

EDUCATION

Indiana University

PhD in Operation Management and Decision Science; Kelley School of Business

Bloomington, Indiana

Expected May 2026

Cornell University

Master of Science in Business; SC Johnson College of Business

Ithaca, New York

May 2018 - May 2020

University of Queensland

Bachelor of Science in Management; School of Business, Economics and Law

Queensland, Australia

Sep 2013 - Jan 2018

RESEARCH PROJECTS

Early Intervention for Chronic Pain: Reducing Surgeries, Healthcare Utilization and Costs

Indiana, USA

Co-Author: Mohammad Zhalechian, Christopher Chen

In preparation for Management Science

- **Problem Overview:** Studied how to balance the capacity demands of early-stage chronic pain patients and patients of late-stage based on the Optum dataset (30 million patients).
- **Data and Collaborator:** Collaborated with a Pain management network of 100+ providers and two physician groups.

Dynamic Scheduling with Bayesian Updating of Customer Characteristics

Indiana, USA

Co-Author: Xiaoshan Peng, Owen Wu

Under Review – M&SOM

- **Problem Overview:** Studied optimal multi-class queueing scheduling problem with Bayesian learning on customer's cost characteristics.
- **Pre-print:** https://papers.ssrn.com/sol3/papers.cfm?abstract_id=5126115

Infection Aware Nurse Staffing

Indiana, USA

Co-Author: Jonathan Helm, Kurt Bretthauer

In preparation for M&SOM

- **Data and Collaborator:** Collaborated with 18 hospitals in IU-Health network and head of infectious control for IU-Health.
- **Best Paper Award:** Kelley Life Sciences Conference

Capacity Planning for Resource Turnaround Operations

New York, USA

Co-Author: Vince Slaugh

Under 3rd Round Review (after Major Revision) —M&SOM

- **Problem Overview:** Developed a stochastic model optimizing shift planning for resource turnaround operations, reducing costs and wait times using submodularity and M-convexity.
- **Pre-print:** https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4862239

TEACHING EXPERIENCE

BUS-K303 Technology & Business Analysis

Indiana, USA

Instructor

Jan 2023 - Present

- **Course Organization:** Designed the course material, assignments, exams and reading list along with the Canvas interface. Organized TA and Peer Tutor orientation and task assignment.
- **Evaluation:** 6.9/7 for overall instructor evaluation, 6.8/7 for supports offered to students, 6.9 for the material preparation.

HADM 6070: Hospitality Operations and Consulting

New York, USA

Teaching Assistant

Oct 2018 - May 2019

- **Evaluation:** 8.9/10 for overall Teaching Assistant evaluation.

EDITORIAL SERVICE

- **Production and Operation Management:** Reviewer
- **Manufacture and Service Operation Management:** Reviewer

WORK EXPERIENCE AND ENTREPRENEURSHIP

Earlybirds

Co-founder, Chief Operation Officer

New York, USA

Aug 2018 - Sep 2019

Pub 505

Owner

Beijing, China

May 2014 - Jan 2017

ADDITIONAL EXPERIENCE & ACHIEVEMENTS

- **Ashok and Sarita Soni Fellowship**, Kelley School of Business, Indiana University
- **Academic Excellence Scholarship**, SC Johnson College of Business, Cornell University
- **The McLennan Howes Outstanding Honours Scholarship**, School of Business, Economics and Law, University of Queensland
- **Wine & Spirit Education Trust Level II Certificated Sommelier**