

## Santiago Gallino

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Dartmouth College  
Tuck School of Business  
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### Current Position

Associate Professor of Business Administration  
Tuck School of Business at Dartmouth

### Education

University of Pennsylvania, (Philadelphia, PA)  
Ph.D. in Managerial Science and Applied Economics, May 2013

University of Pennsylvania, (Philadelphia, PA)  
A.M. in Statistics, May 2012

IAE Business School, Universidad Austral, (Buenos Aires, ARGENTINA)  
MBA, *Summa cum laude*, December 2003

School of Engineering, Universidad de Buenos Aires, (Buenos Aires, ARGENTINA)  
M.Sc. in Electrical Engineering, December 1999

### Research Interests

Empirical Operations Management, Retail Management.

### Publications

Fisher, M., Gallino, S., Li, J., Competition-Based Dynamic Pricing in Online Retailing: A Methodology Validated with Field Experiments. Forthcoming, *Management Science*, 2016. Winner, INFORMS Revenue Management and Pricing Section Practice Award, 2015

Cui, R., Gallino, S., Moreno, A., Zhang, D., The Operational Value of Social Media Information. Forthcoming, *POMS*. 2017

Bell, D., Gallino, S., Moreno, A. Offline Showrooms in Omni-Channel Retail: Demand and Operational Benefits. Forthcoming, *Management Science*. 2016. Winner, POMS Applied Research Challenge, Production and Operations Management Society (POMS). 2014. Winner, Overall Best Paper Award in the Workshop of Information Systems and Economics, WISE (Workshop of Information Systems and Economics). 2014

Gallino, S., Moreno, A., Stamatopoulos, I., Channel Integration, Sales Dispersion, and Inventory Management. Articles in Advance 19 Jul 2016, *Management Science*.

Bell, D., Gallino, S. and Moreno, A. Showrooms and Information Provision in Omni-channel. *POMS*, 24: 360–362. 2015 [extended abstract under the first POMS Applied Research Challenge Awards]

Gallino, S., Moreno, A. Integration of Online and Offline Channels in Retail: The Impact of Sharing Reliable Inventory Availability Information. *Management Science* 60 (6): 1434 – 1451, 2014.

Bell, D., Gallino, S., Moreno, A. How to Win in an Omnichannel World. *MIT Sloan Management Review*, September 16, 2014. Vol. 56, No. 1, 45-53.

### **Papers Under Review**

Gallino, S., Cachon, G. P., Olivares, M. Does Adding Inventory Increase Sales? Evidence of a Scarcity Effect in U.S. Automobile Dealerships. Major Revision, *Management Science*. Under Review 3<sup>rd</sup> Round.

Gallino, S., Moreno, A., The Value of Fit Information in Online Retail: Evidence from a Randomized Field Experiment. Major Revision, *MS&SOM*. Conditional Accepted.

Batt, R., Gallino, S., Finding a Needle in a haystack: The Effects of Searching and Learning on Pick-worker Performance. Major Revision, *Management Science*. Under Review 2<sup>nd</sup> Round. Winner, 11th Annual Behavioral Operations Conference Best Presentation Award, 2016

Fisher, M., Gallino, S., Xu, J., The Value of Rapid Delivery in Multichannel Retail. Major Revision, *Journal of Marketing Research*

Fisher, M., Gallino, S., Netessine, S., Setting Retail Staffing Levels: A Methodology Validated with Implementation. Under Review, *Management Science*

### **Working Papers**

Fisher, M., Gallino, S., Netessine, S., Does Online Learning Work in Retail?

Cachon, G. P., Gallino, S., Xu, J., Maximizing Profitability in Online Retail through a Free Shipping Threshold Policy.

Gallino, S., Huang, E., Ribeiro, A., Segarra, S., Actionable Network Models of Soccer Teams using Markov Chains.

### **Current Projects**

Gallino, S., Moreno, A., Rooderkerk, R., Omnichannel Fulfillment Dilemmas: Customer Preferences and Manager Perceptions.

Bell, D., Gallino, S., Moreno, A. Customer Supercharging: Why Offline Experiences Create Value.

### **Teaching Case**

Evaluating an Omnichannel Intervention in Retail (with Antonio Moreno)

Growth Strategies for an Online Retailer (with Antonio Moreno)

## **PhD Student Supervision**

As dissertation proposal/defense committee member: Yannis Stamatopoulos (graduated 2016, Kellogg School of Management, placed at UT Austin).

## **Teaching**

Tuck School of Business:

Decision Science: 2013-current  
Retail Operations (RTP): 2014-current  
Decision Science – December Bridge: 2014-2016  
Decision Science – Smith Bridge: 2014-2016

## **Session and Cluster Chair**

Session Chair at INFORMS (2015, 2016) and POMS (2013, 2014, 2015).

Cluster Chair of the Service SIG at INFORMS (2015)

## **Judge**

MSOM Student Paper Competition (2014, 2015, 2016)

## **Scholarships and Awards**

Finalist, MSOM Society's 2017 Best OM Paper in Management Science.  
2016 M&SOM Meritorious Service Award  
Winner, 11th Annual Behavioral Operations Conference Best Presentation Award, 2016  
The Management Science Distinguished Service Award, 2015.  
Winner, INFORMS Revenue Management and Pricing Section Practice Award, 2015  
Winner, POMS Applied Research Challenge, Production and Operations Management Society (POMS). 2014  
Winner, Overall Best Paper Award in the Workshop of Information Systems and Economics, WISE (Workshop of Information Systems and Economics). 2014  
Semi-finalist in the Junior Faculty Interest Group Paper Competition, INFORMS-JFIG. 2013  
OPIM Scholar Award, 2011  
Doctoral Fellowship, The Wharton School, 2008-2012  
The Fishman-Davidson Center. 2012  
Jay H. Baker Retailing Grant, 2009, 2012  
Mack Center for Technological Innovation, 2011  
Russell Ackoff Doctoral Student Fellowship, 2010

## **Academic Service and Affiliations**

Reviewer for Management Science, Manufacturing and Service Operations Management, and Production and Operations Management

## **Invited Talks**

Consortium for Operational Excellence in Retail, May 2017, HBS, Boston, MA.

Operations Management Seminar, April 2017, Mc Gill University, Montreal, Canada.

Fashion Operations Conference, February 2017, IESE Business School, New York City, NY.

2016 Kümpem Forum Retail Conference, May 2016, Koç University, Istanbul, Turkey.

Consortium for Operational Excellence in Retail, May 2016, The Wharton School, Philadelphia, PA.

Operations Management Seminar, April 2016, Boston University, Boston, MA.

Consortium for Operational Excellence in Retail, May 2015, HBS, Boston, MA.

Fashion Operations Conference, March 2015, IESE Business School, Barcelona, Spain.

Consortium for Operational Excellence in Retail, May 2014, The Wharton School, Philadelphia, PA.

POMS Conference 2014 (May 2014, Atlanta, GA). POMS Applied Research Challenge (ARC) Finalist.

Academic Workshop and Workshop Retail CERET, January 2014, University of Chile, Santiago de Chile.

Tuck Operations Workshop, September 2013, Tuck School, Hanover, NH.

Consortium for Operational Excellence in Retail, May 2013, HBS, Boston, MA.

Job market talks (December 2012- March 2013): Columbia University, Cornell University, Dartmouth College, Duke University, Harvard University, Johns Hopkins University, Northwestern University, University of Michigan, University of North Carolina at Chapel Hill, University of Texas at Austin, University of Texas at Dallas, University of Wisconsin-Madison.

Empirical Workshop in Operations Management, October 2012, The Wharton School, Philadelphia, PA.

Consortium for Operational Excellence in Retail, May 2012, The Wharton School, Philadelphia, PA.

Dana Clyman Research Seminar Series, November 2011, Darden School of Business, Charlottesville, VA.

Consortium for Operational Excellence in Retail, May 2011, HBS, Boston, MA.