

# Miao Yu

HKU Business School, The University of Hong Kong  
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## Education

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### The University of Hong Kong

*PhD, Innovation and Information Management*

**Hong Kong, China**

*2021–2026 (expected)*

Advisor: Prof. Hailiang Chen

### University of Michigan

*M.S. in Technology and Operations, Stephen M. Ross School of Business*

**Ann Arbor, MI**

*2017 – 2019*

Cumulative GPA – 3.89/4

### Nankai University

*B.S. in Logistics Management (with highest honor), Nankai Business School*

**Tianjin, China**

*2013 – 2017*

Rank – 1/29

### Hong Kong University of Science and Technology

*Research Internship Student*

**Hong Kong, China**

*2016*

## Research Interests

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**Application:** E-government, FinTech, Gig Economy

**Methodologies:** LLM, RAG, Agentic AI, Econometrics

## Working Papers

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- **Less Pressure, More Prosperity? The Impact of Conservative Estimated Time of Arrival Algorithms on Food Delivery Rider Behaviors**  
with Hailiang Chen (University of Hong Kong), Yu Jeffrey Hu (Purdue University), Yuan Cheng (Tsinghua University)  
*Under 2nd Round Major Revision at Information Systems Research*
- **GovLegal-RAG: Leveraging Retrieval-Augmented Generation for Government and Legal Consultation**  
with Hailiang Chen (University of Hong Kong)  
*Invited for 2nd Round Review at Information Systems Research (1st-Round Decision: Major Revision)*
- **Just the Right Emotion: Exploring the Effects of Verbal and Facial Emotions in Live Streaming E-commerce**  
with Hailiang Chen (University of Hong Kong), Yifan Dou (Fudan University)  
*Under review*
- **Mimicking the Expert: A Transformer-Based Artifact for Leakage Detection in Auto Insurance**  
with Hailiang Chen (University of Hong Kong), Shengjun Mao (University of Hong Kong)  
*Work in progress*
- **Beyond the Nearest Driver: The Effect of Order Assignment Times on Delivery Drivers' Engagement and Retention**  
with Vivek Choudhary (Nanyang Technological University), Li Ding (Nanyang Technological University)

University)  
Work in progress

## Conference Presentations

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### **Less Pressure, More Prosperity? The Impact of Conservative Estimated Time of Arrival Algorithm on Food Delivery Rider Behaviors**

Conference on Information Systems and Technology (CIST) 2025, Atlanta, USA  
Statistical Challenges in Electronic Commerce Research (SCECR) 2025, Paphos, Cyprus  
Workshop on Information Systems and Economics (WISE) 2024, Bangkok, Thailand  
Statistical Challenges in Electronic Commerce Research (SCECR) 2022, Madrid, Spain

### **GovLegal-RAG: Leveraging Retrieval-Augmented Generation for Government and Legal Consultation**

Inform Annual Meeting 2025, Atlanta, USA  
Joint University Summer Workshop on Information Systems (JUSWIS) 2025, Hong Kong, China  
Conference on Information Systems and Technology (CIST) 2024, Seattle, USA

### **Just the Right Emotion: Exploring the Effects of Verbal and Facial Emotions in Live Streaming E-commerce**

China Summer Workshop on Information Management (CSWIM) 2023, Changsha, China  
Workshop on Information Systems and Economics (WISE) 2021, Austin, USA

### **Mimicking the Expert: A Transformer-Based Artifact for Leakage Detection in Auto Insurance**

INFORMS Data Science Workshop 2024, Seattle, USA

## Teaching

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### **MSBA 7012 Social Media and Digital Marketing Analytics**

*Spring 2022, Spring 2023*

Delivered three tutorials and graded assignments.

### **Teaching Interests**

LLM, RAG, Agentic AI, Business Analytics, Data Science

## Industry Experience

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### **Applied Scientist (Intern), PingAn Technology**

*June 2024-Present*

AI deployment for risk control factor generation and algorithm optimization in finance.

### **Machine Learning Scientist (Intern), Meituan**

*Dec 2021-Oct 2022*

Optimized AI systems for improving rider welfare and system efficiency.

## Honors and Awards

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### **International Conference on Information Systems (ICIS) Doctoral Consortium Fellow**

*2025*

### **Dissertation Year Fellowship, The University of Hong Kong**

*2025-2026*

### **HKU Presidential PhD Scholarship, The University of Hong Kong**

*2021-2025*

Up to around HK\$1700,000

### **FBE PhD Research Progress Award, The University of Hong Kong**

*2023-2024*

### **FBE PhD Entrance Scholarship, The University of Hong Kong**

*2021-2022*

<b>Ross Business School Fellowship, University of Michigan</b>	<i>2017-2019</i>
<b>Distinguished Undergraduate Award, Nankai University</b>	<i>2017</i>
<b>Tianjin Government Scholarship</b> 2% university wide	<i>2015-2016</i>
<b>The National Southwest Associated University Scholarship</b> 2% university wide	<i>2014-2015</i>
<b>The 1st Outstanding Student Scholarship</b> 5% university wide	<i>2013-2014</i>
<b>First Prize in National Undergraduate Innovative Research Program</b>	<i>May. 2017</i>
<b>The Honorable Mention in Interdisciplinary Contest in Modeling (ICM)</b>	<i>Feb. 2016</i>
<b>1st prize in national Mathematical Contest in Modeling (CUMCM)</b>	<i>Sept. 2015</i>

## Academic Services

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Journal Reviewer: Information & Management, Manufacturing & Service Operations Management, Production and Operations Management

Conference Reviewer: International Conference on Information Systems (ICIS), Pacific Asia Conference on Information Systems (PACIS), INFORMS Data Science Workshop, INFORMS MSOM Conference

## Skills

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Python, R, SQL, STATA, MATLAB, CPLEX, Mathematica, C++

## References

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### **Prof. Hailiang Chen**

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Faculty of Business and Economics  
The University of Hong Kong  
Email: chen19@hku.hk

### **Prof. Yu (Jeffrey) Hu**

Professor and Accenture Chair  
Daniels School of Business  
Purdue University  
Email: yuhu@purdue.edu

### **Prof. Yifan Dou**

Professor of Information Management and  
Business Intelligence  
School of Management  
Fudan University  
Email: yfdou@fudan.edu.cn