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RESEARCH INTERESTS	Stochastic modeling, behavioral queueing, queueing with learning, reinforcement learning	
EDUCATION	<p>The University of Chicago Booth School of Business, Chicago, IL 2018–Present</p> <ul style="list-style-type: none"> • Ph.D. in Management Science/Operations Management (Minor in Applied Probability) • Master of Business Administration - MBA • Advisor: Professor Amy R. Ward. <p>Tsinghua University, Beijing, China 2014–2018</p> <ul style="list-style-type: none"> • B.S. in Industrial Engineering (Minor in Economics) with Honors 	
PUBLICATIONS & PAPERS UNDER REVIEW	<p>[1] Yueyang Zhong, John R. Birge, Amy R. Ward. Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues. <i>Major Revision at Operations Research</i>. [Link]</p> <p>[2] Yueyang Zhong, Ragavendran Gopalakrishnan, Amy R. Ward. Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers. <i>Minor Revision at Operations Research</i>. [Link]</p> <p>[3] Yueyang Zhong, Zhixi Wan, Zuo-Jun Max Shen. Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare. <i>Reject and Resubmit at Management Science</i>. [Link]</p> <p>[4] Yueyang Zhong, Amy R. Ward, Amber L. Puha. 2022. Asymptotically Optimal Idling in the $GI/GI/N+GI$ Queue. <i>Operations Research Letters</i>. [Link]</p> <p>[5] Yueyang Zhong, YeeMan Bergstrom, Amy R. Ward. 2020. Data-Driven Market-Making via Model-Free Learning. <i>In Proceedings of the Twenty-Ninth International Joint Conference on Artificial Intelligence (IJCAI-20): Special Track on AI in FinTech</i>. [Link]</p>	
WORK IN PROGRESS	<p>[a] Yueyang Zhong, John R. Birge, Amy R. Ward. Learning to Schedule in Multiclass Many Server Queues with Abandonment: An Instance-Independent Regret. <i>Working paper (Available upon request)</i>.</p> <p>[b] Yueyang Zhong. Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments. <i>Working paper (Available upon request)</i>.</p> <p>[c] Yueyang Zhong, Ragavendran Gopalakrishnan, Amy R. Ward. Price of Anarchy in Behavior-Aware Queues with Strategic Arrivals and Strategic Servers.</p> <p>[d] Yueyang Zhong, Ragavendran Gopalakrishnan, Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Face of Queues.</p>	
INDUSTRY EXPERIENCE	<ul style="list-style-type: none"> • Research Intern, Pinterest Labs Ads Marketplace Team Remote, June 2021–Sept 2021 • Research Intern, Blue Fire Capital, LLC Data Science Group Chicago, July 2019–Sept 2019 • Research Intern, DiDi Research Center of Innovation and Operations Beijing, Jan 2018–July 2018 	
TEACHING EXPERIENCE	<p>Teaching Assistant, Booth School of Business</p> <ul style="list-style-type: none"> • Applied Regression Analysis (MBA) Fall 2020, Fall 2021 • Operations Management: Business Process Fundamentals (MBA) Winter 2020 • Managing Service Operations (MBA) Winter 2022 	

HONORS AND AWARDS	<ul style="list-style-type: none"> • Finalist, INFORMS Conference On Service Science, Best Service Science Student Paper 2021 • Booth School of Business Ph.D. Fellowship 2018–Present • Distinguished Undergraduate Thesis Award, Tsinghua University 2018 • Outstanding Graduate of Tsinghua University 2018 • Tung OoCL Scholarship, Weiming Zhang Scholarship 2015–2017 • Student Overseas Research Grant 2017 • First Prize, Chinese Physics Olympiad 2016
SERVICES	Ad-hoc Reviewer: <i>Operations Research, Mathematics of Operations Research, Operations Research Letters, Service Science, ICSS</i>
TECHNICAL SKILLS	Language: Chinese, English
	Data/Statistical Tools: R, SQL
	Optimization Tools: CPLEX, GUROBI, AMPL
	Programming Language: Python, C/C++, JAVA
REFERENCES	<p>Professor Amy R. Ward The University of Chicago Booth School of Business 5807 S Woodlawn Ave Chicago, IL 60637 E-mail: amy.ward@chicagobooth.edu</p> <p>Professor John R. Birge The University of Chicago Booth School of Business 5807 S Woodlawn Ave Chicago, IL 60637 E-mail: John.Birge@chicagobooth.edu</p> <p>Professor Raga Gopalakrishnan Queen’s University Stephen J.R. Smith School of Business 143 Union Street West Kingston, ON K7L 3N6, Canada E-mail: r.gopalakrishnan@queensu.ca</p>