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EMPLOYMENT	<b>Yale School of Management</b> <b>The University of Chicago Booth School of Business</b> Postdoctoral Principal Researcher Hosts: Vahideh Manshadi, Rad Niazadeh	New Haven, CT Chicago, IL 2023 - 2024
EDUCATION	<b>The University of Chicago Booth School of Business</b> 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  <b>The University of Chicago Booth School of Business</b> M.B.A.  <b>Tsinghua University</b> 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	<b>Simons Institute for the Theory of Computing, UC Berkeley</b> Visiting graduate student in the program <i>Data-Driven Decision Processes</i>  <b>Industrial Engineering and Operations Research, UC Berkeley</b> Undergraduate researcher Host: Zuo-Jun (Max) Shen	Berkeley, CA Fall 2022  Berkeley, CA Summer 2017
PUBLICATIONS	<ul style="list-style-type: none"><li>[1] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. 2023. <a href="#">Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers</a>. <i>Operations Research</i>.<ul style="list-style-type: none"><li>• <b>Finalist, 2022 INFORMS IBM Best Student Paper Award</b></li></ul></li><li>[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>. Submitted. Major Revision at <i>Operations Research</i>.</li><li>[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>.<ul style="list-style-type: none"><li>• <b>Finalist, 2021 INFORMS Conference on Service Science Best Student Paper Award</b></li></ul></li><li>[4] <b>Yueyang Zhong</b>, Amy R. Ward, Amber L. Puha. 2022. <a href="#">Asymptotically Optimal Idling in the <math>GI/GI/N+GI</math> Queue</a>. <i>Operations Research Letters</i>.</li><li>[5] <b>Yueyang Zhong</b>, YeeMan Bergstrom, Amy R. Ward. 2020. <a href="#">Data-Driven Market-Making via Model-Free Learning</a>. In <i>Proceedings of the Twenty-Ninth International Joint Conference on Artificial Intelligence (IJCAI-20): Special Track on AI in FinTech</i>.</li></ul>	
PREPRINTS	<ul style="list-style-type: none"><li>[1] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. 2023. <a href="#">Some Properties of the Erlang-B and Erlang-C Formulae</a>.</li><li>[2] Ragavendran Gopalakrishnan, <b>Yueyang Zhong</b>. 2023. <a href="#">Some Asymptotic Properties of the Erlang-C Formula in Many-Server Limiting Regimes</a>. Submitted. Major Revision at <i>Operations Research Letters</i>.</li></ul>	
WORK IN PROGRESS	<ul style="list-style-type: none"><li>[a] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. Behavior-Aware Queues with Strategic Arrivals and Strategic Servers.</li><li>[b] <b>Yueyang Zhong</b>, Ragavendran Gopalakrishnan, Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Queueing Contexts. Pre-registered but temporarily paused.</li></ul>	

- [c] **Yueyang Zhong**. Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments. Working paper is available upon request.
- [d] Naireet Ghosh, Nicos Savva, **Yueyang Zhong**. Optimizing the Practice of Continuity of Care From a Queueing Perspective.

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
INVITED SEMINARS	• First Prize, Chinese Physics Olympiad	2014
	[1] Center for Data Science, Zhejiang University, China	12/2023
	[2] Rotman Young Scholar Seminar Series, Operations Management Department	02/2023
	[3] Young Researchers Workshop, Cornell University (Poster), Ithaca	10/2022
	[4] MOILS Seminar, Stern School of Business, NYU, Virtual	02/2022
INDUSTRIAL TALKS	[5] Stochastic Systems Seminar, Mathematical Sciences, UCSD, Virtual	04/2021
	[1] Lyft Rideshare Seminar	03/2023
CONFERENCE TALKS	[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	<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>CLEARCOGS</b> Chicago, IL Part-time Consulting <i>Feb 2023–May 2023</i>  <b>Pinterest Labs</b> Remote Research Intern, Ads Marketplace team <i>June 2021–Sept 2021</i>  <b>Blue Fire Capital, LLC</b> Chicago, IL Research Intern, Data Science Group <i>July 2019–Sept 2019</i>  <b>DiDi</b> Beijing, China Research Intern, Research Center of Innovation and Operations <i>Jan 2018–July 2018</i>
ACADEMIC SERVICE	<b>Ad hoc Reviewer:</b> <i>Operations Research, Manufacturing &amp; Service Operations Management, Mathematics of Operations Research, Queueing Systems, INFORMS Journal on Computing, Operations Research Letters, Service Science, Queueing Systems, European Journal of Operations Research, INFORMS Conference on Service Science.</i> <b>Organizer:</b> Session chair for INFORMS Annual Meeting 2021-2023, 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