

Huseyn Abdulla

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ACADEMIC INTERESTS

- **Areas:** Retail Operations, Sustainable Operations, Behavioral Operations Management, Operations/Marketing Interface.
- **Methods:** Randomized Controlled Trials, Applied Econometrics and Causal Inference, Multivariate Statistics, Latent Variable Models, Game Theory.

ACADEMIC EXPERIENCE

- **Haslam College of Business, The University of Tennessee** Knoxville, TN
Assistant Professor of Supply Chain Management Aug 2022 – Present
Jim Bennett Fellow Dec 2023 – Present

EDUCATION

- **Mays Business School, Texas A&M University** College Station, TX
Ph.D. in Business Administration Aug 2017 – May 2022
- **University of California at Berkeley** Berkeley, CA
M.S. in Industrial Engineering & Operations Research May 2016
- **Qafqaz University** Baku, Azerbaijan
B.S. in Industrial Organization and Management Jun 2015

PUBLICATIONS

- [P1] **Abdulla, H.**, Abbey, J.D., Atalay, A.S., Meloy, M.G., 2024. Show, Don't Tell: Education and Physical Exposure Effects in Remanufactured Product Markets. *Journal of Operations Management*, 70(2), 243–256 [FT 50, UTD 24].
- Included in the *JOM* Special Issue on Closed-Loop Supply Chains for Remanufacturing: Challenges and Opportunities.
- [P2] Oh, H.K., **Abdulla, H.**, Oliva, R., 2024. Behavioral Multi-lever Decision-making: A Study of Consumer Return Policy, Price, and Inventory Decisions. *Journal of Operations Management*, 70(1), 137–156 [FT 50, UTD 24].
- [P3] **Abdulla, H.**, Abbey, J.D., Ketzenberg, M., 2022. How Consumers Value Retailer's Return Policy Leniency Levers: An Empirical Investigation. *Production and Operations Management*, 31(4), 1719–1733 [FT 50, UTD 24].
- [P4] Oliva, R., **Abdulla, H.**, Gonçalves, P., 2022. Do Managers Overreact When in Backlog? Evidence of Scope Neglect from a Supply Chain Experiment. *Manufacturing & Service Operations Management*, 24(4), 1997–2009 [FT 50, UTD 24].
- Featured in the *MSOM* Virtual Special Issue: The Impact of Operations in the COVID-19 Pandemic.
- [P5] **Abdulla, H.**, Ketzenberg, M., Abbey, J.D., 2019. Taking Stock of Consumer Returns: A Review and Classification of the Literature. *Journal of Operations Management*, 65(6), 560–605 [FT 50, UTD 24].
- Honorable Mention, 2020 Jack Meredith Best Paper Award, *Journal of Operations Management*.
 - Top 5 Downloaded Paper in 2021, *Journal of Operations Management*.

FT 50: Financial Times Research Rankings 50 Journals, UTD 24: UT Dallas Business School Rankings 24 Journals

AWARDS
AND
HONORS

- F. Perry and Elaine Ozburn Award for Innovative Research, *Supply Chain Management Department, Haslam College of Business, 2023*
- Reviewer Service Honorable Mention Award, *Journal of Operations Management, 2022*
 - ★ First Ph.D. candidate recipient of the award.
- The Association of Former Students Distinguished Graduate Student Award for Research, *Texas A&M University, 2022*
 - ★ First recipient of the award among Mays Business School Ph.D. candidates.
- Dean's Outstanding Teaching by a Doctoral Student Award, *Mays Business School, Texas A&M University, 2021*
- Dean's Outstanding Research by a Doctoral Student Award, *Mays Business School, Texas A&M University, 2020*
- Mays Fellowship, *Mays Business School, Texas A&M University, 2017 – 2022*
- Mays Ph.D. Enhancement Fellowship, *Mays Business School, Texas A&M University, 2017 – 2022*
- Study Abroad Fellowship, *The Ministry of Education of Azerbaijan Republic, 2015 – 2016*
- Top Student Award and Valedictorian for the Class of 2015, *Qafqaz University, 2015*
- Scholarship for Undergraduate Studies, *The Ministry of Education of Azerbaijan Republic, 2011 – 2015*
- The Presidential Scholarship of Azerbaijan Republic, *2011 – 2015*
- Merit-Based Scholarship for Undergraduate Students, *State Oil Company of Azerbaijan Republic (SOCAR), 2011 – 2013*
- Gold Medal for Outstanding Achievements in Education, *The Ministry of Education of Azerbaijan Republic, 2011*

INVITED
SEMINARS

- 2023:
 - Product Returns and Remanufacturing: The Triple Bottom-Line Perspective, *UT Knoxville Global Supply Chain Institute Supply Chain Forum*
 - Research in Consumer Product Returns, *University of Texas at Arlington, Marketing Department Doctoral Seminar on Consumer Behavior.*
- 2022:
 - Examining Sustainability as a Service Model in Retail, *University of Tennessee, Knoxville, Department of Industrial and Systems Engineering Graduate Seminar.*
 - Show, Don't Tell: Education and Physical Exposure Effects in Remanufactured Product Markets, *Penn State University, Smeal College of Business Sustainability Seminar Series.*
 - Barriers to Sustainable Behavior and What to Do with Them, *PepsiCo.*

CONFERENCE
TALKS

- Taking Stock of Consumer Returns: A Review and Classification of the Literature
 - *30th POMS Annual Conference, Washington, D.C., May 2019*
 - *50th DSI Annual Conference, New Orleans, LA, Nov 2019*
- How Consumers Value Retailer's Return Policy Leniency Levers: An Empirical Investigation
 - *2020 INFORMS Annual Meeting, Virtual, Nov 2020*
 - *51st DSI Annual Conference, Virtual, Nov 2020*
- Show, Don't Tell: Education and Physical Exposure Effects in Remanufactured Product Markets
 - *2020 INFORMS Annual Meeting, Virtual, Nov 2020*
 - *51st DSI Annual Conference, Virtual, Nov 2020*
 - *2021 INFORMS Annual Meeting, Anaheim, CA, Oct 2021*
 - *52nd DSI Annual Conference, Virtual, Nov 2021*
 - *32nd POMS Annual Conference, Virtual, Apr 2022*
- Point of No Return? Anatomy of Restrictive Return Policy Changes and Consumer Reactions to Them

- 32nd POMS Annual Conference, Virtual, Apr 2022
 - 2022 INFORMS Annual Meeting, Indianapolis, IN, Oct 2022†
 - 34th POMS Annual Conference, Minneapolis, MN, Apr 2024
 - Do Managers Overreact When in Backlog? Evidence of Scope Neglect from a Supply Chain Experiment
 - 32nd POMS Annual Conference, Virtual, Apr 2022
 - Examining Sustainability as a Service Model in Retail
 - 2022 INFORMS Annual Meeting, Indianapolis, IN, Oct 2022
 - 33rd POMS Annual Conference, Orlando, FL, Apr 2022†
 - 2023 INFORMS Annual Meeting, Phoenix, AZ, Oct 2023†
 - The Return of the Behavioral Newsvendor: An Experimental Analysis of Consumer Return Policy Decisions
 - 32nd POMS Annual Conference, Virtual, Apr 2022
 - 2022 Behavioral Operations Management Conference, Fayetteville, AR, Jun 2022†
 - Order Cancellation Behavior in Online Retailing: An Empirical Investigation
 - 34th POMS Annual Conference, Minneapolis, MN, Apr 2024
 - 2024 MSOM Conference, Minneapolis, MN, Apr 2024
 - Drivers of Product Return Lag in a Business-to-Business Environment: An Empirical Investigation
 - 34th POMS Annual Conference, Minneapolis, MN, Apr 2024
- †: Presented by a co-author.

TEACHING
EXPERIENCE

- **Instructor** *Fall 2022–Present*
SCM 414 – Manufacturing and Service Operations Management
Haslam College of Business, The University of Tennessee
- **Instructor** *Spring 2021, Fall 2021*
SCMT 489 – Sustainable Operations†
Mays Business School, Texas A&M University
†: Developed the course.
- **Instructor** *Spring 2020*
SCMT 364 – Operations Management
Mays Business School, Texas A&M University

SERVICE

- **To Academic Journals:**
 - Editorial Review Board Member (2021–2022), Associate Editor (2023–present), *Journal of Operations Management*.
 - Editorial Review Board Member (2023–present), *Decision Sciences*.
 - Reviewer, *Manufacturing & Service Operations Management (2022–present)*, *Production and Operations Management (2019–present)*, *Service Science (2024–present)*.
- **To Professional Societies:**
 - Panelist, POMS Ph.D. Job Search Workshop Series, 2023, 2024.
 - Session Chair, INFORMS 2024, POMS 2020, 2022, 2024, DSI 2020, 2021 Conferences.
 - Reviewer, DSI Annual Meeting (2018, 2019, 2020), MSOM Conference and Best Paper Competition (2022), INFORMS Behavioral Operations Best Working Paper Competition (2023).

- **To University:**
 - Member, Provost’s Junior Faculty Fellows Group, 2024–2026
 - Member, Supply Chain Management Department Strategy Advisory Committee, 2023–2025.
 - Member, Haslam College of Business Recognition Committee, 2022–2024.
 - Member, Doctoral Dissertation Committee for Yu Jiang, Business Analytics & Statistics Department, 2023–present
- **To Community:**
 - Lecturer, Haslam Supply Chain Management Summer Camp for High School Students from Underrepresented Communities, 2024.

MEDIA MENTIONS

- How Managers Make Return Policy, Pricing, and Inventory Decisions, *Created at Mays*, 2024
- Holding is Believing When it Comes to Shopping for Refurbished Items, Study Says, *Phys.org*, 2023
- Research: Holding Key to Believing in Shopping for Refurbished Items, *Mirage News*, 2023
- New Research: To Sell Refurbished Merchandise, “Show, Don’t Tell”, *Haslam News*, *UT Knoxville*, 2023
- Holding is Believing when It Comes to Shopping for Refurbished Items, Study Says, *Smeal College of Business News*, 2023
- To Sell Remanufactured Merchandise, “Show, Don’t Tell,” New Research Finds, *Advances in Supply Chain Management*, *Global Supply Chain Institute*, *UT Knoxville*, 2023
- Benefactor Magazine - Advancing the World’s Prosperity, *Mays Business School*, *Texas A&M University*, 2022
 - Featured for accomplishments as a Ph.D. student and research contributions in the domain of consumer returns.

AFFILIATIONS

- Production and Operations Management Society (POMS), The Institute for Operations Research and the Management Sciences (INFORMS), Decision Sciences Institute (DSI), Academy of Management (AOM).

SKILLS

- Software: STATA, SPSS, R, PROCESS/MEMORE, Qualtrics, AMPL, L^AT_EX
- Language: English (fluent), Turkish (fluent), Azerbaijani (native)

REFERENCES

- Available upon request.