

Yueyang Zhong

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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) Dissertation Title: Many-Server Queueing Models With Applications to Modern 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
PUBLICATIONS	“Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers,” (2023), with Ragavendran Gopalakrishnan and Amy R. Ward. <i>Operations Research</i> (Forthcoming). “Asymptotically Optimal Idling in the $GI/GI/N+GI$ Queue,” (2022), with Amy R. Ward and Amber L. Puha. <i>Operations Research Letters</i> 50(3), pp. 362-369. “Data-Driven Market-Making via Model-Free Learning,” (2021), with YeeMan Bergstrom and Amy R. Ward. <i>Proceedings of the Twenty-Ninth International Conference on International Joint Conferences on Artificial Intelligence</i> , pp. 4461-4468.	
WORKING PAPERS	“Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues,” (2023), with John R. Birge and Amy R. Ward. Minor Revision at <i>Operations Research</i> . “Some Asymptotic Properties of the Erlang-C Formula in Many-Server Limiting Regimes,” (2023), with Ragavendran Gopalakrishnan. Major Revision at <i>Operations Research Letters</i> . “Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare,” (2020), with Zhixi Wan and Zuo-Jun Max Shen. Reject and Resubmit at <i>Management Science</i> . “Some Properties of the Erlang-B and Erlang-C Formulae,” (2023), with Ragavendran Gopalakrishnan and Amy R. Ward. “Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments.” (2022).	
WORK IN PROGRESS	Naor’s Inequality Reversal When Strategic Customers Meet Strategic Servers, with Ragavendran Gopalakrishnan and Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Queueing Contexts, with Ragavendran Gopalakrishnan and Amy R. Ward. Pre-registered. Optimizing the Practice of Continuity of Care From a Queueing Perspective, with Naireet Ghosh and Nicos Savva.	

SEMINARS AND CONFERENCES	2024	Purdue (Krannert), Tsinghua University (School of Economics and Management)	
	2023	Zhejiang University (Center for Data Science), University of Toronto (Rotman, Young Scholar Seminar Series), Lyft (Rideshare Seminar); INFORMS Annual Meeting, INFORMS Applied Probability Society Conference, INFORMS MSOM Conference, Kellogg-Booth OM Conference, Marketplace Innovation Workshop, POMS Annual Conference	
	2022	Cornell (Young Researchers Workshop), NYU (Stern, MOILS Seminar); INFORMS Annual Meeting, International Conference of the Chinese Scholars Association for Management Science and Engineering Mechanism Design for Social Good (CSAMSE), CORS/INFORMS International Conference, POMS Annual Conference	
	2021	UCSD (Mathematical Sciences, Stochastic Systems Seminar); INFORMS Annual Meeting, INFORMS MSOM Conference, POMS Annual Conference, IJCAI-PRICAI	
	2020	INFORMS Conference on Service Science, INFORMS Annual Meeting, Mechanism Design for Social Good (MD4SG)	
TEACHING EXPERIENCE	The University of Chicago Booth School of Business , Teaching Assistant		
	Applied Regression Analysis (MBA core)		<i>Fall 2020, Fall 2021</i>
	Operations Management: Business Process Fundamentals (MBA core)		<i>Winter 2020</i>
	Managing Service Operations (MBA elective)		<i>Winter 2022</i>
INDUSTRY EXPERIENCE	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
	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>
ACADEMIC SERVICE	Ad hoc Referee: <i>Operations Research, Manufacturing & Service Operations Management, Mathematics of Operations Research, Queueing Systems, INFORMS Journal on Computing, Operations Research Letters, Service Science, European Journal of Operations Research, INFORMS Conference on Service Science.</i>		
	Organizer: Session chair for INFORMS Annual Meeting 2021-2023, CORS 2022.		
HONORS AND AWARDS	Finalist, IBM Best Student Paper Award, INFORMS		<i>2022</i>
	Finalist, Best Service Science Student Paper Award, INFORMS Conference on Service Science		<i>2021</i>
	Graduate Council Research & Personal Development Fund		<i>2022-2023</i>
	The Joseph A. and Susan E. Pichler Fellowship		<i>2022-2023</i>
	The Wesley Pickard Endowed Fellowship		<i>2019-2020</i>
	Ph.D. Fellowship, Booth School of Business		<i>2018-2023</i>
	Distinguished Undergraduate Thesis Award, Tsinghua University		<i>2018</i>
	Outstanding Undergraduate Award, Tsinghua University		<i>2018</i>
	First Prize, Chinese Physics Olympiad		<i>2014</i>