

Ragıp Gürlek

CONTACT INFORMATION

Department of Operations & Supply Chain Management
College of Business Administration, CSU San Marcos
333 S. Twin Oaks Valley Rd.
San Marcos, CA 92096

✉ ragipgurlek@gmail.com
🌐 ragipgurlek.com
☎ +1 (404) 857 0192

RESEARCH & TEACHING INTERESTS

Research: Service operations, Healthcare, Retail, Customer experience, Machine learning methodology.

Teaching: Business analytics, Management science, Predictive analytics, Prescriptive analytics.

EMPLOYMENT

CSU San Marcos, College of Business Administration, San Marcos, CA

Assistant Professor of Business Analytics

2025 – present

EDUCATION

Emory University, Atlanta, GA

Ph.D., Information System & Operations Management

2019 – 2025

- Dissertation: Essays on Online Retail Operations
- Co-advisors: [Diwas KC](#) and [Donald Lee](#)
- Committee members: [Daniel McCarthy](#) and [Nikolay Osadchiy](#)

Koç University, Istanbul, Turkey

Doctoral Studies in Operations Management & Information Systems

2016 – 2019

- Candidacy achieved

Boğaziçi University, Istanbul, Turkey

B.A., Business Management

2012 – 2016

REFEREED JOURNAL ARTICLES

Gürlek, R., D. S. KC, P. Letizia. 2025. [Impact of Temporary Store Closures on Online Sales: Evidence from a Natural Experiment](#). *Manufacturing & Service Operations Management*, 27(1), 147-160.

- Finalist at and honorable mention in the Best Student Paper Competition by POMS College of SCM 2023.

Chen, N., **R. Gürlek**, D. K. Lee, H. Shen. 2024. [Can Customer Arrival Rates be Modelled by Sine Waves?](#). *Service Science*, 16(2), 70-84.

Ali, Ö. G., **R. Gürlek**. 2020. [Automatic Interpretable Retail Forecasting with Promotional Scenarios](#). *International Journal of Forecasting*, 36(4), 1389-1406.

WORK IN PROGRESS

Gürlek, R., F. de Véricourt, D. K. Lee. Forecasting Patient Wait and Service Times With Boosted Generalized Normal Distributions. In preparation for submission to *Management Science*.

- Best presentation award at the 2024 Goizueta Doctoral Research Conference.

Gürlek, R., M. Baucells, N. Osadchiy. [Optimal Design and Pricing of Sequenced Bundles in the Presence of Satiation](#). Under review at *Production and Operations Management*.

- Finalist at the Junior Scholar Paper Competition by POMS College of BOM 2024.

Gürlek, R., D. S. KC, P. Letizia. Effects of Using Product Configurator on Conversion Rate in E-Commerce. In preparation for submission to *Management Science*.

	Gürlek, R., D. McCarthy, S. Samaha, R. Du, & D. K. Lee. Modeling the Evolution of Customer Balances . In preparation for submission to the International Journal of Research in Marketing.														
TEACHING EXPERIENCE	<div><div>CSU San Marcos Instructor</div><div>August 2025 – present</div><ul style="list-style-type: none">• Introduction to Business Analytics (Undergraduate). Fall 2025.</div> <div><div>Emory University Graduate Teaching Assistant</div><div>2020 - 2025</div><ul style="list-style-type: none">• Superforecasting Tools for Building Predictive Systems (Undergraduate & MBA). Spring 2022-2025.<ul style="list-style-type: none">– Regularly featured as guest lecturer• Management Science in Spreadsheets (MBA). Fall 2021-2024; Spring 2022, 2024, 2025.• Introduction to Business Analytics (MSBA). Fall 2023.• Prescriptive Analytics (MSBA). Fall 2024.• Operations Improvement in Healthcare Organizations. Spring 2025.</div>														
INVITED CONFERENCE PRESENTATIONS	Annual POMS Conference 2022, 2023, 2024, 2025. INFORMS Annual Meeting 2022, 2023, 2024. Workshop for Empirical Research in Operations Management (Wharton) 2024. INFORMS Applied Probability Society Conference 2025. DSI Annual Conference 2023. Purdue Operations Conference 2024. Behavioral Operations Conference 2023. European Conference on Operational Research 2018.														
SERVICE	<i>Journal referee:</i> Production and Operations Management, Service Science. <i>Session Chair:</i> INFORMS Annual Meeting 2024; Annual POMS Conference 2024, 2025.														
AWARDS AND FELLOWSHIPS	<table><tr><td>Elfrink PhD Fellowship</td><td>2022</td></tr><tr><td>Sheth Fellowship</td><td>2021</td></tr><tr><td>Emory University Doctoral Student Scholarship</td><td>2019</td></tr><tr><td>Koç University Doctoral Student Scholarship</td><td>2016</td></tr><tr><td>Dean’s High Honors List, Boğaziçi University</td><td>2016</td></tr><tr><td>Sabancı Foundation Undergraduate Student Scholarship</td><td>2011</td></tr></table>			Elfrink PhD Fellowship	2022	Sheth Fellowship	2021	Emory University Doctoral Student Scholarship	2019	Koç University Doctoral Student Scholarship	2016	Dean’s High Honors List, Boğaziçi University	2016	Sabancı Foundation Undergraduate Student Scholarship	2011
Elfrink PhD Fellowship	2022														
Sheth Fellowship	2021														
Emory University Doctoral Student Scholarship	2019														
Koç University Doctoral Student Scholarship	2016														
Dean’s High Honors List, Boğaziçi University	2016														
Sabancı Foundation Undergraduate Student Scholarship	2011														
OTHER WORK EXPERIENCE	<table><tr><td>Proofstack, Istanbul</td><td>Intern</td><td>Jul 2016 to Sept 2016</td></tr><tr><td>Akbank, Istanbul</td><td>Reporting Intern</td><td>Jul 2015 to Sept 2015</td></tr></table>			Proofstack , Istanbul	Intern	Jul 2016 to Sept 2016	Akbank , Istanbul	Reporting Intern	Jul 2015 to Sept 2015						
Proofstack , Istanbul	Intern	Jul 2016 to Sept 2016													
Akbank , Istanbul	Reporting Intern	Jul 2015 to Sept 2015													
SKILLS	<ul style="list-style-type: none">• Software: R, Python, Java, Microsoft VBA.• Languages: Turkish (native), English (fluent).														

REFERENCES

[Diwas KC](#)

Professor of Information Systems & Operations Management
Emory University

✉ diwas.kc@emory.edu

[Donald Lee](#)

Associate Professor of Information Systems & Operations Management
Emory University

✉ donald.lee@emory.edu

[Paolo Letizia](#)

Associate Professor of Operations Management and Business Analytics
University of Tennessee, Knoxville

✉ pletizia@utk.edu

updated July, 2025