

# Eugene Furman, Ph.D. Candidate

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## Research Interests

Stochastic Modeling, Queueing Theory, Dynamical Systems, Bayesian Inference, Healthcare Operations.

## Education

*Ph.D.* Operations Management, Schulich School of Business at York University, 2015 - present.

*Committee:* Adam Diamant, David Johnston (Chair), Alexey Kuznetsov.

*M.A.* Mathematics and Statistics, York University, 2015.

*Survey Paper Advisor:* Hongmei Zhu (The Capital Asset Pricing Model and its Application in the Modern Financial Industry).

*M.A.* Political Science: International Security and Refugees, York University, 2014.

*B.Sc., Specialist Diploma (M.Sc.)* Applied Mathematics & Computer Science, in collaboration with Moscow State University, Transnistrian State University, 2006.

*Thesis Advisor:* Vasilii Prigorskiy (Financial Applications of Shannon Entropy).

## Publications

### Under Review

- **Furman E, Diamant A, Kristal M.** Customer Acquisition and Retention: A Fluid Approach For Staffing. *Production and Operations Management*. A major revision has been completed.  
**Won the Queueing SIG student paper competition award, CORS 2019.**

### In Preparation

- *Length-of-stay Prediction and its Application to Optimal Staffing for Long-Term Rehabilitation Facilities*  
Joint work with Adam Diamant and Andre Cire.
- *Variation Approach to Optimal Capacity Planning for Cloud Service Providers*  
Joint work with Adam Diamant.

## Presentations

- *Variation Approach to Optimal Capacity Planning for Cloud Service Providers*  
CORS Annual Conference, Toronto, ON, Canada, 2020 (scheduled).
- *Length-of-stay Prediction and its Application to Optimal Staffing for Long-Term Rehabilitation Facilities*  
INFORMS Annual Meeting, Seattle, WA, USA, 2019.
- *Customer Acquisition and Retention: A Fluid Approach For Staffing*  
CORS Annual Conference, Queueing SIG, Saskatoon, SK, Canada, 2019.  
POMS Annual Conference, Washington D.C., USA, 2019.  
Schulich School of Business, Poster Presentation, Toronto, ON, Canada, 2017, 2019.

CORS Annual Conference, Halifax, NS, Canada, 2018.

- *The Capital Asset Pricing Model and its Application in the Modern Financial Industry*  
Research and Development Presentation, Sun Life Financial, Toronto, ON, Canada, 2015.

## Awards

- CORS Queueing SIG Annual Student Paper Competition: Winning Paper Prize, 2019.
- Ontario Graduate Scholarship, Ministry of Education, Ontario, Canada, \$15,000, 2018.
- Schulich Fellowship, Schulich School of Business, \$160,000, 2015-2020.
- York Graduate Scholarship, York University, \$6,000, 2015.

## Teaching Experience

### Instructor, Schulich School of Business.

- Operations Management (OMIS2010), 2018 - present.
- Models & Applications in Operational Research (OMIS4000), 2018.

### Teaching Assistant, Schulich School of Business, York University.

- Models & Applications in Operational Research (OMIS4000), 2018 - present.
- Graduate Business Analytics (MBAN6400), 2016 - 2018.
- Introduction to Business (MGMT1000), 2016 - 2017.
- Models & Applications in Operational Research (OMIS6000), 2015 - 2017.
- Applied Calculus (MATH1013/1014), 2014.

## Industry Experience

- *Financial Model Analyst*, Sun Life Financial, Toronto, ON, Canada, 2014.  
Model Validation Unit.  
Own Risk Solvency Assessment.
- *Software Developer*, York University, Toronto, ON, Canada, 2010 - 2013.
- *Business Analyst*, Polimer Gas Construct, Moldova, 2006 - 2007.

## Professional Activities and Affiliations

- *Attendee*, CanQueue, Annual Meeting, Toronto, ON, Canada, 2019.
- *Guest Reviewer*, Journal of the Operations Research Society of China, 2019.
- *Member*, INFORMS, 2019 - present.
- *Queueing SIG Member*, Canadian Operational Research Society (CORS), 2018 - present.
- *Member of Executive Council*, Ph.D. Student Association, Schulich School of Business, 2017 - 2018.

## Additional Information

- *Language Proficiency*: Bi-lingual (English, Russian).
- *Citizenship*: Canadian.