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RESEARCH INTERESTS	Stochastic modeling, behavioral queueing, queueing with learning, reinforcement learning	
EDUCATION	<p><b>The University of Chicago Booth School of Business</b>, Chicago, IL 2018–Present</p> <ul style="list-style-type: none"> <li>• Ph.D. in <a href="#">Management Science/Operations Management</a> (Minor in Applied Probability)</li> <li>• Master of Business Administration - MBA</li> <li>• Advisor: Professor <a href="#">Amy R. Ward</a>.</li> </ul> <p><b>Tsinghua University</b>, Beijing, China 2014–2018</p> <ul style="list-style-type: none"> <li>• B.S. in Industrial Engineering (Minor in Economics) with Honors</li> </ul>	
WORKING PAPERS	<p>[1] <b>Yueyang Zhong</b>, John R. Birge, Amy R. Ward. Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues. <i>Major Revision at Operations Research</i></p> <p>[2] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers. <i>Minor Revision at Operations Research</i>.</p> <p>[3] <b>Yueyang Zhong</b>, Zhixi Wan, Zuo-Jun Max Shen. Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare. <i>Reject and Resubmit at Management Science</i>.</p> <p>[4] <b>Yueyang Zhong</b>. Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments. <i>Working paper</i>.</p> <p>[5] <b>Yueyang Zhong</b>, Amy R. Ward, Amber L. Puha. 2022. Asymptotically Optimal Idling in the <math>GI/GI/N+GI</math> Queue. <i>Operations Research Letters</i>.</p> <p>[6] <b>Yueyang Zhong</b>, 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>.</p>	
WORK IN PROGRESS	<p>[a] <b>Yueyang Zhong</b>, John R. Birge, Amy R. Ward. Learning to Schedule in Multiclass Many Server Queues with Abandonment: An Instance-Independent Regret.</p> <p>[b] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. Price of Anarchy in Behavior-Aware Queues with Strategic Arrivals and Strategic Servers.</p> <p>[c] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward, Awaid Yasin. An Experimental Investigation of Strategic Server Behavior in Face of Queues.</p>	
INDUSTRY EXPERIENCE	<ul style="list-style-type: none"> <li>• Research Intern, <b>Pinterest Labs</b> Ads Marketplace Team Remote, June 2021–Sept 2021</li> <li>• Research Intern, <b>Blue Fire Capital, LLC</b> Data Science Group Chicago, July 2019–Sept 2019</li> <li>• Research Intern, <b>DiDi</b> Research Center of Innovation and Operations Beijing, Jan 2018–July 2018</li> </ul>	
TEACHING EXPERIENCE	<p>Teaching Assistant, Booth School of Business</p> <ul style="list-style-type: none"> <li>• Applied Regression Analysis (MBA) Fall 2020, Fall 2021</li> <li>• Operations Management: Business Process Fundamentals (MBA) Winter 2020</li> <li>• Managing Service Operations (MBA) Winter 2022</li> </ul>	

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