

## Rouba Ibrahim

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CONTACT INFORMATION School of Management at University College London  
One Canada Square  
London E14 5AB, U.K.  
*E-mail:* rouba.ibrahim@ucl.ac.uk  
*Web:* <http://www.roubaibrahim.com>

ACADEMIC POSITIONS **University College London, School of Management**  
2012–2016 Assistant Professor  
2016–2020 Associate Professor  
2020– Professor

EDUCATION **American University of Beirut**  
2002 B.S., Mathematics  
**Stony Brook University**  
2004 M.S., Applied Mathematics and Statistics  
**Columbia University**  
2010 Ph.D., Operations Research

RESEARCH INTERESTS *Methodology:* Queueing theory; stochastic modelling; data analytics.  
*Application areas:* Service operations; sharing economy; healthcare.

- JOURNAL PUBLICATIONS
1. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation Based on Delay History. *Manufacturing and Service Operations Management*, 11(3), 2009, pp. 397–415.
  2. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation in Overloaded Multiserver Queues with Abandonment. *Management Science*, 55(10), 2009, pp. 1729–1742.
  3. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation Based on Delay History with Time-Varying Arrivals. *Production and Operations Management*, 20(5), 2011, pp. 654–667.
  4. Ibrahim, R. and W. Whitt. Wait-Time Predictors for Customer Service Systems with Time-Varying Demand and Capacity. *Operations Research*, 59(5), 2011, pp. 1106–1118.
  5. Ibrahim, R. and P. L’Ecuyer. Forecasting Call Center Arrivals: Fixed-Effects, Mixed-Effects, and Bivariate Models. *Manufacturing and Service Operations Management*, 15(1), 2013, pp. 72–85.
  6. Ibrahim, R., L’Ecuyer, P., Shen, H. and M. Thiongane. Inter-Dependent, Heterogeneous, and Time-Varying Service-Time Distributions in Call Centers. *The European Journal of Operational Research*, 250(2), 2016, pp. 480–492.
  7. Ibrahim, R., Kucukyazici, B., Verter, V., Gendreau, M. and M. Bolstein. Designing Individualized Treatment: An Application to Anticoagulation Therapy. *Production and Operations Management*, 25(5), 2016, pp. 902–918.

8. Ibrahim, R., Ye, H., L'Ecuyer, P. and H. Shen. Modeling and Forecasting Call Center Arrivals: A Literature Survey and a Case Study. *The International Journal of Forecasting*, 32(3), 2016, pp. 865–874.
9. Ibrahim, R., Armony, M. and A. Bassamboo. Does the Past Predict the Future? The Case of Delay Announcements in Service Systems. *Management Science*, 63(6), 2017, pp. 1762–1780.
10. Ibrahim, R. Managing Queueing Systems where Capacity is Random and Customers are Impatient. *Production and Operations Management*, 27(2), 2018, pp. 207–383.
  - Honorable mention, 2015 Informs JFIG paper competition
11. Ibrahim, R. Sharing Delay Information in Service Systems: A Literature Survey. *Queueing Systems*, 89(1-2), 2018, pp. 49–79.
12. Ibrahim, R. and S. Kim. Is Expert Input Valuable? The Case of Predicting Surgery Duration. *Seoul Journal of Business*, 25(2), 2019, pp. 1–34.
13. Dong, J. and R. Ibrahim. Managing Supply in the On-Demand Economy: Flexible Workers, Full-Time Employees, or Both? *Operations Research*, 68(4), 2020, pp. 965–1284.
14. Bassamboo, A. and R. Ibrahim. A General Framework to Compare Announcement Accuracy: Static vs. LES-based Announcement. *Management Science*, 67(7), 2021, pp. 3985–4642.
15. Ibrahim, R., Kim, S. and J. Tong. Eliciting Human Judgment for Prediction Algorithms. *Management Science*, 67(4), 2021, pp. 1993–2656.
16. Dong, J. and R. Ibrahim. On the SRPT Scheduling Discipline in Many-Server Queues with Impatient Customers. *Management Science*, forthcoming.

REFEREED  
PROCEEDINGS  
AND BOOK  
CHAPTERS

17. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation in Call Centers. *Proceedings of the 40th Winter Simulation Conference*, 2008, pp. 2876–2883.
18. Ibrahim, R. and W. Whitt. Delay Predictors for Customer Service Systems with Time-Varying Parameters. *Proceedings of the Winter Simulation Conference*, 2010, pp. 2375–2386.
19. Ibrahim, R., L'Ecuyer, P., Regnard, N. and H. Shen. On the Modeling and Forecasting of Call Center Arrivals. *Proceedings of the Winter Simulation Conference*, 2012, pp. 23–35.
20. Ibrahim, R. On Queues with a Random Capacity: Theory and Application. In: Hu M. (eds) *Sharing Economy*, Springer Series in Supply Chain Management, 6, 2019, pp. 279–316.

UNDER  
REVIEW

21. Estrada, A., Ibrahim, R. and D. Zhan. On Customer (Dis)honesty in Priority Queues: The Role of Lying Aversion.
  - Finalist, 2021 Behavioral Operations Management Best Working paper
  - Finalist, 2021 Service Science IBM Best Student Paper (A. Estrada)

PROFESSIONAL  
ACTIVITIES

- **Associate editor**
  - 2017–        *Management Science*
  - 2018–        *Operations Research*
  - 2018–        *IIE Transactions*
  - 2019-        *Manufacturing and Service Operations Management*
- **Conference organizer**
  - 2015        9th Young European Queueing Theorists workshop, Eurandom, Eindhoven, The Netherlands (with Fabio Cecchi and Florian Simatos)
  - 2016        Applied Probability Society cluster, INFORMS, Nashville, USA (with David Goldberg)
  - 2018        StochMod, conference of the EURO working group on stochastic modeling, Lancaster, U.K. (with Peter Jacko)
  - 2018        Service Management SIG workshop, MSOM, University of Texas at Dallas, USA (with Ming Hu)
  - 2020        MSOM Service Operations Track, INFORMS, Maryland, USA (with Jing Dong)
- **Society officer**
  - 2015-2017    Applied Probability Society council (member)
  - 2019-2020    MSOM Society (secretary/ treasurer)
- **Ad-hoc referee**
  - Operations Research, Management Science (Distinguished service award 2014, 2018), Manufacturing and Service Operations Management (Meritorious service award 2017), Production and Operations Management, etc.

INVITED TALKS  
AT ACADEMIC  
INSTITUTIONS

- 2009        University of Montreal, The George Washington University (School of Business), University of British Columbia (Sauder)
- 2010        University of Michigan (Ross), University of Rochester (Simon)
- 2012        University of Alberta (School of Business), University of Groningen (Faculty of Economics and Business), Erasmus University (Rotterdam School of Management), Vrije Universiteit Amsterdam (Mathematics), Delft University (Applied Mathematics), London Business School, City University London (Cass), University College London (Management Science & Innovation )
- 2013        Vrije Universiteit Amsterdam (Mathematics)
- 2014        Eindhoven University of Technology (YEQT Workshop)
- 2016        Durham University (Business School), Frankfurt School of Finance and Management, Oxford University (Said), London Business School, Northwestern University (Kellogg), University of Manchester (Mathematics)
- 2017        Lancaster University (Management School), University of Edinburgh (Mathematics), Columbia University (IEOR, Applied Probability Day), University of Chicago (Booth), Indiana University (Kelley), University of Illinois at Urbana Champaign (College of Business), University of North Carolina at Chapel Hill (Kenan-Flagler, discussant at MSOM Service SIG)
- 2018        MIT (Sloan), University of Texas at Austin (OR & IE), University of Southern California (Marshall), Stanford (GSB)

2019 Imperial College London (Business School)  
 2020 Birkbeck, University of London (Maths & Stats)  
 2021 University of Toronto (Rotman), University of Luxembourg (Economics & Management), CUNY (Baruch College), European TOM Seminar Series, Indiana University (Kelley, discussant at MSOM Service SIG)

TEACHING

**Stony Brook University**  
 Precalculus (undergraduate)

**Columbia University**  
 Probability (undergraduate)

**University College London**  
 Mathematical Foundations of Management (undergraduate)  
 Stochastic Modelling (Ph.D.)

**London Business School (as Guest Lecturer)**  
 Operations Management (MBA, core course)

PATENTS

“Method for predicting call waiting times.” 2012. US Patent 8,311,208 (with P. Tendick).

INTERNAL SERVICE (AT UCL)

2012–2013 Coordinator of the Management Science program (Mathematics track)  
 Departmental representative for Integrated Engineering Program (IEP)  
 2013 Internal examiner, PhD of Ioannis Fragkos  
 2015–2020 Seminar series organizer  
 2016 OM area reading group organizer  
 2018 Internal examiner, PhD of Ryan Palmer  
 2020 Internal examiner, PhD of Xiaojia Guo

PREVIOUS POSITIONS

2007 Deutsche Bank, summer associate, Global Markets  
 2009 Avaya Research Labs, research scientist, Data Analysis department  
 2010–2011 Bell Canada, consultant  
 2010 University of Montreal, postdoctoral fellow (with P. L’Ecuyer)  
 2011 McGill University, postdoctoral fellow (NSERC CREATE Program)