

## JONATHAN BEEBE

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### EDUCATION

**Boston University, Questrom School of Business, Boston, MA.** **2018**

Master of Science, Management. Was ABD as a PhD candidate in Operations and Technology Management prior to graduation.

#### *Research & Teaching Interests*

Primary research interests are in empirical studies examining the design and management of healthcare services that integrate technological interfaces between providers and patients, with a particular focus on quality in service operations. Teaching interests are derived from professional and research experience, with a particular focus on analytical approaches to operations management and service quality.

**Bentley University, McCallum Graduate School of Business, Waltham, MA** **2011**

Master of Business Administration (MBA), *with high distinction*. Concentrations in Business Analytics and Management. Elected to Beta Gamma Sigma Honor Society.

**University of Chicago, Chicago, IL** **1999**

Bachelor of Arts (BA). Concentration in English Language and Literature.  
Winner of the Olga and Paul Menn Foundation Prize for short fiction.

### ACADEMIC EMPLOYMENT

**Boston College Carroll School of Management, Boston MA** **2014 - present**

#### **Lecturer and Assistant Department Chair, Business Analytics**

Currently teaching undergraduate core Coding for Business and Applied Statistical Methods courses and MBA-level Supply Chain and Data Analytics courses. Also taught undergraduate "Operations Management," "Statistical Analysis," and "Predictive Analytics" courses, as well as graduate "Quality Management" course. Assists Department Chair with course scheduling.

#### **Visiting Instructor, Operations Management**

Taught undergraduate core Business Statistics, Predictive Analytics, and Operations Management courses and MBA-level Operations Management and Supply Chain Management courses.

**Boston University Questrom School of Business, Boston, MA** **2012 – 2016**

#### **Lecturer, Operations & Technology Management**

Taught undergraduate core course, "Operations Management," in Fall 2014 and Fall 2015, using cases, text, and group project integrating Marketing, Finance, and Information Systems.

#### **Teaching Assistant, Operations & Technology Management**

Led in-class case discussion during the "Paul Chesler, Director, Quality Assurance" case exercise and developed and led an in-class Six Sigma exercise for MBA-level Operations Management course in the IMBA program (June 2013).

**Providence College, Providence, RI**

**2013**

**Lecturer, School of Business**

Taught MBA level core course, "Operations and Service Management," using cases, text, experiential exercises, and service analysis project.

**University of Chicago, Chicago, IL**

**Program Manager, Center for Teaching and Learning**

**1999 – 2001**

Responsible for planning and running workshops and seminars on teaching for graduate students and college faculty.

**Program Coordinator, Graham School of General Studies**

**1993-1998**

Responsible for coordinating quarterly programs for faculty members in approximately 35 Midwestern liberal arts colleges and monthly programs for Chicago area high school teachers.

#### **AWARDS & HONORS**

2011 Elected member of *Beta Gamma Sigma*

1999 Won *Olga and Paul Menn Foundation Prize* for short story: "The Heredity of Solitude"

#### **PROFESSIONAL MEMBERSHIPS**

Decision Sciences Institute (DSI)

Production and Operations Management Society (POMS)

#### **CONFERENCE PRESENTATIONS**

##### **Production and Operations Management Society Annual Meeting**

Baltimore, MD, May 2014

*Patient Satisfaction through the Experience of Chronically Ill Patients*

Orlando, FL, May 2016

*An Exploration of "Balance" as a Driver of Satisfaction for Chronic Condition Patients*

##### **Decision Sciences Institute Annual Meeting**

Tampa, FL, November 2014

*"Nudging" Patients towards Evidence: An Experimental Study to Explore the Impact of Preference Reversals in Medical Decision Making*

##### **Service Management and Science Forum**

Bentley University, Waltham, MA, June 2015

*Investigating "Balance" in the Context of Patient Satisfaction*

## **BUSINESS EMPLOYMENT**

**CVS Caremark, Woonsocket, RI**

**2010 - 2013**

### **Senior Analyst, Retail Strategic Product Development**

- Involved in development, piloting, and implementation of new pharmacy programs and services offered through the CVS/pharmacy retail channel
- Partnered with Caremark PBM to build enterprise-wide solutions for improving patient health outcomes and reducing patient and client costs
- On the working team that developed Pharmacy Advisor, an enterprise-wide initiative to proactively intervene with diabetic patients to drive medication adherence, and served as one of the Pilot Leads in 2009-10
- Developed and wrote a web-based training course on Advanced Patient Care for retail pharmacy team members (Pharmacists and Technicians) in collaboration with the Pharmacy Training team

**CVS/pharmacy, Woonsocket, RI**

**2004 - 2010**

### **Specialist II, Pharmacy Operations**

- Coordinated daily communications to store and field management teams for approximately 7,200 retail pharmacies nationwide
- Served as an operational Subject Matter Expert to collaborate on and critique company-wide programs and initiatives
- Served as an operational Subject Matter Expert to review core training modules for retail pharmacy team members (Pharmacists and Technicians)

**CVS/pharmacy, Newport, RI**

**2002 - 2004**

### **Lead Pharmacy Technician**

- Coordinated daily operations in a community retail pharmacy, including assignment of staff duties, oversight of inventory policies and practices, maintenance of operating budget, and implementation of staff training program
- Supervised nine pharmacy technicians and interns