

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, Qilong Zhu, and Gregory R. Heim, 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)