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EMPLOYMENT	Yale School of Management The University of Chicago Booth School of Business Postdoctoral Principal Researcher Hosts: Vahideh Manshadi, Rad Niazadeh	New Haven, CT Chicago, IL 2023 - 2024
EDUCATION	The University of Chicago Booth School of Business Ph.D. in Operations Management (Minor in Applied Probability) Thesis: Many Server Queueing Models with Applications to Service Operations Management Committee: Amy R. Ward (chair), John R. Birge, Raga Gopalakrishnan, Ozan Candogan The University of Chicago Booth School of Business M.B.A. Tsinghua University B.S. in Industrial Engineering B.A. in Economics	Chicago, IL 2018 - 2023 Chicago, IL 2020 - 2023 Beijing, China 2014 - 2018 2015 - 2018
RESEARCH EXPERIENCE	Simons Institute for the Theory of Computing, UC Berkeley Visiting graduate student in the program <i>Data-Driven Decision Processes</i> Industrial Engineering and Operations Research, UC Berkeley Undergraduate researcher Host: Zuo-Jun (Max) Shen	Berkeley, CA Fall 2022 Berkeley, CA Summer 2017
PREPRINTS & PUBLICATIONS	<ul style="list-style-type: none">[1] Yueyang Zhong, Ragavendran Gopalakrishnan, Amy R. Ward. 2023. Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers. <i>Operations Research</i>. Forthcoming.<ul style="list-style-type: none">• Finalist, 2022 INFORMS IBM Best Student Paper Award[2] Yueyang Zhong, John R. Birge, Amy R. Ward. 2022. Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues. Major Revision at <i>Operations Research</i>.[3] Yueyang Zhong, Zhixi Wan, Zuo-Jun Max Shen. 2020. Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare. Reject and Resubmit at <i>Management Science</i>.<ul style="list-style-type: none">• Finalist, 2021 INFORMS Conference on Service Science Best Student Paper Award[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>.[5] Yueyang Zhong, YeeMan Bergstrom, Amy R. Ward. 2020. Data-Driven Market-Making via Model-Free Learning. In <i>Proceedings of the Twenty-Ninth International Joint Conference on Artificial Intelligence (IJCAI-20): Special Track on AI in FinTech</i>.	
WORK IN PROGRESS	<ul style="list-style-type: none">[a] Yueyang Zhong, Ragavendran Gopalakrishnan, Amy R. Ward. Some Properties of the Erlang-B and Erlang-C Formulae. 2023. <i>Working paper</i>.[b] Ragavendran Gopalakrishnan, Yueyang Zhong. Some Asymptotic Properties of the Erlang-C Formula in Many-Server Limiting Regimes. 2023. Submitted to <i>Operations Research Letters</i>.[c] Yueyang Zhong. Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments. 2022. <i>Working paper (available upon request)</i>.[d] Yueyang Zhong, Ragavendran Gopalakrishnan, Amy R. Ward. Behavior-Aware Queues with Strategic Arrivals and Strategic Servers. 2023. <i>In preparation</i>.[e] Yueyang Zhong, Ragavendran Gopalakrishnan, Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Queueing Contexts. 2022. <i>Temporarily Paused</i>.	

HONORS AND AWARDS	• Finalist, IBM Best Student Paper Award, INFORMS	2022
	• Finalist, Best Service Science Student Paper Award, INFORMS Conference on Service Science	2021
	• Graduate Council Research & Personal Development Fund	2022-2023
	• The Joseph A. and Susan E. Pichler Fellowship	2022-2023
	• The Wesley Pickard Endowed Fellowship	2019-2020
	• Ph.D. Fellowship, Booth School of Business	2018-2023
	• Distinguished Undergraduate Thesis Award, Tsinghua University	2018
	• Outstanding Undergraduate Award, Tsinghua University	2018
	• First Prize, Chinese Physics Olympiad	2014
INVITED SEMINARS	[1] Rotman Young Scholar Seminar Series, Operations Management Department.	02/2023
	[2] Young Researchers Workshop, Cornell University (Poster), Ithaca	10/2022
	[3] MOILS Seminar, Stern School of Business, NYU, Virtual	02/2022
	[4] Stochastic Systems Seminar, Mathematical Sciences, UCSD, Virtual	04/2021
INDUSTRIAL PRESENTATIONS CONFERENCE PRESENTATIONS	[1] Lyft Rideshare Seminar	03/2023
	[1] INFORMS Applied Probability Society Conference, Nancy, France.	06/2023
	[2] INFORMS MSOM Conference, Montreal, CA.	06/2023
	[3] Kellogg-Booth OM Conference	05/2023
	[4] Marketplace Innovation Workshop, Virtual.	05/2023
	[5] POMS Annual Conference, Orlando, FL.	05/2023
	[6] INFORMS Annual Meeting, Indianapolis, IN.	10/2022
	[7] International Conference of the Chinese Scholars Association for Management Science and Engineering (CSAMSE), Virtual	07/2022
	[8] CORS/INFORMS International Conference, Vancouver, Canada	06/2022
	[9] POMS Annual Conference, Virtual	04/2022
	[10] INFORMS Annual Meeting, Anaheim, CA	10/2021
	[11] INFORMS MSOM Conference, Virtual	06/2021
	[12] POMS Annual Conference, Virtual	05/2021
	[13] IJCAI-PRICAI, Virtual	01/2021
	[14] INFORMS Conference on Service Science, Virtual	12/2020
	[15] INFORMS Annual Meeting, Virtual	11/2020
	[16] Mechanism Design for Social Good (MD4SG), Virtual	08/2020
	[17] INFORMS Annual Meeting, Seattle, WA	10/2019
	[18] INFORMS Annual Meeting, Phoenix, AZ	11/2018

TEACHING EXPERIENCE	The University of Chicago Booth School of Business	
	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>
INDUSTRY EXPERIENCE	Managing Service Operations (MBA elective, 80+ students)	<i>Winter 2022</i>
	CLEARCOGS	Chicago, IL
	Part-time Consulting	<i>Feb 2023–May 2023</i>
	Pinterest Labs	Remote
	Research Intern, Ads Marketplace team	<i>June 2021–Sept 2021</i>
	Blue Fire Capital, LLC	Chicago, IL
ACADEMIC SERVICE	Research Intern, Data Science Group	<i>July 2019–Sept 2019</i>
	DiDi	Beijing, China
	Research Intern, Research Center of Innovation and Operations	<i>Jan 2018–July 2018</i>
	Ad hoc Reviewer: <i>Operations Research, Mathematics of Operations Research, Operations Research Letters, Service Science, INFORMS Conference on Service Science, European Journal of Operations Research</i>	
SKILLS AND OTHERS	Organizer: Session chair for INFORMS Annual Meeting 2021-2023, CORS 2022.	
	Language: Chinese (native), English (fluent)	
	Data/Statistical Tools: R, SQL	
	Optimization Tools: CPLEX, GUROBI, AMPL	
	Programming Language: Python, C/C++, JAVA	
	Hobbies: Piano, Yoga, Line-drawing, Calligraphy, Traveling, Photography	