Yueyang Zhong (Pronounced: "Yoo-eh-yahng Johng", Pronouns: she/her) (February 2023)

CONTACT INFORMATION

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RESEARCH INTERESTS

Stochastic modeling, service operations management, behavioral operations management, human-algorithm interaction, reinforcement learning

EDUCATION

The University of Chicago Booth School of Business Chicago, IL

- Ph.D. in Operations Management (Minor in Applied Probability) *2023*

  Advisor: Professor Amy R. Ward

- M.B.A. *2022*

Tsinghua University Beijing, China

- B.S. in Industrial Engineering *2018*
- B.A. in Economics *2018*

PUBLICATIONS & PAPERS UNDER REVIEW

[1] **Yueyang Zhong**, Ragavendran Gopalakrishnan, Amy R. Ward. 2021. Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers. Accepted at *Operations Research*.

- **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 *Operations Research*.

[3] **Yueyang Zhong**, Zhixi Wan, Zuo-Jun Max Shen. 2020. Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare. Reject and Resubmit at *Management Science*.

- **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. Published in *Operations Research Letters*.

[5] **Yueyang Zhong**, YeeMan Bergstrom, Amy R. Ward. 2020. Data-Driven Market-Making via Model-Free Learning. Published in *In Proceedings of the Twenty-Ninth International Joint Conference on Artificial Intelligence (IJCAI-20): Special Track on AI in FinTech*.

WORK IN PROGRESS

[a] **Yueyang Zhong**, Ragavendran Gopalakrishnan, Amy R. Ward. Some Properties of the Erlang B and C Formulae. 2022. *Working paper (available upon request)*.

[b] **Yueyang Zhong**. Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments. 2022. *Working paper (available upon request)*.

[c] **Yueyang Zhong**, Ragavendran Gopalakrishnan, Amy R. Ward. Behavior-Aware Queues with Strategic Arrivals and Strategic Servers. 2022. *In preparation*.

[d] **Yueyang Zhong**, John R. Birge, Amy R. Ward. Learning to Schedule in Multiclass Many Server Queues with Abandonment: An Instance-Independent Regret. 2022. *In preparation*.

[e] **Yueyang Zhong**, Ragavendran Gopalakrishnan, Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Queueing Contexts. 2022. *In progress*.

[f] **Yueyang Zhong**, Amy R. Ward, Linwei Xin. Limited Flexibility in Omnichannel Fulfillment. *In progress*.

Honors and Awards

- Finalist, IBM Best Student Paper Award, INFORMS *2022*
- Finalist, Best Service Science Student Paper Award, INFORMS Conference on Service Science *2021*
- 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*

Presentations

- Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers [1]
  - INFORMS Annual Meeting *Oct 2022*
  - Young Researchers Workshop, Cornell University (Poster), Ithaca *Oct 2022*
  - CORS/INFORMS International Conference, Vancouver, Canada *June 2022*
  - POMS, Virtual *April 2022*
  - MSOM Conference Meeting, Virtual *June 2021*
  - Stochastic Systems Seminar, Mathematical Sciences, UCSD, Virtual *April 2021*
  - INFORMS Annual Meeting, Virtual *Nov 2020*
  - INFORMS Annual Meeting, Phoenix, AZ *Nov 2018*
- Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues [2]
  - INFORMS Annual Meeting *Oct 2022*
  - International Conference of the Chinese Scholars Association for Management Science and Engineering (CSAMSE), Virtual *July 2022*
  - CORS/INFORMS International Conference, Vancouver, Canada *June 2022*
  - MOILS Seminar, Stern School of Business, NYU, Virtual *Feb 2022*
  - INFORMS Annual Meeting, Anaheim, CA *Oct 2021*
- Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare [3]
  - INFORMS Conference on Service Science, Virtual *Dec 2020*
  - Mechanism Design for Social Good (MD4SG), Virtual *Aug 2020*
  - INFORMS Annual Meeting, Seattle, WA *Oct 2019*
- Data-Driven Market-Making via Model-Free Learning [5]
  - POMS, Virtual *May 2021*
  - IJCAI-PRICAI, Virtual *Jan 2021*

Teaching Experience

The University of Chicago Booth School of Business
Teaching Assistant (MBA Program)

Applied Regression Analysis (MBA core, 180+ students) *Fall 2020, Fall 2021*

Operations Management: Business Process Fundamentals (MBA core, 180+ students) *Winter 2020*

Managing Service Operations (MBA elective, 80+ students) *Winter 2022*

Industry Experience

Pinterest Labs Remote
Research Intern, Ads Marketplace team *June 2021–Sept 2021*

Blue Fire Capital, LLC Chicago, IL
Research Intern, Data Science Group *July 2019–Sept 2019*

DiDi Beijing, China
Research Intern, Research Center of Innovation and Operations *Jan 2018–July 2018*

Academic Service	**Ad hoc Reviewer**: *Operations Research*, *Mathematics of Operations Research*, *Operations Research Letters*, *Service Science*, *INFORMS Conference on Service Science* **Organizer**: Session chair for INFORMS Annual Meeting 2021, CORS 2022.
Skills and Others	**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