

Paige Tsai

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EDUCATION

- 2021-present **HARVARD BUSINESS SCHOOL** **BOSTON, MA**
Doctoral Candidate in Business Administration in the Technology and Operations Management Program
Committee: Ryan Buell (Chair), Chiara Farronato, Ananth Raman, Frances Frei
- 2018-2020 **HARVARD BUSINESS SCHOOL** **BOSTON, MA**
Master in Business Administration with Distinction.
- 2009-2013 **PRINCETON UNIVERSITY** **PRINCETON, NJ**
Bachelor of Arts degree, *cum laude*, in Psychology.

WORKING PAPERS

Tsai, Paige and Buell, Ryan W. “The Hidden Costs of Working Multiple Jobs: Implications for Spending Behavior and Wellbeing.” Under review. [[SSRN](#)]

- Accepted for Kellogg School of Management Rookiepalooza Workshop, 2024
- Accepted for the Consortium for Operational Excellence in Retailing, 2024

RESEARCH IN PROGRESS

Tsai, Paige, Buell, Ryan W., and Farronato, Chiara. “The Impact of Scheduling Fairness on Employee Turnover.” In Progress.

Tsai, Paige and Farronato, Chiara. “Carrot or Stick? The Impact of Bonuses on Worker Productivity.” In Progress.

CONFERENCE PRESENTATIONS

**Scheduled*

The Hidden Costs of Working Multiple Jobs: Implications for Spending Behavior and Wellbeing

POMS Annual Conference, 2025*
INFORMS Annual Meeting, 2024
M&SOM Annual Conference, 2024
Behavioral Operations Conference Young Scholars Workshop, 2024
POMS Annual Conference, 2024
INFORMS Annual Meeting, 2023
Behavioral Operations Conference Young Scholars Workshop, 2023
POMS Annual Conference, 2023
INFORMS Annual Meeting, 2022

The Impact of Scheduling Fairness on Employee Turnover

POMS Annual Conference, 2025*
POMS Annual Conference, 2024

Carrot or Stick: The Impact of Bonuses on Worker Productivity.

POMS Annual Conference, 2023

The Effects of Transparency on Urban Revitalization

INFORMS Annual Meeting, 2021

TEACHING

- 2024 **Head Teaching Fellow, Technology and Operations Management**
Supported more than 900 first-year MBA students in the Required Curriculum Course at Harvard Business School. Developed problem set and review session materials, led weekly review sessions, and held regular office hours.
- 2024 **Junior Teaching Fellow, Technology and Operations Management**
Supported more than 900 first-year MBA students in the Required Curriculum Course at Harvard Business School. Developed problem set and review session materials, led weekly review sessions, and held regular office hours.

PROFESSIONAL AND INSTITUTIONAL SERVICE

- 2023-2025 Session Chair, POMS Annual Conference
- 2024 Session Chair, INFORMS Annual Meeting
- 2022-present Ad-Hoc Reviewer, *Operations Research*
- 2022-2023 Student Mentor, Program for Research in Markets & Organizations, Harvard Business School

AWARDS & HONORS

- 2021-present Harvard Business School Doctoral Fellowship
- 2019-2020 First- and Second-Year Honors, Harvard Business School MBA Program
- 2013 Miller-Schroeder Memorial Undergraduate Senior Thesis Prize, Princeton University

PROFESSIONAL AFFILIATIONS

Institute for Operations Research and Management Sciences (INFORMS)
Manufacturing and Service Operations Management Society (M&SOM)
Production and Operations Management (POMS)

EMPLOYMENT

- 2020-2021 **HARVARD BUSINESS SCHOOL** **BOSTON, MA**
Research Assistant
Supported Professors Ryan Buell (Technology & Operations Management), Michael Norton (Marketing), and Amy Edmondson (Technology & Operations Management) in the design of experiments, analysis of data, and development of book content.
- 2019 **IDEO** **SAN FRANCISCO, CA**
Business Design Intern
Advised a company in a recently legalized industry on new product communications and positioning. Sourced insights from consumer interview surveys, primary and secondary research, and analogous experiences.

- 2016-2018 **UBER TECHNOLOGIES** **SAN FRANCISCO, CA**
Head of Global Accessibility Policy
Oversaw Uber’s global accessibility initiatives and identified ways to increase mobility for people with disabilities through accessible technology (iOS and Android app) and accessible services (uberWAV).
- 2013-2016 **DROPBOX, INC.** **SAN FRANCISCO, CA**
Product & Corporate Communications Associate
Served as the Chief of Staff to the VP of Communications. Managed the team budget (>\$4m annually), tracked team goals, and oversaw the relationships with 13 international public relations agencies.