

Profile

By integrating behavioral science and technology, I work to help people and organizations make better decisions. My expertise lies in behavioral economics, the psychology of decision making, innovation and experimentation, analytics, product management, investment management, and hospital operations. I believe that most problems in the world can be mitigated with better information and communication delivered in the right way to the right person at the right time.

Experience

QVENTUS INC

DIRECTOR, PRODUCT & ANALYTICS
LEAD BEHAVIORAL SCIENTIST

JUL 2018 - PRESENT

SEP 2019 - PRESENT

JUL 2018 - PRESENT

Qventus combines data science and behavioral science with best practice process and expert services to create sustained operational improvement in hospitals, enabling them to see more patients while reducing costs and providing higher quality of care. I am responsible for our Emergency Department and analytics products, leading our analytics team, and integrating behavioral science throughout all of our solutions.

MACROCLIMATE LLC

MANAGING PARTNER & CHIEF INVESTMENT OFFICER
CO-FOUNDER & PARTNER

JAN 2016 - PRESENT

JAN 2022 - PRESENT

JAN 2016 - DEC 2021

Macroclimate combines financial science and climate science with automation technology to help individuals achieve better financial results in their investments while limiting climate risk. It used to be that investing responsibly from an environmental standpoint meant sacrificing risk-adjusted expected returns. With our approach, the two goals are not only fully compatible, but there is good reason to expect the sustainable strategy to continue to outperform financially.

MEDALLIA INC

LEAD RESEARCH SCIENTIST
SENIOR RESEARCH SCIENTIST
CUSTOMER EXPERIENCE RESEARCH SCIENTIST

JUL 2012 - JUL 2018

OCT 2016 - JUL 2018

NOV 2013 - SEP 2016

JUL 2012 - OCT 2013

In roles spanning Medallia's research, and data science teams, my goal was to understand what makes companies successful, what will make them successful in the future, and to help shape the product to make that future happen.

- Built an **"innovation at scale" analytics product** to make decentralized innovation, rapid learning, and the spread of successful practices an operational reality for large companies.
- Developed Medallia's point-of-view and **presented client-facing training course on innovation.** ([white paper](#))
- Quantified the **impact of customer experience on financial outcomes** for \$1B+ businesses in hospitality, consumer fitness, and telecom. ([white paper](#), [Harvard Business Review blog](#), [The Guardian](#), [WHICH 50](#))
- Designed and co-authored a word-of-mouth **referral field experiment** with 13,000 customers. ([white paper](#))
- Project managed and lead analysis for **deep dive across 4,400 hospitality properties** to determine which employee behaviors drive financial success. ([white paper](#); [case study](#), [press release](#))
- Developed Medallia's **framework for sustainable business advantage** through customer experience by leading analysis of multi-year data across companies and industries. ([white paper](#))
- Analyzed customer-level data across **35 hospitality brands** to understand how the **rise in mobile technology** influences customer behavior and feedback. ([Harvard Business Review blog](#))

VISION PRIZE

CO-FOUNDER & DIRECTOR OF RESEARCH

JUL 2010 - DEC 2015

Vision Prize is a polling platform for capturing scientific meta-knowledge on climate risks and solutions. We assessed the views of climate scientists and also had them predict the views of their scientific colleagues, giving new insights into the level of scientific consensus on critical issues.

Press Coverage: [The Guardian](#), [IEEE Spectrum](#), [Yale Forum on Climate Change & the Media](#)

Education

Ph.D. Behavioral Decision Research - Carnegie Mellon University, Pittsburgh, PA, May 2012

M.S. Behavioral Decision Research - Carnegie Mellon University, Pittsburgh, PA, May 2009

B.A. Mathematics (Minors: Philosophy & Psychology) - Swarthmore College, Swarthmore, PA, June 2007

General Course - London School of Economics and Political Science, London, UK, June 2006

Academic Research

My academic research focuses on two areas: 1) how to structure communication in ways that lead to better outcomes when interests are overlapping but not perfectly aligned ([my dissertation](#), [JEBO](#), [Exp Econ](#)), and 2) how social preferences such as concerns about fairness and aversion to lying affect people's decisions ([JEBO](#), [JDM](#), [JEBO](#)).