Yueyang Zhong (last updated January 20, 2024)

CONTACT INFORMATION	5807 S. Woodlawn Avenue Chicago, IL 60637 Tel: (+1)773-595-8582	E-mail: yzhong0@chicagobooth.edu Linkedin: https://www.linkedin.com/in/yueyang-zhong Personal Website: https://yzhong0.github.io/yueyangzhong/

EMPLOYMENT

Yale School of Management — New Haven, CT
The University of Chicago Booth School of Business — Chicago, IL
Postdoctoral Principal Researcher — *2023 - 2024*
Hosts: Vahideh Manshadi, Rad Niazadeh

EDUCATION

The University of Chicago Booth School of Business — Chicago, IL
Ph.D. in Operations Management (Minor in Applied Probability) — *2018 - 2023*
Thesis: 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 — Chicago, IL
M.B.A. — *2020 - 2023*

Tsinghua University — Beijing, China
B.S. in Industrial Engineering — *2014 - 2018*
B.A. in Economics — *2015 - 2018*

RESEARCH EXPERIENCE

Simons Institute for the Theory of Computing, UC Berkeley — Berkeley, CA
Visiting graduate student in the program *Data-Driven Decision Processes* — *Fall 2022*

Industrial Engineering and Operations Research, UC Berkeley — Berkeley, CA
Undergraduate researcher — *Summer 2017*
Host: Zuo-Jun (Max) Shen

PUBLICATIONS

[1] **Yueyang Zhong**, Ragavendran Gopalakrishnan, Amy R. Ward. 2023. Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers. *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. Submitted. 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. *Operations Research Letters*.

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

PREPRINTS

[1] **Yueyang Zhong**, Ragavendran Gopalakrishnan, Amy R. Ward. 2023. Some Properties of the Erlang-B and Erlang-C Formulae.

[2] Ragavendran Gopalakrishnan, **Yueyang Zhong**. 2023. Some Asymptotic Properties of the Erlang-C Formula in Many-Server Limiting Regimes. Submitted. Major Revision at *Operations Research Letters*.

WORK IN PROGRESS

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

[b] **Yueyang Zhong**, Ragavendran Gopalakrishnan, Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Queueing Contexts. Pre-registered but temporarily paused.

[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] <u>Naireet Ghosh</u>, 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*
	• First Prize, Chinese Physics Olympiad	*2014*

Invited Seminars		
	[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*
	[5] Stochastic Systems Seminar, Mathematical Sciences, UCSD, Virtual	*04/2021*

Industrial Talks		
	[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	**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	**CLEARCOGS** Part-time Consulting	Chicago, IL *Feb 2023–May 2023*
	Pinterest Labs Research Intern, Ads Marketplace team	Remote *June 2021–Sept 2021*
	Blue Fire Capital, LLC Research Intern, Data Science Group	Chicago, IL *July 2019–Sept 2019*
	DiDi Research Intern, Research Center of Innovation and Operations	Beijing, China *Jan 2018–July 2018*

ACADEMIC SERVICE	**Ad hoc Reviewer**: *Operations Research, Manufacturing & 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.* **Organizer**: Session chair for INFORMS Annual Meeting 2021-2023, 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