

Gloria Urrea, PhD

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Academic Positions

Leeds School of Business, University of Colorado, Boulder, CO, USA.

- Assistant Professor (Strategy, Entrepreneurship and Operations). June 2019 - Present.

Kelley School of Business, Indiana University, Bloomington, IN, USA.

- Visiting Scholar (Operations and Decision Technologies). February 2017 - May 2019.

Education

PhD in Economics. Università della Svizzera italiana (USI), Switzerland. June 2018.

Master of Advanced Studies in Humanitarian Logistics and Management. USI, Switzerland. July 2015.

MSc in Economics, Major in Management. USI, Switzerland. July 2013.

BSc in Industrial Engineering. Universidad Nacional de Colombia, Colombia. September 2009.

Research Interests

Operations Management, Supply Chain Management, Relief and Development Operations, Humanitarian Donations.

Accepted and Published Papers

1. Volunteer Management in Charity Storehouses: Experience, Congestion and Operational Performance. With A.J. Pedraza-Martinez and M. Besiou. *Production and Operations Management*, 2019, Forthcoming.
2. Operational Transparency on Crowdfunding Platforms: Effect on Donations for Emergency Response. With J. Mejia and A.J. Pedraza-Martinez. *Production and Operations Management*, 2019, 28(7): 1773–1791.
- *Best Paper Award Runner-Up*, Humanitarian Operations Track, POMS 2019.
3. Exploratory Analyses of Relief and Development Operations using Social Networks. With S. Villa and P. Gonçalves. *Socio-Economic Planning Sciences*, 2016, 56: 27-39.

Working Papers and Work in Progress

4. Relational Strategies and Diversification in Nonprofit Organizations. With S. Villa and E. Quintane. Status: In preparation for submission to *Organization Science*.
5. The Impact of Service Level on Ordering Behavior. With J.A. Castañeda and S. Villa. Status: In preparation for submission to *Manufacturing & Service Operations Management*.
6. Trust and Trustworthiness in Humanitarian Operations. With Ö. Özer and S. Villa. Status: Data collected and cleaned; analysis in-progress.

7. The Role of Transparency and Financial Scores for Charitable Funding. With J. Mejia and A.J. Pedraza-Martinez. Status: Data collection.

Book Chapters

8. Private Donations for Humanitarian Operations. With A.J. Pedraza-Martinez. In *Decision-making in Humanitarian Operations: Strategy, Behavior and Dynamics*. Edited by S. Villa, G. Urrea, J.A. Castañeda and E. Larsen. 2019. London: Palgrave Macmillan.

9. Innovating Short-Term Preparedness Actions using Climate Information. With M. Bailey. In *Decision-making in Humanitarian Operations: Strategy, Behavior and Dynamics*. Edited by S. Villa, G. Urrea, J.A. Castañeda and E. Larsen. 2019. London: Palgrave Macmillan.

Edited Books

Decision-making in Humanitarian Operations: Strategy, Behavior and Dynamics. With S. Villa, J.A. Castañeda and E. Larsen. 2019. London: Palgrave Macmillan.

Awards and Honors

- *Best Paper Award Runner-Up*, Humanitarian Operations Track, POMS • Washington, May 2019.
- *Best Master Thesis Award*, MASHLM, USI • Lugano, July 2015.
- *Cohort's best GPA*, Master in Management, USI • Lugano, November 2013.
- *Cohort's best GPA*, Industrial Engineer, Universidad Nacional de Colombia • Medellín, September 2009.

Grants

- **Doctoral Mobility Fellowship for 2017 (SNF N° P1T1P1_171887) and for 2018 (SNF N° P1TIP1_178664) - Swiss National Science Foundation.** Visiting Researcher at the Department of Operations and Decision Technologies, Kelley School of Business at Indiana University, Bloomington.
- **Doctoral Grant 2016 (SNF N° 100018_165809) - Swiss National Science Foundation.** Project: “Studying Humanitarian Organizations using Common Pool Resources.”

Invited Talks and Academic Presentations

- Relational Strategies and Diversification in Nonprofit Organizations. AOM, Boston, MA, USA, August 2019.
- Operational Transparency on Crowdfunding Platforms: Effect on Donations for Emergency Response. POMS, Washington, DC, USA, May 2019.
- Volunteer Management in Charity Storehouses. POMS, Washington, DC, USA, May 2019.
- Stay Dependent: Relational Strategies to Reduce Current and Future Uncertainty. POMS, Washington, DC, USA, May 2019.
- Operational Transparency on Crowdfunding Platforms: Effect on Donations for Emergency Response. Pennsylvania State University, State College, PA, USA, February 2019.
- Operational Transparency on Crowdfunding Platforms: Effect on Donations for Emergency Response. University of Colorado Boulder, Boulder, CO, USA, December 2018.
- Operational Transparency on Crowdfunding Platforms: Effect on Donations for Emergency Response. Tilburg University, Tilburg, The Netherlands, December 2018.

- Operational Transparency on Crowdfunding Platforms: Effect on Donations for Emergency Response. Portland State University, Portland, OR, November 2018.
- Transparency in Crowdfunding for Emergency Management. DSI, Chicago, IL, USA, November 2018.
- Volunteer Management in Charity Storehouses. DSI, Chicago, IL, USA, November 2018.
- Transparency in Crowdfunding for Emergency Management. INFORMS, Phoenix, AZ, USA, November 2018.
- In Need of Aid: Funding Uncertainty and Diversification in Humanitarian Operations. INFORMS, Phoenix, AZ, USA, November 2018.
- Transparency in Crowdfunding for Emergency Management. MSOM, Dallas, TX, USA, July 2018.
- Volunteer Management in Charity Storehouses. POMS, Houston, TX, USA, May 2018.
- In Need of Aid: Funding Uncertainty and Diversification in Humanitarian Operations. POMS, Houston, TX, USA, May 2018.
- Volunteer Management in Charity Storehouses. INFORMS, Houston, TX, USA, October 2017.
- Studying Interactions of Humanitarian Organizations in Relief Operations. POMS, Seattle, WA, USA, May 2017.
- Humanitarian Organizations Dilemma: Improving Collective Performance while Competing for Scarce Resources. POMS, Orlando, FL, USA, May 2016.
- Exploratory Analyses of Humanitarian Operations through Social Networks. POMS, Washington, DC, USA, May 2015.
- Exploring Duplicate Orders in a Single Manufacturer Multiple Distributor Supply Chain. System Dynamics Society, Delft, Netherlands, July 2014.

Teaching Interests

Operations Management, Supply Chain Management, Humanitarian Logistics, Project Management, Business Analytics, Decision Making, Strategy, Social Networks, Experimental Methods.

Teaching Experience

University of Colorado, Leeds School of Business (USA) • Undergraduate Program.

Professor, Principles of Operations Management, 4 sections. Fall 2019.

Universidad de la Sabana (Colombia) • PhD Program.

Professor, Introduction to Experimental Methods. Fall 2018.

Università della Svizzera italiana (Switzerland) • Master Programs.

Teaching Assistant, Project Management. Fall 2015.

Teaching Assistant, Applied Social Entrepreneurship. Fall 2014.

Teaching Assistant, Operations Management. Spring 2014, 2015.

Universidad Nacional de Colombia (Colombia) • Undergraduate Programs.

Teaching Assistant, Calculus (Linear Algebra, Differential Equations). 2006-2007.

Supervision to Students

- Jiali Wang. 2018. *The role of personality traits and preferred rewards in reducing resistance to organizational change in the hospitality industry in the Netherlands*. Master thesis at TIAS Business School.

- Seyedahmad Ahanshahrad. 2017. *The impact of social media and brand popularity on total sales in fashion industry*. Master thesis at TIAS Business School.

Academic Service

- Administrative Positions
 - Treasurer of the College of Humanitarian Operations and Crisis Management, POMS. 2019-2021.
 - Program Manager of the Master of Advanced Studies in Humanitarian Operations and Supply Chain Management (MASHOM) at USI, Switzerland. 2016.
- Conferences
 - Session Chair for POMS Conference, Humanitarian Operations and Crisis Management Track.
 - Session Chair INFORMS Conference, Public Sector OR Track.
 - Organizer of the Conference “Actions for Humanitarian Impact”, Switzerland. 2013.
- Journal Referee
 - Production and Operations Management (POM), Journal of Humanitarian Logistics and Supply Chain Management (JHLSCM).
 - Ad-Hoc: Journal of the Operational Research Society (JORS), International Conference on Information Systems (ICIS), Sustainability Accounting, Management and Policy Journal.

Memberships

- Institute for Operations Research and the Management Sciences (INFORMS).
- Manufacturing & Service Operations Management Society (MSOM).
- Production and Operations Management Society (POMS).
- Academy of Management (AOM).

Professional Experience

- Doctoral Assistant, Università della Svizzera italiana, Switzerland. September 2013 - December 2016.
- Program Manager, Università della Svizzera italiana, Switzerland. January - December, 2016.
- Consultant, Valid International, Switzerland. November - December, 2016.
- Consultant, Swiss Red Cross, Switzerland. June - December, 2016.
- Consultant, Red Cross/ Red Crescent Climate Centre, Switzerland. November 2015 - December 2016.
- Intern, UNICEF Supply Division, Denmark. September - October, 2014.
- Marketing Analyst, Avon, Colombia. May 2010 - January 2012.
- Administrative Human Resources Analyst, Avon, Colombia. February 2009 - May 2010.
- Entrepreneur, Bordeart, Colombia. August 2006 - January 2012.

Personal

Languages: Spanish (native), English (fluent), Italian (fluent), German (basic).

Hobbies: Traveling, swimming, running, salsa dancing.