

# JACQUELINE NG LANE

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## RESEARCH INTERESTS

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Knowledge Sharing and Innovation  
Diversity and Online Platforms  
Social Networks

## CURRENT APPOINTMENT

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2018-Present Post-Doctoral Fellow  
Harvard Business School, Laboratory for Innovation Science at Harvard (LISH)

## EDUCATION

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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

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Askari O.\*, **J.N. Lane\***, F. Bullo, N. Friedkin, A. Singh, & B. Uzzi (2019). “Transitions Between Structurally Balanced and Unbalanced States and Risky Decision-Making in Social Networks.” *Nature Communications*, 10(2648), 1-10.

\* Joint co-first authorship

Gomez-Zara, D., M. Paras, M. Twyman, **J.N. Lane**, L.A. DeChurch, & N.S. Contractor (2019). Who Would You Like to Work With?: Use of Individual Characteristics and Social Networks in Team Formation Systems. In *CHI Conference on Human Factors in Computing Systems Proceedings (CHI 2019)*, May 4–9, 2019, Glasgow, Scotland UK. ACM, New York, NY, USA.

**Lane, J.N.**, B. Ankenman & S.M. Iravani (2018). “Insight into Gender Differences in STEM: Evidence from Peer Reviews in an Engineering Class.” *Service Science*, 10(4), 442-456.

**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.

## MANUSCRIPTS UNDER REVISION & REVIEW

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1. **Lane, J.N.**, I. Ganguli, P. Gaule, E. Guinan, & K. Lakhani (*Under 2<sup>nd</sup> round review at Strategic Management Journal*). “Engineering Serendipity: When Does Knowledge Sharing Lead to Knowledge Production?”
2. **J.N. Lane\***, M. Teplitskiy\*, H. Ranu, G. Gray, E. Guinan, M. Menietti, & K. Lakhani. (*Invited for 1<sup>st</sup> round revision at Management Science*). “When Do Experts Listen to Other Experts? The Role of Negative Information in Expert Evaluations For Novel Projects.”  
\* Joint co-first authorship
3. **Lane, J.N.**, S. Lim & B. Uzzi (*Reject and Resubmit at Management Science*). “Biased information transmission in investor social networks: Evidence from professional traders.” (Authors listed in alphabetical order.)
4. **Lane, J.N.**, K. Lakhani & R. Fernandez (*Under 1<sup>st</sup> round review*). “When Do Professional Women Opt In? The Role of Biased Perceptions of Quality on Decisions to Persist”.

## SELECT WORKING PAPERS

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1. Huber, L. \*, **J.N. Lane\***, & K. Lakhani. “Does Diversity Help Learning? Evidence from an Online Business Skills Training Program.” *Finalizing Manuscript for Submission*. \* Joint co-first authorship
2. **Lane, J.N.**, P. Leonardi, L. DeChurch, & N. Contractor. “What Makes Teams Work In the Digital Area? Digital Communication Technologies and Effective Teamwork.” *Revising Manuscript*.
  - a. 2017 Best Student Paper Award Finalist, OCIS Division, AOM
  - b. 2017 Best Paper Proceedings, AOM
3. **Lane, J.N.**, J. Polzer, & K. Lakhani. “Promotion and Prevention Orientations and the Entrepreneurial Ideation Process.” *Experimental Design Stage*.
4. **Lane, J.N.**, E. Guinan, & K. Lakhani. “Language Complexity of Early-Stage Projects and Evaluator Preferences Among Crowds and Experts”. *Experimental Design Stage*.

## AWARDS, GRANTS & HONORS

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| 2020 | NSF RAPID Grant on COVID and Remote Teamwork (with Noshir Contractor, Leslie DeChurch, Michael Johnson, and Paul Leonardi). Award amount: \$120,000  |
| 2019 | 2019 TIM Dissertation Award Finalist, Academy of Management  |
| 2018 | Northwestern University Presidential Fellowship Nominee, Department of Industrial Engineering & Management Sciences  |
| 2018 | Digital/Online Projects Grant for “Using Social Networks to Unlock Team Potential”, Office of the Provost, Northwestern University. Awarded amount: \$50,000 (with Ned Smith & Esther Sackett)   |
| 2017 | 2017 INFORMS/Organization Science Dissertation Proposal Competition Finalist, INFORMS  |
| 2017 | Selected for <i>Organizational Behavior Doctoral Consortium</i> , AOM Annual Conference  |
| 2017 | Digital/Online Projects Grant for “Creating Your Dream Team: Using Teaming Technology to Form Effective Project Design Teams in STEM”, Office of the Provost, Northwestern University. Awarded amount: \$50,000 (with Noshir Contractor, Leslie DeChurch, & Anup Sawant) |

- 2017 *Organizational Communication & Information Systems (OCIS) Best Student Paper Award Finalist*, Academy of Management
- 2017 *Best Paper Proceedings*, Academy of Management
- 2016 *Fellowship in Leadership*, Center for Leadership, Northwestern University
- 2016 *Digital/Online Projects Grant for “Fostering Effective Online Discussion in Higher Education with ‘Nebula’, a Graphical Interface for Discussion Boards”*, Office of the Provost, Northwestern University. Awarded amount: \$35,000 (with Noshir Contractor & Seyed Iravani)
- 2016 *Industrial Engineering and Management Sciences Outstanding Teaching Assistant Award*, Northwestern University
- 2015 *Industrial Engineering and Management Sciences Department Award for Exceptional Leadership and Service in the Ph.D. Program*, 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*

## **CONFERENCE PARTICIPATION**

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- 2020 Co-organizer, TIM Doctoral Research Development Workshop, Academy of Management Conference
- 2020 Lane, J.N., I. Ganguli, P. Gaule, E. Guinan & K. Lakhani. “Engineering Serendipity: The Role of Cognitive Similarity in the Knowledge Production Process.” Strategic Management Society Berkeley Conference.
- 2019 Lane, J.N., I. Ganguli, P. Gaule, & K. Lakhani. “Engineering Serendipity: Atypical Encounters at Networking Events, Collaboration and Knowledge Production.” 2019 Academy of Management Conference.

- 2019 Lane, J.N., I. Ganguli, P. Gaule, & K. Lakhani. "Engineering Serendipity: Atypical Encounters at Networking Events, Collaboration and Knowledge Production." 2019 Organization Science Conference.
- 2018 Lane, J.N. "The Impact of Physical Setting on Communication Processes and Interaction." 2018 INFORMS College of Organization Science Conference.
- 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 2<sup>nd</sup> 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.

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## 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**

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- 2019-present Member of *Strategic Management Society* (SMS)
- 2017-present Ad Hoc Reviewer for *Organization Science*, *Network Science*, and *AOM Annual Meetings*
- 2017-present Member of *Academy of Management* (AOM)
- 2013-present Member of *Institute for Operations Research and Management Science* (INFORMS)
- 2013-2018 Member of *Department of Industrial Engineering Graduate Liaison Committee* at Northwestern University
- 2013-2018 Department Representative for *Graduate Leadership and Advocacy Council* at Northwestern University

## **MEDIA COVERAGE**

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- 2020 *Your Work Friends and Enemies are Affecting Your Performance*, Kellogg Insight

- 2017 *Northwestern to Showcase Learning Apps at TEACH-x 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 *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**

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