

Miao Yu

HKU Business School, The University of Hong Kong
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Education

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

Application: E-government, FinTech, Gig Economy

Methodologies: LLM, RAG, Agentic AI, Econometrics

Working Papers

- **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)
Major Revision at Information Systems Research
- **GovLegal-RAG: Leveraging Retrieval-Augmented Generation for Government and Legal Consultation**
with Hailiang Chen (University of Hong Kong)
Major Revision at Information Systems Research
- **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)
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

Inform's 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	<i>2017</i>
Tianjin Government Scholarship 2% university wide	<i>2015–2016</i>
The National Southwest Associated University Scholarship 2% university wide	<i>2014–2015</i>
The 1st Outstanding Student Scholarship 5% university wide	<i>2013–2014</i>
First Prize in National Undergraduate Innovative Research Program	<i>May. 2017</i>
The Honorable Mention in Interdisciplinary Contest in Modeling (ICM)	<i>Feb. 2016</i>
1st prize in national Mathematical Contest in Modeling (CUMCM)	<i>Sept. 2015</i>

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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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