Wilson W. Lin

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Academic Appointment
Santa Clara University, Santa Clara, CA
Assistant Professor, Information Systems & Analytics   2022 – Current

Education
University of Southern California, Los Angeles, CA
Ph.D., Business Administration (Data Sciences and Operations)   2022
        Advisors: Song-Hee Kim, Sampath Rajagopalan, Tianshu Sun
M.S., Operations Research Engineering   2017
B.S., Industrial and Systems Engineering (Information Systems Focus), magna cum laude   2017

Research Interests
- Improving human interactions with humans, algorithms, and technologies to enable better outcomes
- Methodologies: Econometrics, Behavioral Experiments, Data-Driven Optimization, Surveys
- Applications: Healthcare Management (Chronic Care Management, Digital Health), Nonprofit Management (Blood Donation, Sustainability)

Research
Wilson Lin, Susan F. Lu, and Tianshu Sun (2023), "Worker Experience and Donor Heterogeneity: The Impact of Charitable Workers on Donors' Blood Donation Decisions"
Manufacturing & Service Operations Management, Articles in Advance

Wilson Lin, Song-Hee Kim, and Jordan Tong (2022), "What Drives Algorithm Use? An Empirical Analysis of Algorithm Use in Type 1 Diabetes Self-Management"
Under Revision

Sirisha Mohan, Wilson Lin, Francis Reyes Orozco, Jehni Robinson, and Anjali Mahoney (2022), "Patient Perceptions of Video Visits in a Fee-for-Service Model"
Journal of the American Board of Family Medicine, 35 (3) 497-506.

Sirisha Mohan, Wilson Lin, Anjali Mahoney, and Jehni Robinson (2020), "Transforming Clinical Workflow for Telemedicine Visits in the COVID-19 Pandemic"
Annals of Family Medicine Pre-Print COVID-19 Collection

Teaching
At Santa Clara University:
Instructor
Machine Learning, Graduate   Winter 2023
Applied Machine Learning, Undergraduate   Winter 2023
Data Science with Python, Undergraduate   Fall 2022

At University of Southern California:
Guest Instructor   Spring 2022
Operations Management, Undergraduate Core

Instructor (virtual)   Spring 2021
Operations Management, Undergraduate Core
Course Teaching Assistant (virtual, 738 students across 11 sections)   Fall 2020
Operations Management, Undergraduate Core

Student Moderator   Spring 2016
W.V.T. Rusch Engineering Honors Colloquium

Service
Ad-hoc Reviewer: *Management Science, Production and Operations Management,*
Conference on Information Systems and Technology (CIST), International Conference for
Information Systems (ICIS)

Conference Session Chair/ Co-Chair*:* INFORMS Healthcare – Health Information Technology
Track (2023), INFORMS Annual Meeting- Health Applications Society (2022, 2021), CHITA
2022 Research Panel: AI Augmentation and Applications in Healthcare

Membership: Institute for Operations Research and Management Sciences, Production and
Operations Management Society

USC Marshall School of Business, Ph.D. Program Orientation Ambassador	2018
USC Institute of Industrial and Systems Engineers, Alumni Panel Panelist	2018
USC Center for Excellence in Teaching, Public Relations Chair & Undergraduate Fellow	2014 – 2017
USC Institute of Industrial and Systems Engineers, Vice President for Student Affairs	2015 – 2016
Provost's Task Force on Teaching Effectiveness, Undergraduate Representative	2016

Invited Talks and Conference Presentations
What Drives Algorithm Use? An Empirical Analysis of Algorithm Use in
Type 1 Diabetes Self-Management

INFORMS Annual Meeting, Arizona, AZ	2023 (planned)
INFORMS Healthcare, Toronto, Canada	2023 (planned)
Production and Operations Management Society (POMS) Conference, Orlando, FL	2023 (planned)
INFORMS Annual Meeting, Indianapolis, IN	2022
Production and Operations Management Society (POMS) Conference (virtual)	2022
Conference on Health IT and Analytics (CHITA), Washington D.C.	2022
Arizona State University, W.P. Carey School of Business (virtual)	2021
University of Southern California, Marshall School of Business, PhD Seminar	2021
Chinese University of Hong Kong, Shenzhen, School of Management and Economics (virtual)	2021
Santa Clara University, Leavey School of Business (virtual)	2021
INFORMS Annual Meeting, Anaheim, CA	2021
INFORMS Healthcare (virtual)	2021
Manufacturing and Service Operations Management Conference (virtual)	2021

Worker Experience and Donor Heterogeneity: The Impact of Charitable Workers on
Donors' Blood Donation Decisions

INFORMS Healthcare, Toronto, Canada	2023 (planned)
Production and Operations Management Society (POMS) Conference, Orlando, FL	2023 (planned)
University of Maryland Workshop on AI and Analytics for Social Good	2022
Conference on Health IT and Analytics (CHITA) (virtual)	2020
Conference on Health IT and Analytics Doctoral Consortium (CHITA) (virtual)	2020
INFORMS Conference on Service Science (virtual)	2020
INFORMS Annual Meeting, Seattle, WA	2019

INFORMS Healthcare, Cambridge, MA   2019
Production and Operations Management Society (POMS) Conference, Washington   2019
D.C.

Professional Development
INFORMS New Faculty Colloquia   2022
Faculty Success Program, National Center for Faculty Development & Diversity   2022
Behavioral Operations Management Summer Institute, University of Michigan Ross School of   2019
Business
Center for Excellence in Teaching Future Faculty Institute, University of Southern California   2019

Grants, Honors, and Scholarships
Miller Center for Social Entrepreneurship Faculty Grant   2023
Leavey Research Grant   2022

Marshall Fellowship   2017 – 2019
USC Discovery Scholar   2017
National Academy of Engineering Grand Challenges Scholar   2017
USC Provost's Undergraduate Research Fellowship Recipient   2017
Trojan Guild of Los Angeles Scholarship   2016 – 2017
USC Alumni Club of the San Gabriel Valley Scholarship   2015 – 2017
Bickford Scholarship   2014 – 2015, 2016 – 2017
Edison Scholarship   2015 – 2016
Rose Hills Foundation Scholarship   2014 – 2016
USC Asian Pacific American Student Services PEER Mentor of the Year   2016

Societies: Tau Beta Pi, Mortar Board, Phi Kappa Phi

Professional Experience
Keck Medicine of USC, Los Angeles, CA   2019 – 2020
Data Scientist Intern, USC TeleCARE

Hewlett Packard Enterprise, Madison, WI   2016
Data Scientist Intern, Health and Life Sciences

Mindshare, Playa Vista, CA   2015
Data and Analytics Intern (Clients: Nordstrom, Lionsgate)

Skills
Programming: Python, Stata, R, SQL, Mathematica, MATLAB, AMPL
Software: Tableau, ExtendSim, Arena, Adobe Creative Suite