

Peter Thurston Carrera

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Education

Ph.D. **The Ohio State University**, Columbus, OH Expected 2026
 Major: Operations Management, Minor: Statistics
 Advisor: Ken Boyer

B.Sc. **Cornell University**, Ithaca, New York 2016
 Major: Hotel Administration, Minors: English, Creative Writing, Medieval Studies
 160 Credits, 3.533 GPA, Drown Special Prize Recipient, Commencement Speaker

Diploma **DeMatha Catholic High School**, Hyattsville, Maryland 2012
 4.0 GPA, Salutatorian, Commencement Speaker

Research

Context Service Operations, Hospitality
 Topics Service Quality, Operational Excellence, Performance Feedback, Learning
 Methods Empirical Operations Management, Causal Inference, Field Studies, Experiments

Dissertation Essays

1. Quality Performance Feedback: The Role of Sequencing Feedback and Female Ownership on Service Outcomes (with Aravind Chandrasekaran and Ken Boyer)
 — Under review at *Manufacturing & Service Operations Management*
2. On the Ball: Maintaining Service Quality through Large Scale Operational Disruptions (with Rakesh Mallipeddi and Ken Boyer)
 — In final preparation for submission to *Manufacturing & Service Operations Management*
3. The Effects of Near Misses in High-Stakes Quality Audits (with Telesilla Kotsi and Ken Boyer)
 — In preparation for submission to *Production and Operations Management* by Spring 2026

Work in Progress

1. Burying the Lede: Performance Feedback Framing and Delivery. Completed data collection, analyzing data
2. How Different is Different? The Degree of Task Relatedness. Experimental Design completed
3. Change the Name, Change the Game: Operations after Rebranding. Completed data collection, analyzing data
4. Advanced Labor Forecasting & Scheduling Adoption Among Restaurant Franchisees. Data Collection (with Vince Slaugh)

Presentations & Conference Organization

Quality Performance Feedback: The Role of Sequencing Feedback and Female Ownership on Service Outcomes

- ◆ Academy of Management 2025 (Copenhagen, Denmark)
- ◆ POMS Annual Conference 2025 (Atlanta, Georgia)
- ◆ Northwestern University, Rookiepalooza 2024 (Evanston, Illinois)

- ◆ 2023, Decision Sciences Institute 2023 (Atlanta, Georgia)
- ◆ Academy of Management Doctoral Consortium 2023 (Boston, Massachusetts)
- ◆ POMS Annual Conference 2023 (Orlando, Florida)
- ◆ Harvard University, Behavioral Operations Management Summer Institute 2023 (Boston, Massachusetts)

The Effects of Near Misses in High Stakes Quality Audits

- ◆ Academy of Management Doctoral Consortium 2023 (Boston, Massachusetts)
- ◆ POMS Annual Conference 2022 (Online)

Conference Organization

- ◆ Productions and Operations Management Society 2024-Current
 - College of Operational Excellence – Invited Op Ex Session Chair: 2023, 2024
 - College of Service Operations – Board Member, Doctoral Student Engagement Liaison
 - Planned and coordinated College Mini-Conference and Doctoral Engagement Panels
 - “Prep for POMS” Mini-Conference session pairing PhD students with Professors to review their conference plans and strategy
 - “Campus Job Talks” with Dr. Rich Metters, Dr. Ken Boyer, and Dr. Chris Anderson
 - “Dealing with Deans and Department Heads” with Dr. Rohit Verma and Dr. Sean Handley
 - “Editor Panel” with Dr. Maxime Cohen and Dr. Kejia Hu

Teaching Experience

Fisher College of Business, The Ohio State University, Columbus, Ohio 2021-Current

Instructor

- ◆ BUSMGT 3230 Intro to Operations Management. Student Evaluation of Instructor (SEI): 4.07

Graduate Teaching Assistant

- ◆ BUSMGT 3230 Intro to Operations Management (x3)
- ◆ BUSMGT 7223 Project Management
- ◆ BUSMGT 2320 Decision Sciences: Statistical Techniques
- ◆ BUSOBA 3331 Data Management Descriptive Analysis
- ◆ BUSOBA 4254 Sustainable Projects
- ◆ MBA 6283 Data Analysis Management
- ◆ BUSOBA 7201 Service Operations

School of Hotel Administration, Cornell University, Ithaca, New York 2012-2016

Teaching Assistant & Practicum Leader

- ◆ HADM 1740 Business Computing (x4)
- ◆ HADM 4770 Advanced Business Modeling (x2)
- ◆ HADM 1350 Intro to Hotel Operations (x4)

Work Experience

Fairmont Grand Del Mar, San Diego, California 2016 - 2020

Executive Manager

- ◆ Demonstrated leadership as Front Office Manager, Overnight Hotel Manager, and Housekeeping Manager (2.5 years) before ultimate role as Executive Manager (1.5 years)
- ◆ Responsible for overall operation of a \$90 million annual revenue, 249-room, Forbes Triple 5-star, AAA 10 diamond, 3 Michelin Star property with 600 colleagues and 75 managers

- ◆ Led a culture of quality by educating leaders on improving their operations through process improvement plans, quality audit programs, and data-driven forecasting and labor practices
- ◆ Served as member and then president of the Heartist Committee, leading efforts to improve colleague engagement and establish a culture of excellence

The Statler Hotel, Ithaca, New York

2012 - 2016

Student General Manager

- ◆ Achieved highest level of the Hotel Leadership Development Program by progressing through 11 line level and four managerial roles across all operational divisions
- ◆ Responsible for overall operation of a \$40 million annual revenue, 153-room, AAA 4 Diamond property with 300+ full-time and student employees
- ◆ Created student and alumni-to-student mentorship programs to foster leadership growth

Sabre Hospitality Solutions, Southlake, Texas

Summer 2015

Service Delivery Team Specialist

- ◆ Verified compliance to strategy and budget by creating and measuring Service Delivery KPIs
- ◆ Strengthened business practices through tools that provide critical info to decision-makers

The Ocean House, Watch Hill, Rhode Island

Summer 2014

Cottage Manager

- ◆ Responsible for overall operations of the Cottages at The Ocean House, a 49-room and 5 cottage, Forbes Triple 5-star, AAA 10 Diamond property
- ◆ Oversaw a ten-person team responsible for guest relations, housekeeping, and maintenance of 5 Ocean House Cottages totaling 21 beds

Starwood Hotels & Resorts

2011-2015

St. Regis DC, Sheraton NY Times Square, W Atlanta Midtown, Westin Stonebriar Hotel

Concierge, Sales & Revenue Management, Housekeeping, HR, Food & Beverage, and Accounting Intern

- ◆ Lived St Regis legacy as concierge and sales and revenue management intern at the “Best Address” in DC
- ◆ Gained exposure to a massive downtown 1700+ room housekeeping operation in Times Square
- ◆ Hired staff to provide whimsical whatever/whenever service in Atlanta’s vibrant art district
- ◆ Assisted “Starwood’s Hotel of the Year” (luxury golf resort outside of Dallas) financial operations

Hotel Ezra Cornell 89, Ithaca, New York

2012 - 2014

Assistant Director, Information Technology

- ◆ Analyzed guest interaction via Google Analytics, Cvent, and Facebook Insights to improve registration click-through and conversion rate
- ◆ Trained 10+ information technology managers to use EventPro and HEC’s inventory database

NASA Goddard Space Flight Center, Greenbelt, Maryland

Summer 2011

Capital Planning and Investment Control Intern

- ◆ Composed a thorough analysis of Federal IT Dashboard that was used by federal auditors
- ◆ Compiled a CPIC Best Practices guide for all future projects and team leads to follow

Awards

- ◆ Drown Prize – Cornell University School of Hotel Administration 2016
The Drown Special Prize is the Hotel School’s most prestigious honor. It is awarded to a graduating senior who has demonstrated: academic excellence, extracurricular leadership, entrepreneurial spirit, social responsibility, and well-conceived career goals and aspirations.
- ◆ Good Citizen - Daughters of the American Revolution 2012
- ◆ National Hispanic Scholar - College Board / SAT 2012
- ◆ National Space Club Scholar - Goddard Space Flight Center 2012
- ◆ President-Emeritus - National Honor Society Valois Chapter 2012
- ◆ Founder and President - DeMatha Ace Ecology Team 2012

Service & Academic Experience

- ◆ The PhD Project 2019-Current
 - MDSA Cohort Comps Prep Session – Invited Panel Member
 - Student Mentor – Membership Committee
- ◆ Behavioral Operations Management Summer Institute 2023
- ◆ Consortium for the Advancement of Research Methods and Analysis 2021-2024
 - Completed programs: Qualitative Text Analysis using Digital Tools, Advanced Data Analysis with R, Introduction to R and Data Analysis
- ◆ The Ohio State University 2020-2023
 - Chair, Code of Student Conduct Review Committee; Chair, Council of Student Affairs
- ◆ Cornell Alumni Admission Ambassador Network 2016-2020
 - Serve as Co-Chair in organizing 100+ Cornell Alumni volunteers to conduct information contact meetings, information sessions, and sendoffs with 400+ high school students
- ◆ Cornell Club of San Diego 2016-2020
 - Served as a board member on event and scholarship committees to plan and execute club events and distribute scholarships to the most deserving incoming students
- ◆ San Diego Food Bank & Mama’s Kitchen 2016-2019
 - Volunteered in multiple food distribution operation for at-risk individuals in San Diego
- ◆ San Diego Ronald McDonald House 2016-2019
 - Volunteered to prepare food for families and children at Rady’s Children Hospital
- ◆ San Diego County Surfrider Foundation 2016-2019
 - Cleaned local San Diego beaches by removing trash and debris
- ◆ Ithaca Tompkins County YMCA 2012-2016
 - Taught kids aged four to 10 teamwork skills through basketball and soccer
- ◆ Leukemia and Lymphoma Society 2012-2016
 - Raised over \$9000 for the Society through Shave a Brother, an annual philanthropy event run through Cornell’s Delta Phi fraternity and Delta Delta Delta sorority.
- ◆ DeMatha Ace Ecology Team 2010-2012
 - Founder. Organized five trips to clean the Anacostia River and its tributaries. Worked with the Anacostia Rivershed Society, Catholic University, University of Maryland, and other high schools. Advocated and helped acquire solar panels to generate 1/3rd of DeMatha’s power
- ◆ DC Central Kitchen 2010-2012
 - Worked volunteer shifts at the DC Central kitchen throughout high school to prepare food for at-risk individuals in the Washington DC area

References

Ken Boyer (Advisor)

Fisher Designated Professor
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Aravind Chandrasekaran (Committee Member)

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