)

Description: Following invitation from organizers, responsibilities included delivering an approximately 10 minute discussion talk following a presentation in the special interest group single-day workshop.

- *Organizer* of the Interactive Hybrid Forum at the 2022 Stochastic Networks Conference (Cornell University, Ithaca, NY, 2022)

Description: A first for a Stochastic Networks conference, this hybrid forum session expanded the involvement of the conference to include leaders in the community who were not able to travel and join in person. The theme of the interactive session was “Stochastic Networks: Past, Present, and Future” and an invited panel of participants gave their perspectives on what impactful work within this field has looked like across time.

In Journals:

- *Associate Editor:*

- Operations Research (2025 - Pres.)
- Stochastic Systems (2024 - Pres.)

- *Referee:*

Operations Research, Management Science, Manufacturing and Service Operations Management, Mathematics of Operations Research, Stochastic Systems, Queueing Systems, Operations Research Letters, Production and Operations Management, Journal of Applied Probability, SIAM Journal on Control and Optimization, Probability in the Engineering and Informational Sciences

In Outreach:

- *Invited Panelist (one of two)* at the “Innovative Ways to Elevate Your Teaching” session, 2024 Tenure Project (July 2024)

Description: The Tenure Project is an annual conference which aims to address important issues affecting Black, Latinx, and Native junior faculty obtaining tenure in US business schools. USC hosted the 2024 edition of the event, where I was invited to share my experiences in designing courses and managing classrooms as one of two panelists in this Teaching Innovations session, the only teaching content of the three day event.

- *Faculty Advisor* in the undergraduate DSO Summer Scholar program, USC Marshall (2024)

Description: Assisted with organizing and planning the department’s summer undergraduate research initiative, which aims to both broaden participation in research and develop a pipeline towards the DSO PhD programs. I also (co-)advise students in this ten-week program.

- *Volunteer Event Supervisor* in the Los Angeles Regional Tournament of the Southern California Science Olympiad at Antelope Valley College (2024)

Description: Supervised and measured outcomes for the *Robot Tour* event in the high-school level competition at the February 2024 regional tournament.

- *Science Fair Judge* at Hawthorne and Horace Mann Elementary Schools (2024, 2023)

Description: Served as one of approximately ten judges at a science fair jointly held among local elementary schools.

- *Faculty Advisor* in the JumpStart Pathway-to-PhD program, USC
(2024, 2023)
 Description: The mission of JumpStart is to broaden participation in doctoral research, and it aims to expand undergraduate research opportunities to students who are under-represented in STEM fields and also to students from institutions where research may be less common (e.g., institutions that are not R1 classified). As a faculty advisor, responsibilities include proposing a prospective research project for undergraduates, reviewing applications, and then advising the student(s) for the 10 week summer program. During the summer, this involves weekly meetings and organizing tutorials from PhD students to broaden the skillset of the undergraduate researchers. Together with Matteo Sesia, in Summer 2023, we were the first Marshall faculty to participate in this USC-wide program.
- *Science Olympiad Guest Speaker* at Horace Mann Elementary School
(2023)
 Description: Visited a local elementary school to talk about pathways to science professions.
- *Computer Science Week Guest Speaker* at STEM Prep Elementary School
(2021)
 Description: Visited a local elementary school to talk about pathways to science professions.
- *Business Faculty* in University of Southern California Summer Programs
(2022, 2021)
 Description: Taught a single day operations management overview class for high school students.
- *Math Faculty* in the Cornell Prison Education Program
(Spring through Fall 2019)
 Description: As part of the Cornell Prison Education Program (CPEP), I taught MATH 112: Contemporary Mathematics at Cayuga C.F. in Moravia, NY for two semesters in 2019. CPEP's mission is to provide high quality higher education in New York State prisons; to help CPEP students build meaningful lives inside prison as well as prepare for successful re-entry into civic life; and to inform thought and action on social justice issues among past and present CPEP students, volunteers, and the wider public. CPEP students at Cayuga C.F. were enrolled in an associates degree program, and, because the legacy of the program was in the humanities, this core mathematics requirement was often the bottleneck to the degree. I also facilitated a standardized mathematics exam at Auburn C.F. in the summer, and I advised the direction of the mathematics curriculum in 2019, advocating for the switch from a typical college algebra class to MATH 112 for the sake of breadth and general relevance of topics and, hopefully, reduced math anxiety by consequence.
<https://faculty.marshall.usc.edu/Andrew-Daw/MATH112SyllabusCCFS19.pdf>
- *Founder* of the PhD Mentor/Mentee Program in Operations Research Graduation Association, Cornell University
(2018)
 Description: Created a mentoring program for junior and senior PhD students within the ORIE school, with a goal of fostering community and sharing know-how across cohorts.
- *Running Buddy* for Girls on the Run at Smith Elementary School
(2018)
 Description: Adult chaperone / running partner for the capstone 5k run in Syracuse, NY.
- *Volunteer* in Girls' Adventures in Math (GAIM) at Cornell University
(2018)
 Description: Facilitated math-oriented games and activities in this outreach single-day event.

- *Mentor* in the CUEmpower Mentoring Program by Diversity Programs in Engineering, Cornell University (2017-2020)
Description: Served as a mentor for a upper-level undergraduate student interested in graduate studies. I both generally advised for academic path and co-advised in a summer research project.

INDUSTRY
EXPERIENCE

Consultant to **Trophy Point LLC**, providing modeling and analysis on housing options for a large university, 2019
Intern, Management Engineering & Consulting Services, **University of Florida Health - Shands Hospital**, 2014-2015
Intern, Information Analytics & Innovation, **Sears Holdings Corporation**, 2013
Intern, Workforce Management, **Walt Disney World Resort**, 2012

PROFESSIONAL
DEVELOPMENT

Completed courses and workshops at USC:

- **CET Accelerated Online Teaching Intensive**, 2020

Completed courses and workshops at Cornell:

- **Teaching and Learning in the Diverse Classroom**, 2019
- **Research from Start to Publish Workshop**, 2019
- **Fostering Critical Thinking Skills Teaching Workshop**, 2018
- **ALS 6014: Theater Techniques for Enhancing Teaching and Public Speaking**, 2016
- **The Practice of Inclusive Teaching in STEM**, 2016

Organized sessions and panels at Cornell:

- **Concrete Steps to Prepare for an Academic Career Panel**, 2018
- **Research Techniques Workshop**, 2017
- **Steps for Academic Success Panel**, 2017
- **Fellowship Application Workshop**, 2017