

Professor Tolga Tezcan's research focuses on how to design and manage service systems under uncertainty with applications in customer service and healthcare systems. His recent research focuses innovative reimbursement methods in health care. He has worked with customer call centres, customer service chat systems, emergency departments, and hospitals. He was awarded the NSF Career Award in 2010 for his research and serves on the editorial boards of the journals *Management Science*, *Operations Research*, and *Stochastic Systems*.