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RESEARCH INTERESTS	Stochastic modeling, service operations management, behavioral operations management, human-algorithm interaction, reinforcement learning	
EDUCATION	<b>The University of Chicago Booth School of Business</b> <ul style="list-style-type: none"> <li>Ph.D. in Operations Management (Minor in Applied Probability) <span style="float: right;">2023</span> Advisor: Professor Amy R. Ward</li> <li>M.B.A. <span style="float: right;">2022</span></li> </ul> <b>Tsinghua University</b> <ul style="list-style-type: none"> <li>B.S. in Industrial Engineering <span style="float: right;">2018</span></li> <li>B.A. in Economics <span style="float: right;">2018</span></li> </ul>	Chicago, IL           Beijing, China
PUBLICATIONS & PAPERS UNDER REVIEW	<p>[1] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. 2021. <a href="#">Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers</a>. Accepted at <i>Operations Research</i>.</p> <ul style="list-style-type: none"> <li>Finalist, 2022 INFORMS IBM Best Student Paper Award</li> </ul> <p>[2] <b>Yueyang Zhong</b>, John R. Birge, Amy R. Ward. 2022. <a href="#">Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues</a>. Major Revision at <i>Operations Research</i>.</p> <p>[3] <b>Yueyang Zhong</b>, Zhixi Wan, Zuo-Jun Max Shen. 2020. <a href="#">Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare</a>. Reject and Resubmit at <i>Management Science</i>.</p> <ul style="list-style-type: none"> <li>Finalist, 2021 INFORMS Conference on Service Science Best Student Paper Award</li> </ul> <p>[4] <b>Yueyang Zhong</b>, Amy R. Ward, Amber L. Puha. 2022. <a href="#">Asymptotically Optimal Idling in the GI/GI/N+GI Queue</a>. Published in <i>Operations Research Letters</i>.</p> <p>[5] <b>Yueyang Zhong</b>, YeeMan Bergstrom, Amy R. Ward. 2020. <a href="#">Data-Driven Market-Making via Model-Free Learning</a>. Published in <i>In Proceedings of the Twenty-Ninth International Joint Conference on Artificial Intelligence (IJCAI-20): Special Track on AI in FinTech</i>.</p>	
WORK IN PROGRESS	<p>[a] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. Some Properties of the Erlang B and C Formulae. 2022. <i>Working paper (available upon request)</i>.</p> <p>[b] <b>Yueyang Zhong</b>. Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments. 2022. <i>Working paper (available upon request)</i>.</p> <p>[c] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. Behavior-Aware Queues with Strategic Arrivals and Strategic Servers. 2022. <i>In preparation</i>.</p> <p>[d] <b>Yueyang Zhong</b>, John R. Birge, Amy R. Ward. Learning to Schedule in Multiclass Many Server Queues with Abandonment: An Instance-Independent Regret. 2022. <i>In preparation</i>.</p> <p>[e] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Queueing Contexts. 2022. <i>In progress</i>.</p> <p>[f] <b>Yueyang Zhong</b>, Amy R. Ward, Linwei Xin. Limited Flexibility in Omnichannel Fulfillment. <i>In progress</i>.</p>	

HONORS AND AWARDS	<ul style="list-style-type: none"> <li>• Finalist, IBM Best Student Paper Award, INFORMS <i>2022</i></li> <li>• Finalist, Best Service Science Student Paper Award, INFORMS Conference on Service Science <i>2021</i></li> <li>• Ph.D. Fellowship, Booth School of Business <i>2018–2023</i></li> <li>• Distinguished Undergraduate Thesis Award, Tsinghua University <i>2018</i></li> <li>• Outstanding Undergraduate Award, Tsinghua University <i>2018</i></li> <li>• First Prize, Chinese Physics Olympiad <i>2014</i></li> </ul>
PRESENTATIONS	<ul style="list-style-type: none"> <li>• Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers <a href="#">[1]</a> <ul style="list-style-type: none"> <li>– INFORMS Annual Meeting <i>Oct 2022</i></li> <li>– Young Researchers Workshop, Cornell University (Poster), Ithaca <i>Oct 2022</i></li> <li>– CORS/INFORMS International Conference, Vancouver, Canada <i>June 2022</i></li> <li>– POMS, Virtual <i>April 2022</i></li> <li>– MSOM Conference Meeting, Virtual <i>June 2021</i></li> <li>– Stochastic Systems Seminar, Mathematical Sciences, UCSD, Virtual <i>April 2021</i></li> <li>– INFORMS Annual Meeting, Virtual <i>Nov 2020</i></li> <li>– INFORMS Annual Meeting, Phoenix, AZ <i>Nov 2018</i></li> </ul> </li> <li>• Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues <a href="#">[2]</a> <ul style="list-style-type: none"> <li>– INFORMS Annual Meeting <i>Oct 2022</i></li> <li>– International Conference of the Chinese Scholars Association for Management Science and Engineering (CSAMSE), Virtual <i>July 2022</i></li> <li>– CORS/INFORMS International Conference, Vancouver, Canada <i>June 2022</i></li> <li>– MOILS Seminar, Stern School of Business, NYU, Virtual <i>Feb 2022</i></li> <li>– INFORMS Annual Meeting, Anaheim, CA <i>Oct 2021</i></li> </ul> </li> <li>• Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare <a href="#">[3]</a> <ul style="list-style-type: none"> <li>– INFORMS Conference on Service Science, Virtual <i>Dec 2020</i></li> <li>– Mechanism Design for Social Good (MD4SG), Virtual <i>Aug 2020</i></li> <li>– INFORMS Annual Meeting, Seattle, WA <i>Oct 2019</i></li> </ul> </li> <li>• Data-Driven Market-Making via Model-Free Learning <a href="#">[5]</a> <ul style="list-style-type: none"> <li>– POMS, Virtual <i>May 2021</i></li> <li>– IJCAI-PRICAI, Virtual <i>Jan 2021</i></li> </ul> </li> </ul>
TEACHING EXPERIENCE	<b>The University of Chicago Booth School of Business</b> Teaching Assistant (MBA Program)  Applied Regression Analysis (MBA core, 180+ students) <i>Fall 2020, Fall 2021</i>  Operations Management: Business Process Fundamentals (MBA core, 180+ students) <i>Winter 2020</i>  Managing Service Operations (MBA elective, 80+ students) <i>Winter 2022</i>
INDUSTRY EXPERIENCE	<b>Pinterest Labs</b> <span style="float: right;">Remote</span> Research Intern, Ads Marketplace team <i>June 2021–Sept 2021</i>  <b>Blue Fire Capital, LLC</b> <span style="float: right;">Chicago, IL</span> Research Intern, Data Science Group <i>July 2019–Sept 2019</i>  <b>DiDi</b> <span style="float: right;">Beijing, China</span> Research Intern, Research Center of Innovation and Operations <i>Jan 2018–July 2018</i>

ACADEMIC SERVICE	<b>Ad hoc Reviewer:</b> <i>Operations Research, Mathematics of Operations Research, Operations Research Letters, Service Science, INFORMS Conference on Service Science</i> <b>Organizer:</b> Session chair for INFORMS Annual Meeting 2021, CORS 2022.
SKILLS AND OTHERS	<b>Language:</b> Chinese (native), English (fluent) <b>Data/Statistical Tools:</b> R, SQL <b>Optimization Tools:</b> CPLEX, GUROBI, AMPL <b>Programming Language:</b> Python, C/C++, JAVA <b>Hobbies:</b> Piano, Yoga, Line-drawing, Calligraphy, Traveling, Photography

## REFERENCES

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