

**MICHELLE A. KINCH**  
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617.515.2123

**ACADEMIC APPOINTMENTS**

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July 2023 - present	<b>Tuck School of Business at Dartmouth</b> Assistant Professor of Business Administration Operations & Management Science Group Teaching assignment: Management of Service Operations, MBA Elective
July 2020 – June 2024	<b>Harvard Business School</b> Visiting Scholar
Aug 2020 - June 2023	<b>Boston University Questrom School of Business</b> Visiting Assistant Professor, Operations & Technology Management Teaching assignment: OM 725/726, Operations Management, MBA Required Course

**EDUCATION**

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<b>Harvard Business School</b> Doctor of Business Administration, Technology & Operations Management <i>Dissertation: "Emotion-sourced Variation in Service Operations"</i> Committee: Frances Frei, Ryan Buell, Alison Wood Brooks	Boston, MA May 2020
<b>Harvard Business School</b> Master of Business Administration	Boston, MA June 2003
<b>Massachusetts Institute of Technology</b> Bachelor of Science in Management Science Concentrations in Economics, Information Technology and Strategic Marketing	Cambridge, MA June 1997

**ACADEMIC RESEARCH**

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**PUBLICATIONS**

Kinch, M.A. and R.W. Buell, "Mitigating the Negative Effects of Customer Anxiety by Facilitating Access to Human Contact" *Management Science* (2025).

**WORKING PAPERS**

Gallino, S., Kaaua, D., Kinch, M., Mehta S., Terwiesch, C. "Patient Satisfaction in a Tandem Queue: The Role of Buffer Location, Perception of Fairness, and Punctuality." *Major revision requested at Manufacturing & Service Operations Management*

Kinch, M.A. "The Negative Effects of Positive Real-Time Feedback from Artificial Intelligence". Preparing manuscript for resubmission.

**RESEARCH IN PROGRESS**

"Consumer Responses to Time Limits"

(Collaborators: Pnina Feldman, UVA Darden and Ella Segev, Hebrew University; Experiments in progress)

Conducting a series of laboratory experiments to understand how the imposition of time limits affects customer choices under varying conditions in discretionary service settings.

"Hidden Costs of Dynamic Pricing: Customer Anxiety"

(Collaborators: Ioannis Stamatopoulos, UT Austin and Evgeny Kagan, Hopkins Carey)

Through laboratory experiments, we aim to document how emotional responses to dynamic price environments could account for departures from rationality and affect service relationships.

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**RESEARCH AWARDS AND HONORS**


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INFORMS Behavioral Operations Section, 2019 Best Working Paper Award (First Place)  
 POMS College of Behavior in Operations, 2019 Jr. Scholar Working Paper Competition (Runner-Up)

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**TEACHING EXPERIENCE**


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Course Instructor: Research to Practice Seminar, Human Behavior in Operations Management MBA Elective, Tuck School of Business (Avg. Rating 6/6)	Spring Term
Course Instructor: Management of Service Operations MBA Elective, Tuck School of Business; 2 Sections (Avg. Rating 4.71/6)	Winter Term
Executive Education, Tuck School of Business: Operations Strategy (Avg. Rating 4.80/5)	Ongoing
Course Instructor: OM 725/726, Creating Value through Operations Management Required Course, Boston University Questrom School of Business (Avg. Rating 4.31/5)	2021- 2023

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**RESEARCH PRESENTATIONS**


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**The Negative Effects of Positive Real-Time Feedback from Artificial Intelligence**

2026, May (Anticipated)	POMS Annual Meeting. Reno, NV.
2025, July	Human-Algorithm Interaction Workshop. Oxford, UK.
2025, May	POMS Annual Meeting. Atlanta, GA.
2024, November	Tuck Operations and Management Science Research Workshop. Hanover, NH.
2024, October	INFORMS Annual Conference. Seattle, WA.

**Consumer Responses to Time Limits**

2026, November (Anticipated)	INFORMS Annual Meeting, San Francisco, CA.
2026, May (Anticipated)	POMS Annual Meeting. Reno, NV.
2025, December	Tuck Operations and Management Science Research Workshop. Hanover, NH.
2025, May	POMS Annual Meeting. Atlanta, GA.
2023, October	INFORMS Annual Conference. Phoenix, AZ.
2022, October	INFORMS Annual Conference. Indianapolis, IN.

**Hidden Costs of Dynamic Pricing**

2021, April	POMS Annual Meeting. Virtual.
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**Mitigating the Negative Effects of Customer Anxiety through Access to Human Contact**

2024, April	Harvard Business School. Invited Research Seminar Speaker. Cambridge, MA.
2024, April	U. Minnesota Carlson. Invited Research Seminar Speaker. Minneapolis, MN.
2023, March	BU Questrom. Digital Business Institute Data Blitz. Boston, MA.
2022, April	Ben-Gurion University. Invited Research Seminar Speaker. Israel.
2022, February	Dartmouth Tuck. Invited Research Seminar Speaker. Hanover, NH.
2021, November	Decision Sciences Institute Annual Conference. Virtual.
2021, October	INFORMS Annual Conference. Anaheim, CA.
2021, October	UNC Kenan-Flagler. Invited Research Seminar Speaker. Chapel Hill, NC.
2021, April	POMS Annual Meeting. Virtual.

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**SERVICE ACTIVITIES**


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Associate Editor, <i>Service Science</i>	Ongoing
Editorial Review Board, <i>Decision Sciences Journal</i>	Ongoing
Research Seminar Committee, Tuck Operations & Management Science Area	Ongoing
Session Organizer, Service & Behavioral Operations Tracks, INFORMS Annual Meeting	Ongoing
Reviewer, MSOM Conference Service Operations SIG	2024
Co-chair, Behavioral Operations Management Cluster, INFORMS Annual Meeting	2022
Ad-Hoc Reviewer: <i>Management Science, MSOM, POM, Journal of Operations Management</i>	Ongoing

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**PROFESSIONAL EMPLOYMENT EXPERIENCE**


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**LPL Financial**

Boston, MA

*Senior Vice President, Investor Strategy for LPL Research*

Jan 2012 – Aug 2012

Developed brand strategy and integrated marketing plan across multimedia platform (including print and electronic publications, social media, events and phone service support) for Investment Research department.

**Fidelity Investments**

Boston, MA

*Vice President and Business Line Manager, Financial Solutions*

Jan 2009 – Jan 2012

Managed R&D activities and investment policy committee for Global Asset Allocation Division with ~\$200B assets under management. Responsible for all facets of business management for ~\$20M internal consulting business.

*Vice President, Asset Management Solutions*

Mar 2005 – Dec 2008

Manage product development team overseeing the advisory product suite. Key decision-maker on product design, pricing models and marketing materials. Worked with investment teams to design and test new portfolio management strategies.

*Director, Customer Marketing and Development*

Aug 2004 – Mar 2005

Member of team responsible for devising customer acquisition strategies targeting end-clients of institutional stock plan servicing business within Fidelity's Personal Investing business unit. Developed new sales strategy to drive plan sponsor adoption. Designed and tested phone-based service models and incentive programs to improve lead conversion.

*Director, Fidelity Funds Product Management*

May 2003 – Aug 2004

Responsible for retail asset allocation mutual fund products within Fidelity's Personal Investing business unit. Launched 10 new multi-asset class products and repositioned 4 existing products.

**Forrester Research**

Cambridge, MA

*Competitive Analyst, Corporate Strategy and Development*

Jan 2000 - Jan 2001

Responsible for collecting, analyzing, and disseminating global competitive intelligence and market analysis. Worked closely with both sales and research teams globally. Conducted strategic due diligence and engaged in negotiations with global acquisition targets and potential strategic partners.

**State Street Global Advisors**

Boston, MA

*Principal, Strategic Marketing Group*

Dec 1997 - Dec 1999

Member of launch team for Schoolhouse Capital, LLC, a new subsidiary focused on college savings plans. Major contributor to all aspects of business planning, product design, market entry, and corporate positioning strategies.

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**OTHER ACTIVITIES**


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Current Board memberships: *US Charitable Gift Trust* (Morgan Stanley / Eaton Vance Corporation), Independent Director, Chair of Nominating & Governance committee, member of Audit committee; *NYLI ETF Trusts* (New York Life Investment Management), Independent Trustee, Chair of Nominating & Governance committee; *Huntington Theater*, Board of Advisors.