

---

EDUCATION	<b>Alberta School of Business, University of Alberta</b> <i>PhD in Operations Management</i> • Advisor: Saied Samiedaluie • Thesis Topic: Queueing models with stochastic agent unavailability	Edmonton, Canada 2019 - 2025 ( <i>expected</i> )
	<b>Industrial Engineering, Sharif University of Technology</b> <i>MSc in Industrial Engineering</i> • Advisor: Babak Haji • Thesis Topic: Network analysis and providing a new sampling method based on Friendship Paradox	Tehran, Iran 2016 - 2019
	<b>Industrial Engineering, Sharif University of Technology</b> <i>BSc in Industrial Engineering</i> • Advisor: Mahmoud Houshmand • Thesis Topic: Integration of making and designing casting molds by feature recognition	Tehran, Iran 2011 - 2016
WORKING PAPERS	<ul style="list-style-type: none"><li>• <b>Asgari, A</b>, A Ingolfsson, S Samiedaluie (2024). Formulation and validation of a model for transient analysis of queueing systems with stochastic agent unavailability.</li><li>• <b>Asgari, A</b>, A Rastpour, S Samiedaluie (2024). Asymptotic analysis of queueing systems with impatient customers and stochastic agent unavailability.</li><li>• <b>Asgari, A</b>, A Rastpour, S Samiedaluie (2024). Solving queueing systems with impatient customers and stochastic agent unavailability using matrix-analytic methods.</li></ul>	
WORK IN PROGRESS	<ul style="list-style-type: none"><li>• <b>Asgari, A</b>, S Samiedaluie, I Lee (2024). Optimizing exam room allocations to physicians in the surgical clinic of a children's hospital.</li><li>• <b>Asgari, A</b>, S Samiedaluie, H Abouee Mehrizi, M Zargoush (2024). Optimizing decisions regarding admission to clinical decision units.</li></ul>	
RESEARCH INTERESTS	<ul style="list-style-type: none"><li>• Healthcare operations research</li><li>• Applied probability and queueing theory</li><li>• Statistics and data analytics</li></ul>	
TEACHING EXPERIENCE	<b>Instructor:</b> University of Alberta • OM 420: Predictive Business Analytics (Instructor rating: 4.2/5) • OM 420/620: Predictive Business Analytics	Fall 2022 Winter 2022
	<b>Teaching Assistant:</b> Alberta School of Business, University of Alberta • BUEC 488/686: Data Analysis for Business Economics and Policy (Instructor: Longzhou Wang)	Winter 2024
	<b>Teaching Assistant:</b> Sharif University of Technology • Operation Research I (Instructor: Kouros Eshghi) • Engineering Statistics (Instructor: Majid Khedmati) • Inventory Management I (Instructor: Alireza Haji) • Inventory Management I (Instructor: Babak Haji) • Project Scheduling (Instructor: Majid Rafiee)	Fall 2018, Spring 2018 & 2019 Spring 2019 Spring 2019 Fall 2018 Spring 2015

ACADEMIC SERVICE	<p><b>Ad-hoc Journal Reviewer:</b></p> <ul style="list-style-type: none"> <li>• Operations Research</li> <li>• Manufacturing and Service Operations Management</li> <li>• INFORMS Journal on Computing</li> <li>• Health Care Management Science</li> <li>• IEEE Signal Processing Letters</li> </ul>
PROFESSIONAL EXPERIENCE	<ul style="list-style-type: none"> <li>• <b>Digital Marketing Assistant</b>, Digikala E-Commerce company, Tehran, Iran 2018.01 - 2018.06</li> <li>• <b>Project Management Assistant</b>, Andishgaran Sepehr Ara consulting engineers company, Tehran, Iran 2016.08 - 2016.12</li> <li>• <b>Layout improvement consultant</b>, Nasir Machine Industrial Group, Golpayegan, Iran 2015.06 - 2015.07</li> <li>• <b>Tutor</b>, for BSc courses, such as Project Control and Scheduling, Probability, Statistics, Simulation, Accounting, Operation Research I and II, Inventory Control, Plant Layout, Quality Control 2016.08 - 2019.04</li> </ul>
CONFERENCE PRESENTATIONS	<p><b>Asymptotic analysis of queueing systems with impatient customers and stochastic agent unavailability</b></p> <ul style="list-style-type: none"> <li>• CanQueue, Edmonton, Canada 2024</li> </ul> <p><b>Formulation and validation of a model for transient analysis of queueing systems with stochastic agent unavailability</b></p> <ul style="list-style-type: none"> <li>• CORS, London, Canada 2024</li> <li>• CORS, Montreal, Canada 2023</li> </ul> <p><b>Solving queueing systems with impatient customers and stochastic agent unavailability using matrix-analytic methods</b></p> <ul style="list-style-type: none"> <li>• CanQueue, Niagara-on-the-Lake, Canada 2023</li> </ul> <p><b>Model validation for the call center of a non-profit organization</b></p> <ul style="list-style-type: none"> <li>• Business PhD Research Conference, Edmonton, Canada 2022</li> <li>• Business PhD Research Conference, Edmonton, Canada 2021</li> <li>• CanQueue, Montreal, Canada 2021</li> </ul> <p><b>Staffing the surgical short-stay unit at a children's hospital</b></p> <ul style="list-style-type: none"> <li>• Business PhD Research Conference, Edmonton, Canada 2020</li> </ul>
AWARDS AND HONORS	<ul style="list-style-type: none"> <li>• <b>Eric Geddes/Alberta Innovates Fellowship in Health Organization Studies</b> 2024</li> <li>• <b>Life Underwriters Fellowship for PhD Research in Insurance and Related Financial Services</b> 2023</li> <li>• <b>Eric Geddes/Alberta Innovates Fellowship in Health Organization Studies</b> 2022</li> <li>• <b>Ranked 3rd in GPA in M.Sc. Industrial Engineering Department at Sharif University of Technology</b> 2018</li> </ul>
SOFTWARE SKILLS	<p><b>Statistical:</b> Stata, SAS.</p> <p><b>Operation Research:</b> Gurobi, CPLEX.</p> <p><b>Programming:</b> R, Python, MATLAB.</p> <p><b>Simulation:</b> Simmer.</p>