

## Rouba Ibrahim

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CONTACT INFORMATION School of Management  
One Canada Square  
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ACADEMIC POSITIONS **University College London, School of Management**  
2012–2016 Assistant Professor  
2016–Present Associate 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

### JOURNAL PUBLICATIONS

#### Queueing Theoretic

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., 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.
6. Ibrahim, R. Managing Queueing Systems where Capacity is Random and Customers are Impatient. *Production and Operations Management*, forthcoming.

#### Data Analytic

7. 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.
8. 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.

9. Ibrahim, R., Kucukyazici, B., Verter, V., Gendreau, M. and M. Bolstein. 2016. Designing Individualized Treatment: An Application to Anticoagulation Therapy. *Production and Operations Management*, 25(5), 2016, pp. 902–918.

INVITED  
PAPERS AND  
BOOK CHAPTERS

10. 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.

REFEREED  
PROCEEDINGS

11. Ibrahim, R. and W. Whitt. Real-Time Delay Estimation in Call Centers. *Proceedings of the 40th Winter Simulation Conference*, 2008, pp. 2876–2883.
12. 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.
13. 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.

COMPLETED  
WORKING  
PAPERS

14. Dong, J. and R. Ibrahim. Flexible Workers or Full-Time Employees? On Managing Service Systems with a Blended Workforce.
15. Ibrahim, R. Sharing Delay Information in Service Systems: A Literature Survey. Invited paper in *Queueing Systems*, special issue for Ward Whitt's 75th birthday.
16. Ibrahim, R. On Queues with a Random Capacity: Theory and Application. Invited book chapter in *Sharing Economy: Making Supply Meet Demand*, M. Hu, editor.
17. Bassamboo, A. and R. Ibrahim. On Delay Announcements in Service Systems: When is the Average Wait Accurate Enough?

PATENTS

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

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**  
Operations Management (MBA, scheduled for 2018)

INVITED TALKS AT ACADEMIC INSTITUTIONS	2008	University of Pennsylvania (Wharton - Call center workshop)
	2009	University of Montreal
		The George Washington University (School of Business)
	2010	University of British Columbia (Sauder)
		University of Michigan (Ross)
	2012	University of Rochester (Simon)
		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
	2013	City University London (Cass)
		Vrije Universiteit Amsterdam (Mathematics)
	2014	Eindhoven University of Technology (Young European Queueing Theorists Workshop)
2016	Durham University (Business School)	
	Frankfurt School of Finance and Management	
	Oxford University (Said)	
	London Business School	
	Northwestern University (Kellogg)	
2017	University of Manchester (Mathematics)	
	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)	
	Invited Discussant, MSOM Service SIG (Kenan-Flagler, UNC)	

AWARDS	2014	Distinguished service award from Management Science
	2015	Finalist (Honorable Mention) in JFIG paper competition of INFORMS for the paper “Managing Queueing Systems where Capacity is Random and Customers are Impatient”

PROFESSIONAL ACTIVITIES	<ul style="list-style-type: none"> <li>• <b>Associate editor</b> 2017–Present Management Science</li> <li>• <b>Ad-hoc referee</b> Operations Research, Management Science, Manufacturing and Service Operations Management, Production and Operations Management, Queueing Systems (among others)</li> <li>• <b>Conference organizer</b></li> </ul>	
	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)

- **Council member**

2015-2017 Applied Probability Society council

- **PhD examination**

2013 Ioannis Fragkos (University College London)

INTERNAL  
SERVICE  
(AT UCL)

2012–2013 Coordinator of the Management Science program (Mathematics track)  
Departmental representative for Integrated Engineering Program (IEP)

2015–Present Seminar series organizer

2016–Present OM area reading group organizer

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)