

Rouba Ibrahim

CONTACT INFORMATION School of Management at University College London
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ACADEMIC POSITIONS **University College London, School of Management**
2012–2016 Assistant Professor
2016–Present Associate Professor

EDUCATION **American University of Beirut**
2002 B.S., Mathematics
Stony Brook University
2004 M.S., Applied Mathematics and Statistics
Columbia University
2010 Ph.D., Operations Research

RESEARCH INTERESTS *Methodology:* Queueing theory; stochastic modelling; data analytics.
Application areas: Service operations; sharing economy; healthcare.

JOURNAL PUBLICATIONS

Queueing Theoretic

1. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation Based on Delay History. *Manufacturing and Service Operations Management*, 11(3), 2009, pp. 397–415.
2. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation in Overloaded Multiserver Queues with Abandonment. *Management Science*, 55(10), 2009, pp. 1729–1742.
3. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation Based on Delay History with Time-Varying Arrivals. *Production and Operations Management*, 20(5), 2011, pp. 654–667.
4. Ibrahim, R. and W. Whitt. Wait-Time Predictors for Customer Service Systems with Time-Varying Demand and Capacity. *Operations Research*, 59(5), 2011, pp. 1106–1118.
5. Ibrahim, R., Armony, M. and A. Bassamboo. Does the Past Predict the Future? The Case of Delay Announcements in Service Systems. *Management Science*, 63(6), 2017, pp. 1762–1780.
6. Ibrahim, R. Managing Queueing Systems where Capacity is Random and Customers are Impatient. *Production and Operations Management*, forthcoming.

Data Analytic

7. Ibrahim, R. and P. L'Ecuyer. Forecasting Call Center Arrivals: Fixed-Effects, Mixed-Effects, and Bivariate Models. *Manufacturing and Service Operations Management*, 15(1), 2013, pp. 72–85.

8. Ibrahim, R., L'Ecuyer, P., Shen, H. and M. Thiongane. Inter-Dependent, Heterogeneous, and Time-Varying Service-Time Distributions in Call Centers. *The European Journal of Operational Research*, 250(2), 2016, pp. 480–492.
9. Ibrahim, R., Kucukyazici, B., Verter, V., Gendreau, M. and M. Bolstein. 2016. Designing Individualized Treatment: An Application to Anticoagulation Therapy. *Production and Operations Management*, 25(5), 2016, pp. 902–918.

INVITED
PAPERS AND
BOOK CHAPTERS

10. Ibrahim, R., Ye, H., L'Ecuyer, P. and H. Shen. Modeling and Forecasting Call Center Arrivals: A Literature Survey and a Case Study. *The International Journal of Forecasting*, 32(3), 2016, pp. 865–874.

REFEREED
PROCEEDINGS

11. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation in Call Centers. *Proceedings of the 40th Winter Simulation Conference*, 2008, pp. 2876–2883.
12. Ibrahim, R. and W. Whitt. Delay Predictors for Customer Service Systems with Time-Varying Parameters. *Proceedings of the Winter Simulation Conference*, 2010, pp. 2375–2386.
13. Ibrahim, R., L'Ecuyer, P., Regnard, N. and H. Shen. On the Modeling and Forecasting of Call Center Arrivals. *Proceedings of the Winter Simulation Conference*, 2012, pp. 23–35.

COMPLETED
WORKING
PAPERS

14. Dong, J. and R. Ibrahim. Staffing Systems in the On-Demand Economy: Flexible Workers or Full-Time Employees?
15. Ibrahim, R. Sharing Delay Information in Service Systems: A Literature Survey. Invited paper in *Queueing Systems*, special issue for Ward Whitt's 75th birthday.
16. Ibrahim, R. On Queues with a Random Capacity: Theory and Application. Invited book chapter in *Sharing Economy: Making Supply Meet Demand*, M. Hu, editor.
17. Bassamboo, A. and R. Ibrahim. On the Accuracy of the Last-To-Enter Service Delay Announcement: Bridging Theory and Practice.

TEACHING

Stony Brook University
Precalculus (undergraduate)

Columbia University
Probability (undergraduate)

University College London
Mathematical Foundations of Management (undergraduate)
Stochastic Modelling (Ph.D.)

London Business School (as Guest Lecturer)
Operations Management (MBA, core course)

PROFESSIONAL
ACTIVITIES

- **Associate editor**
 - 2017–Present *Management Science*
 - 2018–Present *Operations Research*
- **Conference organizer**
 - 2015 9th Young European Queueing Theorists workshop, Eurandom, Eindhoven, The Netherlands (with Fabio Cecchi and Florian Simatos)
 - 2016 Applied Probability Society cluster, INFORMS, Nashville, USA (with David Goldberg)
 - 2018 StochMod, conference of the EURO working group on stochastic modeling, Lancaster, U.K. (with Peter Jacko)
 - 2018 Service Management SIG workshop, MSOM, University of Texas at Dallas, USA (with Ming Hu)
- **Council member**
 - 2015-2017 Applied Probability Society council
- **Ad-hoc referee**
 - Operations Research, Management Science, Manufacturing and Service Operations Management, Production and Operations Management (among others)

INVITED TALKS
AT ACADEMIC
INSTITUTIONS

- 2009 University of Montreal; The George Washington University (School of Business); University of British Columbia (Sauder)
- 2010 University of Michigan (Ross); University of Rochester (Simon)
- 2012 University of Alberta (School of Business); University of Groningen (Faculty of Economics and Business); Erasmus University (Rotterdam School of Management); Vrije Universiteit Amsterdam (Mathematics); Delft University (Applied Mathematics); London Business School; City University London (Cass)
- 2013 Vrije Universiteit Amsterdam (Mathematics)
- 2014 Eindhoven University of Technology (YEQT Workshop)
- 2016 Durham University (Business School); Frankfurt School of Finance and Management; Oxford University (Said); London Business School; Northwestern University (Kellogg); University of Manchester (Mathematics)
- 2017 Lancaster University (Management School); University of Edinburgh (Mathematics); Columbia University (IEOR, Applied Probability Day); University of Chicago (Booth); Indiana University (Kelley); University of Illinois at Urbana Champaign (College of Business); University of North Carolina at Chapel Hill (Kenan-Flagler, discussant at MSOM Service SIG)
- 2018 MIT (Sloan); University of Texas at Austin (OR & IE); University of Southern California (Marshall)

AWARDS

- 2014 Distinguished service award from *Management Science*
- 2015 Finalist (Honorable Mention) in JFIG paper competition of INFORMS for the paper “Managing Queueing Systems where Capacity is Random and Customers are Impatient”
- 2017 Meritorious service award from *M&SOM*

PATENTS		“Method for predicting call waiting times.” 2012. US Patent 8,311,208 (with P. Tendick).
INTERNAL SERVICE (AT UCL)	2012–2013	Coordinator of the Management Science program (Mathematics track) Departmental representative for Integrated Engineering Program (IEP)
	2013	Internal examiner, PhD of Ioannis Fragkos
	2015–Present	Seminar series organizer
	2016	OM area reading group organizer
	2018	Internal examiner, PhD of Ryan Palmer
PREVIOUS POSITIONS	2007	Deutsche Bank, summer associate, Global Markets
	2009	Avaya Research Labs, research scientist, Data Analysis department
	2010–2011	Bell Canada, consultant
	2010	University of Montreal, postdoctoral fellow (with P. L’Ecuyer)
	2011	McGill University, postdoctoral fellow (NSERC CREATE Program)