

# Qilong Zhu



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## ACADEMIC INTERESTS

- **Areas:** Online Retailing, Craft Business, Healthcare, Sustainable Operations
- **Methods:** Optimization, Theory Building, Applied Econometrics and Causal Inference, Machine Learning, Game Theory

## EDUCATION

### **Mays Business School, Texas A&M University - College Station, Texas**

Ph.D. in Operations and Supply Chain Management, 08/2020 - Current

### **Mays Business School, Texas A&M University - College Station, Texas**

M.S. in Management Information Systems, 08/2018 - 05/2020

### **Northeastern University - Shenyang, China**

B.S. in Management Information Systems, 09/2006 - 06/2010

## PUBLICATIONS

[P1] Ravi Sen, Gregory R. Heim, and Qilong Zhu, 2022. Artificial Intelligence and Machine Learning in Cybersecurity: Applications, Challenges, and Opportunities for MIS Academics. *Communications of the Association for Information Systems*.

## WORKING PAPERS

[W1] **Qilong Zhu**, Gregory R. Heim, and Chelliah Sriskandarajah, Yunxia Zhu. "Improving E-Retailer Order Fulfillment: Packing Boxes Better." (Submitted to *Production and Operations Management*, 7/28/2023; RNR 10/10/2023; Revising)

## AWARDS AND HONORS

- Mays Innovation Center Grant, *Mays Business School, Texas A&M University*, 2020
- Dean's Office Scholarship, *Mays Business School, Texas A&M University*, 2020 - 2025
- Information and Operations Management Department Scholarship, *Mays Business School, Texas A&M University*, 2020 - 2025
- Graduate Assistantship, *Mays Business School, Texas A&M University*, 2020 - 2025

## CONFERENCE TALKS

- Improving E-retailer Order Fulfillment Processes: Packing Boxes Better to Reduce Shipping Costs
  - 33rd POMS Annual Conference, Orlando, FL, May 2023
  - 54th DSI Annual Conference, Atlanta, GA, Nov 2023
  - 34rd POMS Annual Conference, Minneapolis MN, April 2024
- The Impact of Innovation on Craft Brewery Survival
  - 54th DSI Annual Conference, Atlanta, GA, Nov 2023
  - 34rd POMS Annual Conference, Minneapolis MN, April 2024

## TEACHING EXPERIENCE

- Instructor  
SCMT 364: Operations and Supply Chain Management  
Mays Business School, Texas A&M University  
Evaluation: 4.22 / 5.00
- Teaching Assistant  
SCMT 364: Operations and Supply Chain Management  
Mays Business School, Texas A&M University
- Graduate Assistant  
Mays Business School, Texas A&M University

## **SERVICE**

- Professional:
  - Session Chair, POMS 2024 Conferences
  - Reviewer, DSI Annual Meeting (2022)
- Institutional:
  - attendee, Academic Research Symposium, CSCMP edge (2023)

## **AFFILIATIONS**

- Production and Operations Management Society (POMS), The Institute for Operations Research and the Management Sciences (INFORMS), Decision Sciences Institute (DSI), Council of Supply Chain Management Professionals (CSCMP)

## **INDUSTRY EXPERIENCE**

SENIOR, ADVISORY SERVICES | 04/2015 - 02/2017  
Ernst & Young (EY) - Shanghai, China

CONSULTANT, SAP SERVICES | 10/2013 - 03/2015  
Abeam Consulting - Shanghai, China

SAP ERP DEVELOPER | 04/2011 - 08/2013  
Dynasys Solutions Limited - Shenzhen, China

## **SKILLS**

- Software: Python, STATA, SPSS, R, PROCESS, GAMS, LATEX, SAP.
- Language: English (fluent), Mandarin (native)