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Manager “Center of Excellence in Ports, Transport and Logistics”
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Education

Undergraduate Studies

- B.S in Industrial Engineering: Universidad del Norte, Barranquilla.

Graduate Studies

- Specialization on Enterprise Logistics: Universidad del Norte, Barranquilla, 2003.
- Master of Science in Industrial Engineering: Universidad del Norte, Barranquilla, 2003.
- Master in International Commerce: Instituto de Estudios Bursátiles. Universidad Complutense, Madrid, España, 2007.
- Ph.D. in Industrial Engineering: University of South Florida, Tampa, EEUU. 2011.

Academic Experience

Undergraduate Level

- *Universidad del Norte, 2001-2005, 2010-Present.*
 - *Work Analysis*
 - *Work Analysis Laboratory*
 - *Models and Production Systems*
 - *Transport and Distribution of goods*
 - *Industrial Safety Laboratory*
 - *Planning, Programming and Control of Production Systems*
 - *Design of Production Systems*
 - *Discrete Simulation*
- *University of South Florida, Spring 2009 - Fall 2009 Catedrático.*
 - *Computer Simulation*
 - *Honors Seminar: Healthcare Systems Engineering.*

Graduate Level

- *Universidad del Norte, 2010-Present.*
 - *Modeling and Optimization of Transportation Systems.*
 - *Programming and Control of Production Systems.*
 - *Análisis and Capacity Planning.*
 - *Enterprise Logistics.*
 - *Advanced Topics in Production.*
 - *Optimization.*

Research Experience

Publications

- *“Multi-Criteria Decision Making in Outpatient Scheduling”. Alcides Santander Mercado, José Zayas-Castro. Industrial Engineering Research Conference (IERC) Proceedings. Nashville, TN. May 2007*
- *“Evaluating the Impact of Walk-Ins and Patient Unpunctuality in the Performance of Appointment Scheduling Rules”. Alcides Santander-Mercado, José Zayas-Castro, Laila Cure, Ali Yalcin. International Journal of Health Management and Information (IJHMI) ISSN: 2229-3108 Volume 2, Number 2, 2011, pp. 101– 118.*

International Conferences

- *“Multi-Criteria Decision Making in Outpatient Scheduling”. Alcides Santander-Mercado, José Zayas-Castro Ph.D. Industrial Engineering Research Conference (IERC). Nashville, TN. May 2007*
- *“Impact of Walk-in Patients and Non-Punctuality in an Outpatient Clinic Performance”. Alcides Santander -Mercado, Jose Zayas-Castro Ph.D. Institute for Operations Research and Management Sciences (INFORMS) International Conference. San Juan, Puerto Rico. July 2007*
- *“Interpreting Laboratory Test Results as a Dynamic Model”. Alcides Santander-Mercado, José Zayas-Castro Ph.D., Peter J. Fabri M.D. Ph.D.. Institute for Operations Research and Management Sciences (INFORMS) Conference. Seattle, WA. November 2007*
- *“Developing Comprehensive Patients’ Profiles to Enhance Timely Disease Diagnostic”. Alcides Santander-Mercado, José Zayas-Castro Ph.D., Peter J. Fabri M.D. Ph.D.. Industrial Engineering Research Conference IERC. Vancouver, Canada. May 2008.*
- *“Time Series Analysis of Laboratory Test Results to Prevent Adverse Patient Outcomes”. Alcides Santander-Mercado, José Zayas-Castro Ph.D., Peter J. Fabri M.D. Ph.D.. Institute for*

Operations Research and Management Sciences (INFORMS) Conference. Washington, DC. October, 2008.

- *"Time Series Clustering of Laboratory Test Results to Assess the Recovery Process of Heart Bypass Surgery". Alcides Santander-Mercado, José Zayas-Castro Ph.D., Peter J. Fabri M.D. Ph.D., Ramzi Sinokrot. Industrial Engineering Research Conference IERC. Miami, Fl. May 2008.*
- *"Identification of Patient Recovery Patterns after Cardiac Surgery Based on Laboratory Tests Results". Alcides Santander-Mercado, José Zayas-Castro Ph.D., Peter J. Fabri M.D. Ph.D., Philip Foulis M.D. M.P.H. Institute for Operations Research and Management Sciences (INFORMS) Conference. San Diego, CA. October, 2009.*
- *"Time-Series Analysis for Forecasting Patient Arrivals in Emergency Departments". Alcides Santander-Mercado, José Zayas-Castro Ph.D., Peter J. Fabri M.D. Ph.D. Industrial Engineering Research Conference IERC. Cancun, MX. June 2010.*
- *"A New Mixed Integer Linear Programming Mathematical Model for the Multi-Depot Vehicle Routing Problem with Multiple Objectives: Total Cost and Load Balance". Santiago Nieto Isaza, Alcides Santander-Mercado, Julián López Franco, Nilson Herazo. 26th European Conference on Operational Research. 2013.*

Research Projects and Consultancy

- *"Analysis of transportation requirements for Electricaribe S.A. based on simulation". 2010 - 2011.*
- *"Design and implementation of management models for the improvement of the operational efficiency of Mundial Logistics Service S.A. (MLS) and Comercial Plastider S.A". 2011 – 2012.*
- *"Healthcare Engineering Alliance". Joint project with Arkansas University, Purdue University, NC State University y Univeristy of South Florida. 2008 – 2010.*
- *"Computer Based Training for TACLAN System" (2008/2010). United States Department of Defense. 2009 – 2010.*
- *"IGERT-SKINS. Sensory Knowledge-based Interface Science" (2005/2007). Internal Reviewer. National Science Foundation. 2005 – 2006.*
- *"Design and implementation of MRP systems for ACESCO S.A.". 2002.*
- *"Development of a comprehensive model for the design and management of resilient and robust supply chains ". 2010 – 2012.*
- *"Impact evaluation of strategies related to students' dropouts and graduation in Universidad del Norte". 2012.*
- *"Systemic Innovations for sustainability and development in globalized markets for steel industries". 2013 – 2014.*

- *"Shipyard Modeling and development of scheduling models for ships repair and maintenance". 2014.*
- *"Development of a discrete simulation model for capacity analysis purposes for a drywall production system". 2013.*
- *"LogPort: Research and innovation program in logistics and ports in the Colombian Caribbean". 2014-2015.*
- *"Growth planning model for call center operations" Promitel S.A. (Lazus S.A). 2014.*

Awards

- *Excellence in the classroom. Universidad del Norte 2011-2012*