

1-2024

## CURRICULUM VITAE AND LIST OF PUBLICATIONS

### Personal Details

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Name: Gabi Hanukov  
Date and place of birth: 29/12/1979, Georgia  
Date of immigration: 20/4/1993  
Regular military service (dates): 10/4/2000-9/4/2003  
Telephone number at work: 03-9066218  
Telephone number at home: 0504750747

### Education

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#### Undergraduate and Graduate Studies

Ph.D. 2014-2017, Bar-Ilan University, Department of Management.  
Name of advisor: Dr. Tal Avinadav, Prof. Uri Yechiali, Prof. Uriel Spiegel.  
Title of thesis: Utilization of Servers' Idle Times for Greater Efficiency in Queueing Systems.

M.A. 2008-2009, Bar-Ilan University, Department of Management.  
Name of advisor: Prof. Uriel Spiegel.  
Title of thesis: Optimal Quantity of Inventory Orders for Two Competing Retailer.

B.A. 2003-2006, Bar-Ilan University, Department of Management.

#### Post-Doctoral Studies

2017-2018, School of Mathematical sciences, Tel Aviv University.  
Supervisors: Prof. Uri Yechiali, Prof. Shoshana Anily.  
Research topics: (i) Ticket Queues (ii) Relations between the PGF and the Matrix Geometric solution methods in QBD problem.

### Academic Ranks and Tenure in Institutes of Higher Education

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2021-2024, Ariel University, Department of industrial engineering and management, Lecturer.  
2017-2020, Bar-Ilan University, Department of Management, Instructor.  
2017-2020, Ariel University, Department of industrial engineering and management, Instructor.  
2015-2017, Bar-Ilan University, Department of Management, Teaching assistant.

### Professional Activities

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#### Membership in professional/scientific societies

2017-Present - POMS – Production and Operations Management Society.  
2017-Present - ISIR – International Society for Inventory Research.  
2015-Present - ORSIS - Operations Research Society of Israel.

## Educational activities

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### Courses taught in Recent Years

2021-2024, Ariel University, Lecturer

- Deterministic Models of Operations Research
- Game Theory
- Service Systems Engineering
- Statistics
- Probability
- Discrete Mathematics
- Advance Production Management

2017-2020, Bar-Ilan University, Instructor

- Stochastic Models of Operations Research
- Statistics 2
- Mathematics 1
- Mathematics 2

2017-2020, Ariel University, Instructor

- Deterministic Models of Operations Research
- Game Theory

### Supervision of Research Students

2024-Present, Natali Germay, M.A., Ariel University, co-supervision with Prof. Shraga Shoval.

### Honors

2022 Outstanding Lecturer, Ariel University.

## Scientific Publications

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### Citation Index

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**H-index** ISI: 7, Google Scholar: 8

**Total number of citations of all articles** ISI: 132, Google Scholar: 186

**Total number of citations without self-citations** ISI: 59, Google Scholar: 104

### Conference Proceedings (per-reviewed only)

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1. Hanukov, G. (2022). A queueing-inventory system in which customers can orbit during the service. *IFAC-PapersOnLine*, 55(10), 619-624.
2. Hanukov, G., Avinadav, T., Chernonog, T., and Yechiali, U. (2019). A multi-server queueing-inventory system with stock-dependent demand. *IFAC-PapersOnLine*, 52(13), 671-676.

## Articles

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1. Chernonog, T., & Hanukov, G. (2024). Chat service in a multichannel system under competition where customers are boundedly rational. *Applied Mathematical Modelling*. IF=5.0; Q1.
2. Hanukov, G. (2023). A queueing-inventory system with a repeated-orbit policy during the service. *Annals of Operations Research*, 1-33. IF=4.8; Q1.
3. Hanukov, G., & Shoval, S. (2023). A Model for a Vacation Queuing Policy Considering Server's Deterioration and Recovery. *Mathematics*, 11(12), 2640. IF=2.4; Q1.
4. Hanukov, G., & Yechiali, U. (2022). Individual and social customers' joining strategies in a two-stage service system when discount is offered to users of smartphone application. *Applied Mathematical Modelling*, 105, 355-374. IF=5.0; Q1.
5. Hanukov, G. (2022). A queueing-inventory model with skeptical and trusting customers. *Annals of Operations Research*, 1-24. IF=4.8; Q1.
6. Hanukov, G. (2022). Improving efficiency of service systems by performing a part of the service without the customer's presence. *European Journal of Operational Research*, 302(2), 606-620. IF=6.4; Q1.
7. Hanukov, G. (2022). A service system where junior servers approach a senior server on behalf of customers. *International Journal of Production Economics*, 24, 108351. IF=12.0; Q1.
8. Hanukov, G., Hassoun, M., & Musicant, O. (2021). On the Benefits of Providing Timely Information in Ticket Queues with Balking and Calling Times. *Mathematics*, 9(21), 2753. IF=2.4; Q1.
9. Hanukov G. and Yechiali U. (2021). Explicit solutions for continuous-time QBD processes by using relations between matrix geometric analysis and the probability generating functions method. *Probability in the Engineering and Informational Sciences*. 35(3) 656-580. IF=1.1; Q3 in Statistics & Probability; High quality journal on applied probability.
10. Hanukov G., Avinadav T., Chernonog T., and Yechiali U. (2021). A Multi-Server System with Inventory of Preliminary Services and Stock-Dependent Demand. *International Journal of Production Research*. 59(14), 4384-4402. IF=9.2; Q1.
11. Hanukov G., Anily S. and Yechiali U., (2020). Ticket Queues with Regular and Strategic Customers. *Queueing Systems*. 95, 145-171. IF=1.2; Q4; Leading journal on queueing theory.
12. Hanukov G., Avinadav T., Chernonog T., and Yechiali U. (2020). A service system with inventory of perishable products where customers are either fastidious or strategic. *International Journal of Production Economics*. 228. IF=12.0; Q1.
13. Hanukov G., Avinadav T., Chernonog T., and Yechiali U. (2019). Performance Improvement of a Service System via Stocking Perishable Preliminary Services. *European Journal of Operational Research*, 274(3), 1000-1011. IF=6.4; Q1.

14. Hanukov G., Avinadav T., Chernonog T., Spiegel U., and Yechiali U. (2018). Improving Efficiency in Service Systems by Performing and Storing Preliminary Services. *International Journal of Production Economics*, 197, 174-185. IF=12.0; Q1.
15. Hanukov G., Avinadav T., Chernonog T., Spiegel U., and Yechiali U. (2017). A Queueing System with Decomposed Service and Inventoried Preliminary Services. *Applied Mathematical Modelling*, 47, 276-293. IF=5.0; Q1; Featured article in *Applied Mathematical Modelling*, July 2017.

## Research Grants

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2017, Based on my Ph.D. dissertation, my supervisors' proposal has been granted by the ISRAEL SCIENCE FOUNDATION for 303,000 NIS for 2017-2020 (ISF 1448/17), and I was working with them on papers related to this research.

## Lectures and Presentations at Meetings and Invited Seminars not Followed by Published Proceedings (last five years)

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### Presentation of papers at conferences/meetings

1. Chernonog, T., & Hanukov, G. Chat service in a multichannel system under competition where customers are boundedly rational. ORSIS annual meeting, Tel Aviv, Israel, May 1-2, 2023.
2. Hanukov, G., & Shoval, S. A Model for Vacation Queueing Policy Considering Server's Deterioration and Recovery. National Industrial Engineering & Management Conference, Ariel, Israel, April 27, 2023.
3. Hanukov, G. Postponed Complementary Services. INFORMS, Applied Probability Society Conference, Nancy, France, June 28-30, 2023.
4. Hanukov, G. Servers that become customers. ORSIS annual meeting, Jerusalem, Israel, May 30-31, 2022.
5. Hanukov G. A queueing-inventory system in which customers can orbit during the service. 10<sup>th</sup> IFAC conference on manufacturing modeling, management and control, Nantes, France, June 22-24, 2022. The proceeding paper: *IFAC-PapersOnLine*, 55(10), 619-624.
6. Hanukov, G. Postponing complementary services. AIRO, International Conference on Optimization and Decision Science, Firenze, Italy, August 30-September 2, 2022.
7. Hanukov G. and Yechiali U. To APP or not to APP. ORSIS annual meeting, Shefaim, Israel, May 13-14, 2019.
8. Hanukov G., Avinadav T., Chernonog T., and Yechiali U. A multi-server queueing-inventory system with stock-dependent demand. 9<sup>th</sup> IFAC conference on manufacturing modeling, management and control Berlin, Germany, August 28-30, 2019. The proceeding paper: *IFAC-PapersOnLine*, 52(13), 671-676.
9. Hanukov G., Avinadav T., Chernonog T., and Yechiali U. A Queueing System with Pre-Prepared Services and with Tolerant and Impatient Customers. ORSIS annual meeting, Beer Sheva, Israel, May 13-14, 2018.

10. Hanukov G., Avinadav T., Chernonog T., and Yechiali U. A Queueing System with Pre-Prepared Services and with Fastidious and Impatient Customers. European Conference on Queueing Theory Jerusalem, Israel, July 2-4, 2018.
11. Hanukov G., Avinadav T., Chernonog T., and Yechiali U. A Service System with Inventory of Perishable Products and Customers who are Fastidious or Impatient. The 20<sup>th</sup> International Symposium on Inventories Budapest, Hungary, August 20-24, 2018.

### **Seminar presentations at universities and institutions**

1. Department of Statistics and Operations Research, Tel Aviv University, November 25, 2021.
2. Department of Industrial Engineering and Management, Ariel University, December 1, 2020.
3. Department of Industrial Engineering and Management, Ariel University, March 13, 2018.
4. Department of Management, Bar-Ilan university, October 18, 2018.

### **Synopsis of research, including reference to publications and grants in above lists**

#### **Present Academic Activities**

1. Hanukov G. and Yechiali U. Orbit while in service. Submitted for publication in *Operational Research*.
2. Alkoby S., & Hanukov, G. Information station for customer navigation with escorting guides. Submitted for publication in *European Journal of Operational Research*.
3. Hanukov, G., & Hassin, R. Competition between heterogeneous servers facing heterogeneous customers. In preparation.
4. Hanukov, G., Perel, E., & Perel N. On strategic customers in the group-merging Israeli queue. In preparation.
5. Hanukov, G., & Shoval, S. A service system with deteriorating server and strategic customers. In preparation.
6. Hanukov, G. A service system with splitting customers. In preparation.
7. Chernonog, T., & Hanukov, G. Incentive compensation contracts for live-chat server. In preparation.