

JUKRIN MOON

Texas A&M University | jukrin.moon@tamu.edu

EDUCATION

Texas A&M University , College Station, TX, USA	<i>Expected 2021</i>
Doctor of Philosophy in Industrial and Systems Engineering Dissertation: Understanding interactive team cognition in crisis management Advisors: Dr. Farzan Sasangohar (chair); Dr. S. Camille Peres	
Korea Advanced Institute of Science and Technology (KAIST) , Daejeon, Korea	2014
Master of Science in Industrial and Systems Engineering Thesis: Infrastructure interdependency modeling for cascading failure assessment Advisors: Dr. Taesik Lee (chair); Dr. Jaemyung Ahn	
Korea Advanced Institute of Science and Technology (KAIST) , Daejeon, Korea	2012
Bachelor of Science in Industrial and Systems Engineering	
Technical University of Munich: Exchange Program	2009
University of California, Berkeley: Summer Exchange	2007
Seoul Science High School: Early Graduation in 2-Years	2006

PROFESSIONAL DEVELOPMENT

Academy of Future Faculty Fellow , Texas A&M Center for the Integration of Research, Teaching, and Learning	2018
Proposal Writing for Doctoral Students , Texas A&M ISEN 689 Dr. Zhijian Pei: a former NSF program director	2018

FELLOWSHIPS & SCHOLARSHIPS

Dissertation Fellowship (\$30,000), Texas A&M University (<i>university-wide competition</i>)	2020
Graduate Teaching Fellowship (\$16,000), Texas A&M University (<i>college-wide competition</i>)	2018
Research & Teaching Assistantship (\$210,000), Texas A&M University	2014 – 2019
Merit-based Scholarship for Graduates (\$48,000), South Korean Government	2012 – 2013
Merit-based Scholarship for Undergraduates (\$72,000), South Korean Government	2006 – 2011
Exchange Program Scholarship (\$3,000), KAIST	2009
Summer Session Scholarship (\$2,500), KAIST	2007

Note. Fully funded for undergraduate, master, and doctoral programs (tuition & expenses; approximated in USD)

AWARDS & HONORS

Student Member with Honors Award , Human Factors and Ergonomics Society (HFES)	2020
Doctoral Colloquium Invitee , Institute of Industrial and Systems Engineers (IISE)	2020
Doctoral Colloquium Invitee , Institute for Operations Research and the Management Sciences (INFORMS)	2020
Student Competition Winner , Resilience Week Symposium organized by Idaho National Laboratory	2019
Young Talent Award (€1,000), Resilience Engineering Association	2019

Best Student Poster Award (\$100), Southwestern Regional (Houston) HFES Annual Symposium	2019
Student Travel Award (\$700), HFES Health Care Technical Group	2018
Student Volunteer Awards (\$510), HFES Annual Meetings	2017 – 2019
Student Author Presentation Support Award (\$500), HFES Council of Technical Groups	2017
Human Factors Project of The Year Award , Texas A&M University	2017
Graduate Student Presentation Award (\$500), Texas A&M University	2016
Doctoral Colloquium Invitee , Council of Engineering Systems Universities	2016
Student Poster Presentation Support Award (\$500), Health and Humanitarian Logistics Conference	2013
Student Internship Competition Winner (1st place, \$300), KAIST	2008
Student Research Competition Winner (2nd place, \$300), KAIST	2008

REFEREED JOURNAL PUBLICATIONS

- J7. **Moon, J.**, Sasangohar, F., Son, C., & Peres, S.C. (2020). Cognition in crisis management teams: An integrative analysis of definitions. *Ergonomics*, 63(10), 1240-1256. [doi: 10.1080/00140139.2020.1781936](https://doi.org/10.1080/00140139.2020.1781936)
- J6. Son, C., Sasangohar, F., Peres, S.C., & **Moon, J.** (2020). Muddling through troubled water: Resilient performance of incident management teams during Hurricane Harvey. *Ergonomics*, 63(6), 643-659. [doi: 10.1080/00140139.2020.1752820](https://doi.org/10.1080/00140139.2020.1752820)
- J5. Son, C., Sasangohar, F., Neville, T.J., Peres, S.C., & **Moon, J.** (2020). Investigating resilience in emergency management: An integrative review of literature. *Applied Ergonomics*, 87, 103114. [doi: 10.1016/j.apergo.2020.103114](https://doi.org/10.1016/j.apergo.2020.103114)
- J4. Son, C., Sasangohar, F., Peres, S.C., Neville, T.J., & **Moon, J.** (2020). Evaluation of work-as-done in information management of multidisciplinary incident management teams via interaction episode analysis. *Applied Ergonomics*, 84, 103031. [doi: 10.1016/j.apergo.2019.103031](https://doi.org/10.1016/j.apergo.2019.103031)
- J3. Son, C., Sasangohar, F., Peres, S.C., Neville, T.J., **Moon, J.**, & Mannan, M.S. (2018). Modeling an incident management team as a joint cognitive system. *Journal of Loss Prevention in the Process Industries*, 56, 231-241. [doi: 10.1016/j.jlp.2018.07.021](https://doi.org/10.1016/j.jlp.2018.07.021)
- J2. Bae, S.Y., **Moon, J.**, & Morrison, J.R. (2017). Design of engineering courses as a service: Emotions, senses, and implementation. *International Journal of Engineering Education*, 33(5), 1561-1574. [ISSN: 0949-149X](https://doi.org/10.1016/j.ijee.2017.07.001)
- J1. **Moon, J.**, Lee, D., Lee, T., Ahn, J., Shin, J., Yoon, K., & Choi, D. (2015). Group decision procedure to model the dependency structure of complex systems: Framework and case study for critical infrastructures. *Systems Engineering*, 18(4), 323-338. [doi: 10.1002/sys.21306](https://doi.org/10.1002/sys.21306)

REFEREED BOOK CHAPTERS

- B1. Markert, C., **Moon, J.**, & Sasangohar, F. (2020, in progress). Smart telehealth systems for the aging population. In A. Moallem. (Eds.) *Smart and intelligent systems: The human elements in artificial intelligence, robotics, and cybersecurity*.

REFEREED CONFERENCE PROCEEDINGS

- C16. **Moon, J. (presenter)**, Sasangohar, F., Peres, S.C., & Son, C. (2020). Interactive team cognition in incident action planning: A network approach to assess work-as-done within and between multidisciplinary crisis management teams. *Proceedings of the 64th Human Factors and Ergonomics Society (HFES) Annual Meeting (2020, October 05-09; Chicago, Illinois)*

- C15. Son, C., Sasangohar, F., Peres, S.C., & **Moon, J.** (2020). Designing an emergency management simulation testbed to investigate incident management team performance. *Proceedings of the 64th Human Factors and Ergonomics Society (HFES) Annual Meeting (2020, October 05-09; Chicago, Illinois)*
- C14. **Moon, J. (presenter)**, Sasangohar, F., Peres, S. C., Neville, T. J., & Son, C. (2019). Investigating incident management teams as cognitive systems of systems via live observation of naturalistic interactions. *Proceedings of the 63rd Human Factors and Ergonomics Society (HFES) Annual Meeting (2019, October 28–November 01; Seattle, Washington)*. doi: 10.1177/1071181319631263
- C13. Son, C., Sasangohar, F., Peres, S. C., Neville, T. J., & **Moon, J.** (2019). Orchestrating through whirlwind: Identified challenges and resilience factors of incident management teams during Hurricane Harvey. *Proceedings of the 63rd Human Factors and Ergonomics Society (HFES) Annual Meeting (2019, October 28–November 01; Seattle, Washington)*. doi: 10.1177/1071181319631265
- C12. **Moon, J. (presenter)** (2019). System-level investigation of cognitive adaptation in incident management. *Proceedings of the 8th Resilience Engineering Association (REA) Symposium (2019, June 24-27, Kalmar, Sweden)* <https://open.lnu.se/index.php/rea/article/view/2033> <Won the Young Talent Award: REA>
- C11. Son, C., Sasangohar, F., Peres, S. C., Neville, T. J., **Moon, J.**, Larsen, E. (2019). Same disaster, different response: A comparison between government and hospital incident management teams during Hurricane Harvey. *Proceedings of the International Symposium on Human Factors and Ergonomics in Health Care (2019, March 24-27; Chicago, Illinois)*
- C10. **Moon, J. (presenter)**, Sasangohar, F., Peres, S. C., Neville, T. J., & Son, C. (2018). Modeling team cognition in emergency response via naturalistic observation of team interactions. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting (2018, September 30–October 05; Philadelphia, Pennsylvania)*, 62(1), 1801–1802. doi: 10.1177/1541931218621408
- C9. **Moon, J. (presenter)**, Williams, J. P. C., Sasangohar, F., Khanade, K., & Rodriguez-Paras, C. (2018). Veteran-centered design of a post-traumatic stress disorder (PTSD) tool: Qualitative analysis of interviews with veterans. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting (2018, September 30–October 05; Philadelphia, Pennsylvania)*, 62(1), 548–549. doi: 10.1177/1541931218621124 <Won the Student Travel Award: HFES Health Care Technical Group>
- C8. Son, C., **Moon, J.**, Peres, S. C., & Sasangohar, F. (2018). An episode as a trace of resilient performance in multi-agency incident management systems. *Proceedings of the 15th International Conference on Information Systems for Crisis Response and Management (ISCRAM; 2018, May 20-23; Rochester, New York)*, 942–948. ISSN: 2411-3387
- C7. **Moon, J.**, Rodriguez-Paras, C., Sasangohar, F., Benzer, J. K., & Kum, H.-C. (2018). Modeling patient-centered pathways of the current PTSD care system. *Proceedings of the Healthcare Systems Process Improvement (HSPI) Conference of the Institute of Industrial and Systems Engineering (IISE; 2018, February 21-23; Atlanta, Georgia)*
- C6. **Moon, J. (presenter)**, Peres, S. C., & Sasangohar, F. (2017). Defining team cognition in emergency response: A scoping literature review. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting (2017, October 09-13; Austin, Texas)*, 61(1), 894–895. doi: 10.1177/1541931213601702 <Won the Student Author Presentation Support Award: HFES Council of Technical Groups>
- C5. **Moon, J. (presenter)**, Smith, A., Sasangohar, F., Benzer, J. K., & Kum, H.-C. (2017). A descriptive model of the current PTSD care system: Identifying opportunities for improvement. *Proceedings of the International Symposium on Human Factors and Ergonomics in Health Care (2017, March 05-08; New Orleans, Louisiana)*, 6(1), 251–251. doi: 10.1177/2327857917061055
- C4. **Moon, J. (presenter)**, & Avnet, M. (2016). Integrating perspectives on shared cognition in emergency response teams. *Proceedings of the 5th Council of Engineering Systems Universities (CESUN) Annual Symposium (2016, June 27-29; Washington, D.C.)* <Won the Graduate Student Presentation Award: Texas A&M University>
- C3. **Moon, J.**, Lee, D., Lee, T., & Ahn, J. (2014). Dependency structure modeling framework using expert survey-based group decision. *Proceedings of the 16th International Conference on Dependency and Structure Modeling (DSM; 2014, July 04; École centrale Paris, France)*, 137–146. ISBN: 978-1-56990-491-6
- C2. Bae, S. Y., Park, C., **Moon, J.**, & Morrison, J. R. (2013). Axiomatic design and implementation of service-oriented university classes: emotions and senses. *Proceedings of the 7th International Conference on Axiomatic Design (ICAD; 2013, June 26-28; Worcester, Massachusetts)*, 54–62. ISBN: 978-0-9894658-0-9

- C1. **Moon, J. (presenter)**, & Lee, T. (2013). Identifying critical infrastructure interdependencies for healthcare operations during extreme events. *Proceedings of the 2nd International Conference on Complex Science (2012, December 05-07; Santa Fe, New Mexico)*, 126, 245-266. Springer, Cham. doi: 10.1007/978-3-319-03473-7_23

REFEREED CONFERENCE PRESENTATIONS

- P17. Son, C., Sasangohar, F., Peres, S. C., & **Moon, J.**, (2020). Characteristics of resilient incident management teams during an extreme event: A case study of Hurricane Harvey. *Presented at the 2nd Annual Disaster Management Symposium (2020, February 12; College Station, TX)*
- P16. Son, C., Sasangohar, F., Peres, S. C., & **Moon, J.**, (2019). Resilience traits of incident management teams during Hurricane Harvey: A qualitative analysis from a joint cognitive systems perspective. *Presented at the Resilience Week Symposium organized by Department of Energy's Idaho National Laboratory (2019, November 04-07; San Antonio, TX) <Won the Student Competition Award: Resilience Week Symposium>*
- P15. Son, C., Sasangohar, F., Peres, S. C., & **Moon, J.** (2019). Five functions that made an incident management team resilient during Hurricane Harvey. *Presented at the Resilience Rising Research and Practice Symposium (2019, September 05-06; College Station, TX)*
- P14. Rodriguez-Paras, C., Alec, S., **Moon, J.**, Rao, A. H., & Sasangohar, F. (2019). Investigating triggers and daily challenges for post-traumatic stress disorder (PTSD). *Presented at the 15th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2019, April 26; Houston, Texas)*
- P13. **Moon, J. (presenter)**, Sasangohar, F., Peres, S. C., Son, C., and Neville, T. J. (2019). System level investigation of cognition in incident management teams for adaptive coordination. *Presented at the 15th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2019, April 26; Houston, Texas) <Won the Best Student Poster Award: Houston HFES Chapter>*
- P12. Son, C., Sasangohar, F., Peres, S. C., **Moon, J.**, & Neville, T. J. (2019). Resilience factors of incident management teams during Hurricane Harvey. *Presented at the 15th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2019, April 26; Houston, Texas)*
- P11. Son, C., Sasangohar, F., Peres, S. C., Neville, T. J., **Moon, J.**, Larsen, E. (2019). A comparison between government and hospital incident management teams during Hurricane Harvey. *Presented at the 15th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2019, April 26; Houston, Texas)*
- P10. **Moon, J. (presenter)**, Son, C., Sasangohar, F., Peres, S. C., & Neville, T. J. (2018). Team cognition for coordinated decision-making during Hurricane Harvey: A case study from interviews with responding commanders. *Presented at the Mary Kay O'Connor Process Safety Center (MKOPSC) International Symposium in association with IChemE (2018, October 23-25; College Station, Texas)*
- P9. **Moon, J. (presenter)**, Son, C., Sasangohar, F., Peres, S. C., & Neville, T. J. (2018). Modeling team cognition for coordinated decision-making in emergency response via naturalistic observation of interactions. *Presented at the 14th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2018, April 20; Houston, Texas)*
- P8. Son, C., **Moon, J.**, Sasangohar, F., Peres, S. C., & Neville, T. J. (2018). Representing work-as-done (WAD) of communication and information flow in an incident management team. *Presented at the 14th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2018, April 20; Houston, Texas)*
- P7. **Moon, J., (presenter)** Sasangohar, F., Benzer, J. K., Kum, H-C., Khanade, K., & Rodriguez-Paras, C. (2017). Identifying opportunities for improving the PTSD care with treatment-supportive technologies. *Presented at the 33rd International Society for Traumatic Stress Studies (ISTSS) Annual Meeting (2017, November 09-11; Chicago, Illinois)*
- P6. **Moon, J. (presenter)**, Peres, S. C., Sasangohar, F., & Mannan, M. S. (2017). An analysis of emergency response issues associated with major incidents from cognitive systems engineering perspective. *Presented at the Mary Kay O'Connor Process Safety Center (MKOPSC) International Symposium in association with IChemE (2017, October 24-26; College Station, Texas)*
- P5. **Moon, J. (presenter)**, Peres, S. C., & Sasangohar, F. (2017). Defining and measuring team cognition in emergency response: A scoping literature review. *Presented at the 13th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2017, June 09; San Antonio, Texas)*

- P4. **Moon, J. (presenter)**, Smith, A., Sasangohar, F., Benzer, J. K., & Kum, H-C. (2017). A Descriptive model of the current PTSD care system: Identifying opportunities for improvement. *Presented at the 13th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2017, June 09; San Antonio, Texas)*
- P3. **Moon, J. (presenter)**, & Avnet, M. (2015). Developing inter-organizational trust for emergency response in different technology settings. *Presented at the 11th Southwest Regional Human Factors and Ergonomics Society (HFES) Annual Symposium (2015, May 29; Houston, Texas)*
- P2. **Moon, J.**, Lee, D., Lee, T., & Ahn, J. (2013). A framework to model the interdependencies among critical infrastructures using the nominal group technique (NGT). *Presented at the 7th Asia-Pacific Council on Systems Engineering Conference (APCOSEC; 2013, September 08-11; Yokohama, Japan)*
- P1. **Moon, J. (presenter)**, & Lee, T. (2013). A framework to identify interdependencies among infrastructures: capability-driven and demand-driven dependency. *Presented at the 5th Conference on Health and Humanitarian Logistics (HHL) Conference, (2013, June 04-05; Kuala Lumpur, Malaysia) <Won the Student Poster Presentation Support Award: HHL Conference>*

RESEARCH EXPERIENCE

Graduate Research Assistant, Texas A&M University, College Station, TX, USA 2016 – 2020
 Applied Cognitive Ergonomics “ACE” Lab (Dr. Farzan Sasangohar)
 Research on the Interfaces between Humans and Machines “RIHM” Lab (Dr. S. Camille Peres)

Investigating interactive team cognition and resilience in crisis management

A doctoral dissertation work in association with a National Science Foundation-sponsored project (NSF EAGER #1724676) to understand interactions among crisis management teams and thereby informing future design and training practices. Actively engaged in initial proposal writing and overall project management from the beginning to the end.

Outcomes: five published journal articles [J3-7]; 10 conference proceedings [C10-16; C8; C6; C4]; 12 conference presentations [P15-17; P10-13; P8-9; P5-6; P3]

Awards: Texas A&M Dissertation Fellowship; HFES Student Member with Honors Recognition; Resilience Engineering Association Young Talent Award; Resilience Week Student Competition Winner; Houston HFES Best Student Poster Award; HFES Student Author Presentation Support Award; Texas A&M Graduate Student Presentation Award

Designing a veteran-centered post-traumatic stress disorder (PTSD) remote monitoring tool

A project in association with Project HERO, HERO Trak Inc., TEEX, and Veterans Affairs to develop a non-clinical wearable monitor programmed to respond to its wearer’s PTSD-specific physical cues, thereby helping them manage the onset of episodes and contact assistance.

Outcomes: three conference proceedings [C9; C7; C5]; three conference presentations [P14; P7; P4]; one book chapter [B1]

Awards: HFES Health Care Technical Group Student Travel Award; Texas A&M Human Factors Project of The Year Award

Graduate Research Assistant, KAIST, Daejeon, Korea 2012 – 2014
 Complex Systems Design “CSD” Lab (Dr. Taesik Lee)
 Strategic Aerospace Initiative “SAI” Lab (Dr. Jaemyung Ahn)
 Complex Stochastic and Service System Design “XS3D” Lab (Dr. James R. Morrison)

Developed a group decision methodology to predict potential cascading failures in disasters

A master’s thesis work as a part of a National Research Foundation of Korea-sponsored project (NRF Korea #2011-0029883) to design a preemptive emergency response system at a government level. Involved in an initial effort to model, simulate, and predict how a failure in one infrastructure could progress as cascading failures in others due to their interdependencies.

Outcomes: one published journal article [J1]; two conference proceedings [C3; C1]; two conference presentations [P1-2]

Awards: Health and Humanitarian Logistics Conference Student Poster Presentation Support Award

Redesigned an engineering course (IE101 Intro-OR) to serve emotional and sensory inputs

An Undergraduate Research Program (URP)-sponsored project to improve student satisfaction of an engineering course through an axiomatic design process. Identified what types of emotional and sensory inputs are needed to “wow” students (i.e., Kano excitement needs) and determined how to insert them into new course design.

Outcomes: one published journal article [J2]; one conference proceeding [C2]

TEACHING EXPERIENCE

Instructor of Record, Texas A&M University, College Station, TX, USA 2018
Won the Texas A&M Graduate Teaching Fellowship through a college-wide competition; as a result, served as an instructor of record, assuming all the responsibility of a professor

ISEN 302 Economic Analysis of Engineering Projects 2018 Fall

Designed and delivered a course to introduce the fundamental principles and techniques for economic decision analysis to *85 undergraduate engineers*, with an emphasis on the time value of money (TVM) when comparing engineering design alternatives

Evaluation score: 4.31/5.00 (ISEN 300-level average: 4.13/5.00; ISEN average: 4.21/5.00)

Teaching mentors: Dr. Farzan Sasangohar; Dr. Thomas K. Ferris; Dr. Vikram Kinra

Guest Lecturer, Texas A&M University, College Station, TX, USA 2019

ISEN 330 Human Systems Interaction 2019 Spring

Delivered two guest lectures on human information processing, normative and descriptive decision-making, heuristics and bias to *77 undergraduate engineers*

Teaching mentor: Dr. Farzan Sasangohar

Graduate Teaching Assistant, Texas A&M University, College Station, TX, USA 2015 – 2019

ISEN 630 Human Operators in Complex Systems 2019 Fall

Guided *48 graduate engineers* to (a) understand the role and scope of human factors/ergonomics (HF/E) in system productivity, safety, and satisfaction; (b) become familiar with various experimental and experiential strategies for building an understanding of HF/E principles and applications. Evaluated their independent research design and academic writing skills as human systems engineers

Teaching supervisor: Dr. Farzan Sasangohar

ISEN 459/460 Capstone Senior Design 2015 Fall, 2016 Spring, & 2016 Fall

Guided *approx. 100 senior undergraduates (approx. 25 teams) per semester* to successfully complete their industry-sponsored projects to identify and solve real-world issues. Facilitated weekly technical sessions to discuss their progress and plans in terms of (a) identifying and clarifying diversely ranging problems of their sponsors and (b) collecting and analyzing quantitative and qualitative data to solve the problems. Evaluated and advised their professional fluency in (c) adopting various industrial and systems engineering methods and (d) communicating associated challenges and findings

Teaching supervisors: Dr. Mark Lawley; Jose Vázquez

Graduate Teaching Assistant, KAIST, Daejeon, Korea 2012 – 2013

IE 577/MAE 565 System Design and Engineering 2012 Fall & 2013 Fall

Facilitated a course to introduce systems engineering concepts and techniques to *approx. 50 undergraduate and graduate engineers*, with an emphasis on the “*vee-model*” (verification and validation model) of systems development lifecycle (Ref. NASA/INCOSE Systems Engineering Handbook)

Teaching supervisors: Dr. Jaemyung Ahn; Dr. Taesik Lee

ID 100 Introduction to Design and Communication

2013 Spring

Guided and evaluated *approx. 80 freshman undergraduates’* designing practices of water leakage protection system, with an emphasis on the “*axiomatic design*” process, a systems design methodology to transform customer needs (CNs) into functional requirements (FRs), design parameters (DPs), and process variables (PVs)

Teaching supervisors: Dr. Taesik Lee; Dr. George Furst

MENTORING EXPERIENCE

Graduate Mentor, Texas A&M University, College Station, TX, USA

2015 – 2020

Onboarding Committee, Applied Cognitive Ergonomics “ACE” Lab

2018 – 2020

Onboarded 20+ undergraduate, graduate, and postdoctoral researchers: <https://acelab.tamu.edu>

Research Mentor, Applied Cognitive Ergonomics “ACE” Lab

2016 – 2020

Advised 18 high school, undergraduate, and graduate researchers

Abin Joes	Abby Hutton	Alec Smith	Daniel Medrano
Elaine Schneider	Jennifer Yuan	Jessica Farias Zanette	Jiahui Bian
Justin Wood	Katherine Renter	Margaret Fowler	Maria Camila Silva
Miranda Gonzalez	Nicolas George	Nitesh Woon	Trevor Hennington
Victoria Gonzalez	Vu Hoang Le		

Career Mentor, Department of Industrial and Systems Engineering

2015 – 2020

Supported 7 undergraduates navigating their careers and applying for graduate programs

Abigail Hyun-Gee Jei, Republic of Korea Navy	Brian Cianciolo, Texas A&M University
Brian Sutton, Texas A&M University	Matthew-Remy Aguirre, University of Michigan
Sandesh Kumar A., Texas A&M University	Sheril Aini Loke, London School of Economics
Vu Hoang Le, Texas A&M University	

Graduate Mentor, KAIST, Daejeon, Korea

2012 – 2014

Research Mentor, Complex Stochastic and Service System Design “XS3D” Lab

2012 – 2014

Advised 2 undergraduate researchers while managing an Undergraduate Research Program (URP)-sponsored project to redesign an engineering course (IE101 Intro-OR)

Chan-Eon Park Sang-Yoon Bae

Outcomes: The research team won the *KAIST 2013 Undergraduate Research Competition (3rd place)*, presented at a conference [C18], and published a [journal article \[J2\]](#). The supervisor (Dr. James R. Morrison) won the *2018 Teaching Excellence Award: Korean Society for Engineering Education (KSEE)* with the redesigned course’s highest ever course evaluation score (4.70/5.0 with 107 respondents; 133 enrolled; Spring 2017)

Career Mentor, Department of Industrial and Systems Engineering

2012 – 2014

Supported 3 undergraduates navigating their careers and applying for graduate programs

Cheol-Hee Hong, KAIST
Seung-Yoon Lee, Yale School of Management
Tae-Hyun Kim, University of Maryland School of Public Health

SERVICE TO PROFESSION

PROFESSIONAL MEMBERSHIPS

Association for the Advancement of Medical Instrumentation (AAMI)
Human Factors and Ergonomics Society (HFES)
Institute of Industrial and Systems Engineer (IISE)
Institute for Operations Research and Management Sciences (INFORMS)
Resilience Engineering Association (REA)

SERVICE TO JOURNALS

Reviewer, *Journal of Medical Internet Research (JMIR)* 2020
Invited Ad Hoc Reviewer, *Systems Engineering* 2020

SERVICE TO CONFERENCES

Session Co-Chair, HFES Annual Meeting: Health Care Technical Group Lecture Sessions 2020
Paper Reviewer, HFES Annual Meetings 2017 – 2020
Cognitive Engineering & Decision-Making Technical Group
Health Care Technical Group
Macroergonomics Technical Group
Occupational Ergonomics Technical Group
Training Technical Group
Session Co-Chair, HFES Annual Meeting: Student Career and Professional Development Day 2017
Volunteer, HFES Annual Meetings 2017 – 2019
Volunteer, Houston HFES Annual Symposiums 2015 – 2019

SERVICE TO STUDENT ORGANIZATIONS

Secretary, Texas A&M Student Chapter of HFES 2017 – 2018
Won Outstanding Student Chapter Awards – Gold (2017) and Silver (2018) status recognition
Launched two new traditions: “HFES Practice Week” and “Aggie Alumni Dinner”
Liaison for Women in OR/MS (WORMS), Texas A&M Student Chapter of INFORMS 2017
Launched [an interview series](#) with female engineers to share their insights for younger generations
President, Texas A&M Industrial and Systems Engineering: Korean Graduate Council 2015 – 2016
President, KAIST Industrial and Systems Engineering: Graduate Council 2012 – 2013
Treasurer, KAIST Industrial and Systems Engineering: Undergraduate Council 2007 – 2008
Launched a “Future Industrial Engineering Leaders and Dreamers (FIELD) Camp” tradition

SERVICE TO COMMUNITIES

Volunteer Researcher, United Nations Global Compact (UNGC) Korea 2011 – 2012
Promoted corporate social responsibility of Korean society

INDUSTRIAL EXPERIENCE & TRAINING

INDUSTRIAL INTERNSHIPS

Intern, Procter & Gamble Korea, Seoul, Korea 2010

Market planning department | Supply network operations division

Systematized seven market planners' customized demand forecasting methods so that the reasoning behind predicted sales numbers can be shared among themselves & the executive management team

Outcome: Received a full-time job offer as a market planner after a nine-week summer internship

Research Assistant, Bain & Company Korea, Seoul, Korea 2008 – 2009

CRM (consumer relationship management) strategy development project for a leading cosmetics company

Extracted consumer behavioral patterns from historical data and focus group interviews so that a CRM system can align product price or placement with the extracted patterns

Intern, Accenture Korea, Seoul, Korea 2008

B2C (business-to-consumer) CRM strategy development project for a leading electronics company

Formulated globally standardized warranty violation rules by extracting consumer behavioral patterns

Outcome: Won a student internship competition at KAIST, 1st place, after a nine-week summer internship

PROFESSIONAL TRAINING CERTIFICATES

Azure Artificial Intelligence Hackathon, Microsoft Intelligent Cloud 2019

Basic Cardiac Life Support Training: CPR and AED, American Heart Association 2019

LANGUAGES

Fluently bilingual in **English** and **Korean**

Conversational level in **Japanese**

(Last updated: October 02, 2020)