

JACQUELINE NG LANE

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RESEARCH INTERESTS

Organizational Collaboration and Coordination
Information and Social Networks
Teams and Team Effectiveness
Technology Management and Adoption

EDUCATION

- 2013-2018 Ph.D. in Management Science
Department of Industrial Engineering & Management Sciences
Northwestern University
- 2009-2011 M.B.A., *Deans Honors List*
Columbia Business School, Executive Program
Columbia University
- 2002-2006 B.S.E in Operations Research & Financial Engineering, *Magna Cum Laude*
Certificate in Finance
Certificate in Engineering Management Systems
Princeton University

PUBLICATIONS

Ng, J., P. Leonardi, & N. Contractor. Teaming at the Limit: Enhancing Team Effectiveness with Enterprise Social Media Affordances. In Guclu Atinc (Ed.), Proceedings of the Seventy-Seventh Annual Meeting of the Academy of Management. Online ISSN: 2151-6561.

Ng, J., B. Ankenman & S.M. Irvani. "Insight into Gender Differences in STEM: Evidence from Peer Reviews in an Engineering Class." Forthcoming at *Service Science*.

MANUSCRIPTS UNDER REVISION & REVIEW

1. Ng, J., L. DeChurch, S.M. Irvani & N. Contractor (*Under Review*). "How Formal Interventions Impact Group Discussions."
2. Ng, J., I. Duenyas & S.M. Irvani (*Revise & Resubmit*). "Optimal Product Launch Times for a Firm with a Niche Product."

SELECT WORKING PAPERS

1. Ng, J., P. Leonardi, L. DeChurch, & N. Contractor. "Social Media and their Affordances for Effective Teamwork." *Finalizing Manuscript for Submission*.
 - a. 2017 Best Student Paper Award Finalist, OCIS Division, AOM
 - b. 2017 Best Paper Proceedings

2. Askari O*, J. Ng*, F. Bullo, N. Friedkin, A. Singh, & B. Uzzi. "Transitions Between Structurally Balanced and Unbalanced States and Risky Decision-Making in Social Networks." *Finalizing Manuscript for Submission*.
*Denotes joint first authorship
3. Ng, J., L. DeChurch, P. Leonardi & N. Contractor. "Organizing in Teams: Understanding How Teams Form & Why They Perform." *Working Paper*.
4. Ng, J., & N. Contractor. "Social Media Networks & Collaboration: The Patterns of Successful Collaborations." *Working Paper*.
5. Ng, J., L. DeChurch, S.M. Irvani, & N. Contractor. "Knowledge Sharing in Online Groups: The Impact of Network Associations on Online Group Discussions." *Working Paper*.
6. Lim, S., J. Ng, & B. Uzzi. "Biased Information Sharing and Transactive Memory System Effectiveness in Risky Decision Situations." *Manuscript Under Preparation*.
7. Ng, J. "Starting Up: How Generalists Become Specialists." *Data Analysis Stage*.
8. Smith, E.B., J. Ng, & E. Sackett. "Using Social Network Visualizations to Unlock Team Potential." *Data Analysis Stage*.

AWARDS, GRANTS & HONORS

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| 2018 | Nominated for <i>Northwestern University Presidential Fellowship</i> , Department of Industrial Engineering & Management Sciences |
| 2018 | <i>Digital/Online Projects Grant for "Using Social Networks to Unlock Team Potential"</i> , Office of the Provost, Northwestern University. Awarded amount: \$50,000 (with Ned Smith & Esther Sackett) |
| 2017 | Finalist, <i>2017 INFORMS/Organization Science Dissertation Proposal Competition</i> |
| 2017 | Selected for <i>Organizational Behavior Doctoral Consortium</i> , AOM Annual Conference |
| 2017 | <i>Digital/Online Projects Grant for "Creating Your Dream Team: Using Teaming Technology to Form Effective Project Design Teams in STEM"</i> , Office of the Provost, Northwestern University. Awarded amount: \$50,000 (with Noshir Contractor, Leslie DeChurch, & Anup Sawant) |
| 2017 | <i>Organizational Communication & Information Systems (OCIS) Best Student Paper Award Finalist</i> , Academy of Management |
| 2017 | <i>Best Paper Proceedings</i> , Academy of Management |
| 2016 | <i>Fellowship in Leadership</i> , Center for Leadership, Northwestern University |
| 2016 | <i>Digital/Online Projects Grant for "Fostering Effective Online Discussion in Higher Education with 'Nebula', a Graphical Interface for Discussion Boards"</i> , Office of the Provost, Northwestern University. Awarded amount: \$35,000 (with Noshir Contractor & Seyed Irvani) |
| 2016 | <i>Industrial Engineering and Management Sciences Outstanding Teaching Assistant Award</i> , Northwestern University |
| 2015 | <i>Industrial Engineering and Management Sciences Department Award for Exceptional Leadership and Service in the Ph.D. Program</i> , Northwestern University |

- 2015 *Industrial Engineering and Management Sciences Outstanding Teaching Assistant Award*, Northwestern University
- 2015 *First place in Northwestern University Visualization Challenge* for “Nebula”, a graphical user interface for online discussion forums. Northwestern University Research Computing Services
- 2015 *AACE International Society for Cost Management US Academic Scholarship Winner*, AACE. Awarded Amount: \$8,000
- 2014 *AACE International Society for Cost Management US Academic Scholarship Finalist*, AACE. Awarded Amount: \$4,000
- 2014 *Olive Lynn Salembier Memorial Reentry Scholarship*, Society of Women Engineers. Awarded Amount: \$1,500
- 2013 *Walter P. Murphy Graduate Fellowship Recipient*, Northwestern University
- 2009 *Full Sponsorship to Columbia University Executive MBA Program* (Single Recipient Across Firm), Morgan Stanley
- 2006 *Calvin Dodd MacCracken Senior Thesis Award* for the senior independent work that is most distinctive for its inventiveness and technical accomplishment in the School of Engineering & Applied Science, Princeton University. Awarded Amount: \$4,000
- 2005 *Tau Beta Pi National Engineering Honor Society*

INVITED TALKS & CONFERENCE PRESENTATIONS

- 2018 Ng, J., & N. Contractor. “Social Media and Teams: How Social Media Enables and Constrains Team Coordination Structures.” 2018 INGRoup conference.
- 2018 Ng, J., L. DeChurch, & N. Contractor. “How Formal Interventions Impact Team Discussions.” 2018 SIOP conference.
- 2017 Ng, J. “Teams & Technology: Unraveling the Structural Signatures of Effective Teamwork.” UC Santa Barbara Technology Management Program.
- 2017 Ng, J., P. Leonardi & N. Contractor. “Teaming at the Limit: Enhancing Team Effectiveness with Enterprise Social Media Affordances.” 2017 Academy of Management conference.
- 2017 Ng, J., L. DeChurch & N. Contractor. “Knowledge Sharing in Online Groups: The Impact of Network Informed Associations on Online Group Discussions.” 2017 INGRoup conference.
- 2017 Ng, J., Antone, W., Gibson, Z., Bell, S.T., DeChurch, L.A., Contractor, N.S. (2017, April). Crew Recommender for Effective Work in Space: CREWS. Paper presented at the Building Better Teams on Earth and Beyond Symposium at the SIOP Conference, Orlando, FL.
- 2017 Ng, J., L. DeChurch & N. Contractor. “Information Sharing in Virtual Teams: How Group Information Processing Affects Online Discussions.” ANN/SONIC Eighth Annual International Workshop on Network Theory.
- 2017 Contractor, N. S., Antone, W., Gibson, Z., Ng, J., DeChurch, L. A., & Bell, S. T. (2017, January). Building extreme teams: Simulating team composition effects in isolated and confined environments. Poster presented at the NASA Human Research Program Investigators’ Workshop, Galveston, TX.

- 2017 Contractor, N. S., Gibson, Z., Antone, W., Ng, J., DeChurch, L. A., & Bell, S. T. (2017, January). Composing effective space crews: Predicting crew camaraderie (CREWS). Paper presented at the NASA Human Research Program Investigators' Workshop, Galveston, TX.
- 2016 Ng, J., S. Iravani & N. Contractor. "The Impact of a Graphical Network Interface for Online Discussions on Student Learning." IC2S2 2nd Annual International Conference on Computational Social Science.
- 2016 Ng, J., B. Ankenman & S. Iravani. "Insight into Gender Differences in STEM: Evidence from Peer Reviews in an Engineering Class." INFORMS 2016 Annual Conference & POMS 2016 Annual Conference.
- 2016 Ng, J., S. Iravani & N. Contractor. "Structural Signatures of Online Discussion Groups and Their Influence on Group Cohesion." Sunbelt XXXVI Annual Conference.
- 2015 Ng, J., J. Collins, S. Iravani & W. Parod. "Introducing Nebula: A Graphical Interface for Discussion Boards." Northwestern University Learning and Teaching Assessment Forum.
- 2015 Ng, J., I. Duenyas, & S. Iravani. "Optimal Product Launch Times for a Firm with a Niche Product." INFORMS 2015 & POMS 2016 Annual Conference.

TEACHING EXPERIENCE

- 2017 Teaching Assistant for *Strategy Implementation*, Northwestern MBA Course at Kellogg School of Management
- 2017 Teaching Assistant for *Understanding & Leveraging Networks*, Northwestern Masters Course in Communication
- 2017 Teaching Assistant for Design of Networks, Northwestern EMBA Course for Indian School of Business (ISB) at Kellogg School of Management
- 2016 Teaching Assistant for Social Network Analysis, Northwestern Undergraduate Industrial Engineering & Management Sciences and Communications Course
- 2016 Teaching Assistant for Design of Networks, Northwestern EMBA Course for Indian School of Business (ISB) at Kellogg School of Management
- 2016 Teaching Assistant for Production Planning and Scheduling, Northwestern Undergraduate Industrial Engineering & Management Sciences Course
- 2015 Teaching Assistant for Service Operations Management, Northwestern Undergraduate Industrial Engineering & Management Sciences Course
- 2015 Teaching Assistant for Organizational Behavior, Northwestern Undergraduate Industrial Engineering & Management Sciences Course
- 2014 Teaching Assistant for Stochastic Models and Simulation, Northwestern Undergraduate Industrial Engineering & Management Sciences Course
- 2014 Teaching Assistant for Power Onboarding, Northwestern Coursera Course
- 2014 Teaching Assistant for Organizational Behavior, Northwestern Undergraduate Industrial Engineering & Management Sciences Course

SERVICE & MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS

- 2017-present Member of Society for Industrial & Organizational Psychologists
- 2017-present Ad Hoc Reviewer for *Organization Science* and *AOM Annual Meetings*
- 2017-present Member of *Interdisciplinary Network for Group Research* (INGRoup)
- 2017-present Member of *Academy of Management* (AOM)
- 2017-present Member of *Society for Industrial and Organizational Psychology* (SIOP)
- 2013-present Member of *Institute for Operations Research and Management Science* (INFORMS)
- 2013-present Member of *Department of Industrial Engineering Graduate Liaison Committee* at Northwestern University
- 2013-present Department Representative for *Graduate Leadership and Advocacy Council* at Northwestern University

MEDIA COVERAGE

- 2017 *Northwestern to Showcase Learning Apps at TEACHx conference*, Northwestern University Media Relations
- 2017 *Nebula is a Finalist for IMS Global Consortium Learning Impact Award*, Northwestern University Digital Learning
- 2017 *Faculty projects earn Provost's Digital Learning Fellowship*, Northwestern University Media Relations
- 2016 *Faculty Receive Funding to Create Innovative Digital Projects*, Northwestern University Media Relations
- 2016 *A Celebration of 10 Years of the Science of the Web*, Web Science Trust
- 2016 *Nebula: A Graphic Interface for Discussion Forums*, Northwestern School of Professional Studies
- 2015 *New App Shows Online Discussions as Interactive Graphs*, Northwestern McCormick School of Engineering
- 2006 *Engineering School Honors Top Graduates and Distinguished Faculty*, Princeton University School of Engineering and Applied Science

INDUSTRY EXPERIENCE

- 2012-2013 Microsoft Corporation
Finance Manager
Customer Services & Support
- 2006-2012 Morgan Stanley
Senior Associate
Equity Research
Sales & Trading, *Accelerated Career Path Program*
Full Sponsorship to Columbia Business School, Executive Program