

León Valdés

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ACADEMIC APPOINTMENTS

University of Pittsburgh

Joseph M. Katz Graduate School of Business
Assistant Professor of Business Administration

Pittsburgh, PA
09/2017 – Present

EDUCATION

Massachusetts Institute of Technology

Sloan School of Management
Ph.D. in Operations Management

Cambridge, MA
09/2011 – 08/2017

École Centrale Paris (currently CentraleSupélec)

M.S. in Engineering (Diplôme d'Ingénieur)

Châtenay-Malabry, France
09/2005 – 07/2007

University of Chile

Department of Industrial Engineering
B.S. and Professional degree (Título) in Industrial Engineering
Graduated with highest honors

Santiago, Chile
03/2003 – 12/2009

RESEARCH INTERESTS

Behavioral operations management
Socially and environmentally responsible supply chains
Nonprofit operations

PUBLICATIONS¹

[“Consumer Trust in Social Responsibility Communications: The Role of Supply Chain Visibility.”](#)
Kraft, T., Valdés, L., and Y. Zheng (2022). *Production and Operations Management* 31: 4113–4130

[“Trying and Failing: Biases in Donor Aversion to Rejection.”](#) Daniels, K. and L. Valdés (2021).
Production and Operations Management 30: 4356–4373.

[“Motivating Supplier Social Responsibility under Incomplete Visibility.”](#) Kraft, T., Valdés, L., and Y. Zheng (2020). *Manufacturing & Service Operations Management* 22.6: 1107–1286.

[“Supply Chain Visibility and Social Responsibility: Investigating Consumers’ Behaviors and Motives.”](#)
Kraft, T., Valdés, L., and Y. Zheng (2018). *Manufacturing & Service Operations Management*, 20.4: 617–636.

[“Assessing Consumers’ Valuations of Socially Responsible Products with Controlled Experiments.”](#)
Zheng Y., Kraft, T., and L. Valdés (2016). Invited book chapter. *Environmentally Responsible Supply Chains*, A. Atasu, ed. Springer, 29–50.

¹ Except for the book chapter, I am the first author or share first authorship in all research projects in this document.

WORKING PAPERS AND WORK IN PROGRESS

[“Experienced and Prospective Wait in Queues: A Behavioral Investigation.”](#) Luo, J., Valdés, L., and S. Linardi. (Under 2nd round of review at *Manufacturing & Service Operations Management*)

[“Purpose Claims and Capacity-Based Credibility: Evidence from the Labor Market.”](#) Valdés, L., Young-Hyman, T., Gilbertson, E., Bhattacharya, CB., and O. Hahl. (Under review at *Management Science*, following a Reject and Resubmit invitation)

[“Financial Hedging of Operational Risk Constraints: A General Framework.”](#) Valdés, L., and R. Caldentey (Major Revision invited at *Production and Operations Management*)

[“Selection, Payment, and Information Assessment in Social Audits: A Behavioral Experiment.”](#) Pensamiento, G., and L. Valdés. (Working paper, soon to be submitted)

“Behavioral Responses to Nonprofit Metrics: Efficiency vs. Impact.” Rahemi, H., Urrea, G., and L. Valdés. (In progress)

“A Behavioral Study of Self-Other Discrepancies in Algorithm Adoption.” Bravo, F., He, Z., Shaposhnik, Y., and L. Valdés. (In progress)

TEACHING EXPERIENCE

University of Pittsburgh, Pittsburgh, PA

Instructor

Data Mining (undergraduate) – Spring 2018–2023

Data Mining (MBA and M.S.) – Spring 2019–2021

Guest Lectures

Research in Sustainability: Supply Chain and Operations (graduate seminar, Fall 2018–2021)

Managing in Complex Environments: Introduction to Data Visualization (undergraduate, Fall 2018, 2019)

Massachusetts Institute of Technology, Cambridge, MA

Teaching Assistant

The Analytics Edge (MBA) – Spring 2017

Behavioral Decision Theories and Applications (Ph.D.) – Fall 2016

Introduction to Operations Management (MBA, LGO) – Spring 2014, Summer 2012

University of Chile, Department of Industrial Engineering, Santiago, Chile

Teaching Assistant

Financial Engineering (undergraduate) – Spring 2009

Economics Engineering and Finance Administration (undergraduate) – Fall 2008

Operations Research (undergraduate) – Spring 2008

AWARDS AND HONORS

RESEARCH

Finalist, 2022 INFORMS Minority Issues Forum (MIF) Paper Competition.

Award paper: “Trying and Failing: Biases in Donor Aversion to Rejection,” with K. Daniels.

Finalist, 2021 M&SOM Best Paper Award

Award paper: “Supply Chain Visibility and Social Responsibility: Investigating Consumers’ Behaviors and Motives,” with T. Kraft, Y. Zheng.

1st place, 2015 POMS College of Sustainable Operations, Best Student Paper Competition

Award paper: “Supply Chain Visibility and Social Responsibility: Investigating Consumers’ Behaviors and Motives,” with T. Kraft, Y. Zheng.

2nd place, 2015 INFORMS Behavioral Operations Management, Best Working Paper Competition

Award paper: “Supply Chain Visibility and Social Responsibility: Investigating Consumers’ Behaviors and Motives,” with T. Kraft, Y. Zheng.

TEACHING & SERVICE

2021 Doris & Douglas Bernstein Award for Faculty Teaching Excellence

Katz Excellence in Teaching Award – College of Business Administration (Academic years 2017-2018; 2020-2021; 2022-2023)

M&SOM Meritorious Service Award (2018, 2020, 2021, 2022, 2023)

Katz Excellence in Service Award (2019)

OTHER

Eiffel Excellence Scholarship: French Ministry of Foreign Affairs and International Development (2005 – 2007).

Dean’s List: University of Chile, School of Engineering (2003, 2004, 2008). Awarded yearly to the top 5% of students in the engineering school.

Academic Excellence Scholarship: University of Chile, School of Engineering (2003). Awarded to the top 10 students (out of 600+) with the highest entry score.

UNIVERSITY PRESENTATIONS

Experienced and Prospective Wait in Queues: A Behavioral Investigation

Washington University in St. Louis, Olin Business School, December 2023

The University of Texas at Dallas, Center and Laboratory for Behavioral Operations and Economics, November 2022

University of Rochester, Simon Business School, September 2022

Trying and Failing: Biases in Donor Aversion to Rejection

Pontificia Universidad Católica de Chile, School of Management, December 2020

Consumer Trust in Social Responsibility Communications: The Role of Supply Chain Visibility

University of California Merced, School of Engineering, October 2020

University of Pittsburgh, Department of Industrial Engineering, November 2018

Motivating Supplier Social Responsibility under Incomplete Visibility

Penn State, Smeal College of Business, November 2017

Supply Chain Visibility and Social Responsibility: Investigating Consumers’ Behaviors and Motives

Emory University, Goizueta Business School, January 2017

University of Wisconsin – Madison, Wisconsin School of Business, January 2017

University of Pittsburgh, Katz Graduate School of Business, December 2016

University of British Columbia, Sauder School of Business, November 2016

MIT Sloan Operations Management Seminar Series, September 2014 and October 2016

CONFERENCE PRESENTATIONS

Experienced and Prospective Wait in Queues: A Behavioral Investigation

2023 INFORMS Annual Meeting (Phoenix, AZ), invited session
2022 INFORMS Annual Meeting (Indianapolis, IN), invited session
2022 M&SOM Conference (Munich, Germany), peer-reviewed
2022 Behavioral Operations Conference (Fayetteville, AR), peer-reviewed

Purpose Claims and Capacity-Based Credibility: Evidence from the Labor Market

2022 Sustainable Operations SIG Conference (Munich, Germany), peer-reviewed
2022 POMS Annual Conference (online), invited session
2022 Early-Career Sustainable Operations Workshop (online), peer-reviewed

Behavioral Responses To Nonprofit Metrics: Efficiency vs. Impact

2021 INFORMS Annual Meeting (online), invited session

Trying and Failing: Biases in Donor Aversion to Rejection

2022 INFORMS Annual Meeting (Indianapolis, IN), peer-reviewed (paper competition)
2021 POMS Annual Conference (online), invited session
2020 INFORMS Annual Meeting (online), invited session
2019 Behavioral Operations Young Scholars Workshop (Eindhoven, The Netherlands)
2019 INFORMS Annual Meeting (Seattle, WA), invited session

Consumer Trust in Social Responsibility Communications: The Role of Supply Chain Visibility

2020 Early-Career Sustainable Operations Workshop (Washington, DC), peer-reviewed
2019 INFORMS Annual Meeting (Seattle, WA), invited session
2018 INFORMS Annual Meeting (Phoenix, AZ), invited session
2018 Behavioral Operations Young Scholars Workshop (Dallas, TX)
2018 POMS Annual Conference (Houston, TX), invited session
2017 INFORMS Annual Meeting (Houston, TX), invited session

Motivating Supplier Social Responsibility under Incomplete Visibility

2018 INFORMS Annual Meeting (Phoenix, AZ), invited session
2018 Sustainable Operations SIG Conference (Dallas, TX), peer-reviewed
2018 POMS Annual Conference (Houston, TX), invited session
2018 Early-Career Sustainable Operations Workshop (Atlanta, GA), peer-reviewed
2017 INFORMS Annual Meeting (Houston, TX), invited session
2016 INFORMS Annual Meeting (Nashville, TN), invited session
2016 POMS Annual Conference (Orlando, FL), invited session
2015 INFORMS Annual Meeting (Philadelphia, PA), invited session
2015 POMS Annual Conference (Washington, DC), invited session

Supply Chain Visibility and Social Responsibility: Investigating Consumers' Behaviors and Motives

2016 INFORMS Annual Meeting (Nashville, TN), invited session
2016 POMS Annual Meeting (Orlando, FL), invited session
2015 INFORMS Annual Meeting (Philadelphia, PA), peer-reviewed (paper competition)
2015 INFORMS Annual Meeting (Philadelphia, PA), invited session
2015 Sustainable Operations SIG Conference (Toronto, Canada), peer-reviewed
2015 POMS Annual Meeting (Washington, DC), invited session
2014 INFORMS Annual Meeting (San Francisco, CA), invited session

2014 Behavioral Operations Young Scholars Workshop (Cologne, Germany), peer-reviewed
2013 INFORMS Annual Meeting (Minneapolis, MN), invited session

PROFESSIONAL ACTIVITIES AND SERVICE

Journal Reviews: *Editorial Review Board:* Decision Sciences. *Ad-hoc:* Journal of Operations Management, Management Science, Manufacturing & Service Operations Management, Naval Research Logistics, Production and Operations Management.

Competitions and Conferences: *Organizer:* INFORMS Behavioral Operations Management, Best Working Paper Competition (chair 2021, co-chair 2022). *Reviewer:* INFORMS Behavioral Operations Management, Best Working Paper Competition (2023); Technology, Innovation, and Entrepreneurship SIG (2023); POMS College of Behavior in OM Junior Scholar Competition (2020, 2022, 2023); MSOM Student Paper Competition (2020, 2021); POMS College of Sustainable Operations – Student Paper Competition (2020).

Track Chair: Behavioral Operations Management, POMS Annual Meeting 2023 (co-chaired); Socially Responsible Operations, POMS Annual Meeting 2021 (co-chaired).

Session Chair: INFORMS Annual Meeting (2016, 2018, 2019, 2022, 2023), POMS Annual Meeting (2015, 2016, 2018, 2022).

Advisor/Supervisor: Katz Graduate School of Management, University of Pittsburgh:

Gabriel Pensamiento. Expected graduation: 2025.

Jing Luo (co-advised). Graduation: July 2022 (University of Science and Technology Beijing).

Memberships: Institute for Operations Research & Management Science (INFORMS), Manufacturing & Service Operations Management Society (MSOM), Production and Operations Management Society (POMS).

School Committees (Katz): Executive Committee (2022 – Present), Business Analytics Task Force (2021–2022), Behavioral Lab (2021 – 2022), Agility Task Force (2019), Strategic Plan Development Team (co-chair, 2019), Sustainability (2017 – 2019), Strategic Plan Vector Team (2018).

Other: Institutional Mentoring Program across a Community of Color (IMPACT) mentee (2019); Faculty Advisor, League of Emerging Analytics Professionals (LEAP, Pitt CBA student organization).

MEDIA

The Nonprofit Times. February 23, 2022. “Can’t Accept A Donation? Provide An Alternative.”

The Chronicle of Philanthropy. January 26, 2022. “Rejecting Unwanted Gifts Makes Donors Less Likely to Give Again, Study Finds.”

St. Louis Public Radio, NPR. December 21, 2021. “Nonprofits juggle the costs of unwanted donations and alienating donors.”

The Source (Washington University in St. Louis). December 14, 2021. “Research confronts a costly dilemma for nonprofits: unwanted donations.”

Financial Mgmt. Magazine. April 13, 2021. “How to get a handle on today’s volatile supply chains.”

Ideas Made to Matter (Sloan School of Management). February 20, 2020. “Supply chain transparency, explained.”

Harvard Business Review. August 20, 2019. “What Supply Chain Transparency Really Means.”

Ideas Made to Matter (Sloan School of Management). August 20, 2019. “Supply chain visibility boosts consumer trust, and even sales.”

Supply Chain Quarterly. July 26, 2019. “Study: Investing in supply chain visibility builds trust.”

NextBillion.net. February 5, 2019. “After Rana Plaza – Do Consumers Care About Supply Chain Transparency? Our Research Shows They Do.”

SpendMatters.com. January 10, 2019. “CSR Update: Corporate Social Responsibility Can Lead Customers to Spend More, Study Says.”

Environmental Leader. December 20, 2018. “Study shows consumers willing to pay premium for supply chain transparency.”

INDUSTRY EXPERIENCE

CL Group Financial Services Consulting

Financial Risk Management, Junior Consultant

Santiago, Chile

02/2009 – 06/2011

LANGUAGES

Spanish Native

English Full professional proficiency

French Full professional proficiency (DALF C1)