

# Huseyn Abdulla

308 Stokely Management Center, 916 Volunteer Blvd, Knoxville, TN 37996

✉ [habdulla@utk.edu](mailto:habdulla@utk.edu), 🌐 [www.huseynabdulla.com](http://www.huseynabdulla.com)

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## ACADEMIC INTERESTS

- **Areas:** Retail Supply Chains and Operations, Sustainable Operations, Behavioral Operations Management.
- **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.**, Ketzenberg, M., Abbey, J.D., Heim, G.R., 2025. Point of No Return? Restrictive Changes to Lenient Return Policies and Consumer Reactions to Them. *Journal of Operations Management*. 71(1), 81–108 [FT 50, UTD 24].
- [P2] **Abdulla, H.**, Escamilla, R., Oliva, R. Registered Reports Review for Field Experiments. *Journal of Operations Management*. 70(7), 1042–1047 [FT 50, UTD 24].
- Peer-reviewed guest editorial introducing the Registered Reports Review (3R) Initiative of *JOM* to stimulate, develop, and publish OM research using field experiments.
- [P3] **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.
- [P4] 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].
- [P5] 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.
- [P6] **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].

- [P7] **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*
- Jim Bennett Faculty Fellowship, *Supply Chain Management Department, Haslam College of Business, 2023–2025*
- 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 university-wide 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*

#### INVITED SEMINARS

- 2024:
  - How Consumers Value Return Policy Leniency Levers: An Empirical Investigation, *Michigan State University, Eli Broad College of Business, Logistics Doctoral Seminar Guest Speaker*.
  - Show, Don’t Tell: Education and Physical Exposure Effects in Remanufactured Product Markets, *Auburn University, Harbert College of Business, Current Topics in Supply Chain Management Doctoral Seminar Guest Speaker*.
- 2023:
  - The Triple Bottom-Line Perspective for Product Returns and Remanufacturing, *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

- **The University of Tennessee, Knoxville**
  - *SCM 440 – Social and Environmental Sustainability in SCM* (1 section, Fall 2025)  
Haslam College of Business, Supply Chain Management BBA program
  - *SCM 414 – Manufacturing and Service Operations Management* (9 sections (3 online), Fall 2022 - Spring 2025)  
Haslam College of Business, Supply Chain Management BBA program
- **Texas A&M University**
  - *SCMT 489 – Sustainable Operations* (2 sections, Spring/Fall 2021)  
Mays Business School, Supply Chain Management BBA program  
★ **Developed the course.**
  - *SCMT 364 – Operations Management* (1 section, Spring 2020)  
Mays Business School, Supply Chain Management BBA program

## SERVICE

### • To Academic Journals:

- Editorial Review Board Member (2021–2022), Associate Editor (2023–2025), Registered Reports Review Initiative Editor (2025–present), *Journal of Operations Management*.
- Editorial Review Board Member (2023–present), *Decision Sciences Journal*.
- Ad-hoc Reviewer, *Manufacturing & Service Operations Management* (2022–present), *Production and Operations Management* (2019–present), *Operations Research* (2025–present), *Service Science* (2024–present), *California Management Review* (2024–present).

### • To Department, College, 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, 2023–2025, Placement: California State University, Sacramento.
- Member, Doctoral Dissertation Committee for Nadja Vorontsova, Supply Chain Management Department, 2024–present.

### • To Professional Societies:

- Panelist, POMS Ph.D. Job Search Workshop Series, 2023, 2024.
- Track Chair, Behavioral Operations Management, DSI 2025 Conference.
- 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 Community:

- Lecturer, Haslam Supply Chain Management Summer Camp for High School Students from Underrepresented Communities, 2024.

## ON MEDIA

- [Returns research says disclosure works best](#), *InStore Magazine*, 2025.
- [Retailers’ tough return policies spark customer backlash](#), *Inside Retail*, 2025.
- [Transparency key for return policy changes, study finds](#), *Supply Chain Digital*, 2025.
- [Returns research says disclosure works best](#), *Shop! Association*, 2025.
- [UT Haslam researcher finds retailers must explain restricting purchase returns or face customer wrath](#), *PRNewswire*, 2025.
- [Retail returns and cybersecurity insights](#), *Tennessee on Supply Chain Management Podcast*, *S3E4*, 2025.
- [How customers react to retailers making their return policies more strict](#), *Fast Company*, 2024.
- [Avoiding customer backlash: Study highlights importance of transparency in return policy changes](#), *Phys.org*, 2024.
- [Retailers that make it harder to return stuff face backlash from their customers](#), *The Conversation, U.S.*, 2024.  
Republished by: *Yahoo! Finance*, *Houston Chronicle*, *San Francisco Chronicle*, *San Antonio Express-News*, *Knoxville News Sentinel*, *Haaretz (Israel)*, *Project Design Online (Japan)*, *Presstext (Germany)*, *Internet Retailing (Australia)*, and others, 2024
- [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).

REFERENCES      • Available upon request.