Miao Yu

HKU Business School, The University of Hong Kong

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Education

The University of Hong Kong **Hong Kong, China**
PhD, Innovation and Information Management *2021–2026 (expected)*
Advisor: Prof. Hailiang Chen

University of Michigan **Ann Arbor, MI**
M.S. in Technology and Operations, Stephen M. Ross School of Business *2017 – 2019*
Cumulative GPA – 3.89/4

Nankai University **Tianjin, China**
B.S. in Logistics Management (with highest honor), Nankai Business School *2013 – 2017*
Rank – 1/29

Hong Kong University of Science and Technology **Hong Kong, China**
Research Internship Student *2016*

Research Interests

Methodologies: Large Language Models (LLMs), Retrieval Augmented Generation, Deep Learning, Agentic AI
Application: Gig Economy, FinTech, E-government

Working Papers

○ **Less Pressure, More Prosperity? The Impact of Conservative Estimated Time of Arrival Algorithms on Food Delivery Rider Behaviors**
Miao Yu, Hailiang Chen, Yuan Cheng, Yu Jeffrey Hu
Invited for 3rd Round Review at Information Systems Research

○ **GovLegal-RAG: Leveraging Retrieval-Augmented Generation for Government and Legal Consultation**
Miao Yu, Hailiang Chen
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**
Miao Yu, Hailiang Chen, Yifan Dou
Under review

○ **Mimicking the Expert: A Transformer-Based Artifact for Leakage Detection in Auto Insurance**
Miao Yu, Hailiang Chen, Shengjun Mao
Work in progress

○ **Beyond the Nearest Driver: The Effect of Order Assignment Times on Delivery Drivers' Engagement and Retention**
Vivek Choudhary, Li Ding, Miao Yu
Work in progress

Conference Presentations

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
Informs 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

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

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

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*

Ross Business School Fellowship, University of Michigan　　　*2017-2019*

Distinguished Undergraduate Award, Nankai University	*2017*
Tianjin Government Scholarship	*2015–2016*
2% university wide	
The National Southwest Associated University Scholarship	*2014–2015*
2% university wide	
The 1st Outstanding Student Scholarship	*2013–2014*
5% university wide	
First Prize in National Undergraduate Innovative Research Program	*May. 2017*
The Honorable Mention in Interdisciplinary Contest in Modeling (ICM)	*Feb. 2016*
1st prize in national Mathematical Contest in Modeling (CUMCM)	*Sept. 2015*

Academic Services

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

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

References

Prof. Hailiang Chen
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The University of Hong Kong
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Prof. Yifan Dou
Professor of Information Management and
Business Intelligence
School of Management
Fudan University
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Prof. Yu (Jeffrey) Hu
Professor and Accenture Chair
Daniels School of Business
Purdue University
Email: yuhu@purdue.edu