

CHENHAO ZHOU

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EDUCATION

Rutgers Business School, Rutgers University, NJ
Ph.D. in Management — Supply Chain Management

Expected: 05/2026
GPA: 4.0/4.0

- **Dissertation Committee**

Supervised by Dean Lei Lei

Members: Dr. Weiwei Chen, Dr. Xin Ding, Dr. David Dreyfus

External: Dr. Keith Skowronski (University of South Carolina)

- **Awards & Fellowships**

Summer Research Grant Competition (2022, 2023, 2024)

Alfred J. Battaglia Memorial Fellowship (2024, 2025)

Tandon School of Engineering, New York University, NY
M.S. Engineering/Industrial Management

09/2021
GPA: 3.7/4.0

Questrom School of Business, Boston University, MA
B.S. Business Administration

09/2019
GPA: 3.5/4.0

RESEARCH INTERESTS

- Healthcare operations
- Team coordination and organizational learning
- Population health
- Appointment scheduling and ML

JOURNAL ARTICLES

UNDER REVIEW

† Zhou, C.; Dreyfus, D.*; Bagchi, A.

Manuscript on clinician empowerment. *Journal of Operations Management*.

Round 1; Decision: Major Revision (RR). In progress. Next deadline: Oct 31, 2025.

† Zhou, C.*; Lin, T.; Ding, X.; Chen, W.; Lei, L.

Manuscript on multi-layer staffing operations. *Journal of Operations Management*.

Round 2; Under review (Round 1 Decision: RR. Resubmitted: Sep 7, 2025.)

† Zhou, C.*; Ding, X.; Chen, W.; Lei, L.; Norrell, J.; Tray, A.; Evens, A. M.

Manuscript on oncology outpatient flow optimization. *Annals of Operations Research*.

Round 1; Decision: RR. In progress. Next deadline: Jan 31, 2026.

† Dreyfus, D.; Zhou, C.*; Lin, T.

Manuscript on care delivery to underserved populations. *Health Care Management Science*.

Round 1; Under review. Submitted: Feb 3, 2025.

Notation: † anonymized titles (double-blind review). * corresponding author.

IN PROGRESS

Zhou, C.*; Dreyfus, D.; Ding, X.; Lin, T. — From Triple Aim to Quadruple Aim.

Target: *Production and Operations Management*. Draft nearing completion.

Lim, J. M.*; Olaleye, T.; Zhou, C. — Systems Approach to Addressing ED Congestion.

Target: *Management Science*. Conceptual framing → Data processing.

Zhou, C.*; Chen, W.; Ding, X.; Lei, L. — Patient-Centered Scheduling in Oncology Treatment. Target: *OMEGA* or *Annals of Operations Research*. In progress (Deep – Reinforcement Learning).

EARLY-STAGE / DATA COLLECTION

Zhou, C.* — Do Cross-Level Staffing Patterns Influence Clinician Turnover and Care Operations. Target: *Decision Sciences Journal*. Data collection & analysis.

Olaleye, T.*; Zhou, C.; Dreyfus, D.; Muckey, E.; Rosania, A.; Nelson, L.; Dym, A. — Improving Emergency Department Flow. Early-stage. IRB approved. Data feedback / actual data collection.

PROCEEDINGS

Zhou, C. (2021). House price prediction using polynomial regression with Particle Swarm Optimization. *Journal of Physics: Conference Series*, 1802(3), 032034. <https://doi.org/10.1088/1742-6596/1802/3/032034>

Citations: 20 (Google Scholar, Sep 2025) | Downloads: 1614 (IOP platform)

Zhou, C. (2020). Quantitative investment strategy analysis based on machine learning for share dealing. *2020 7th International Conference on Information Science and Control Engineering (ICISCE)*, 1051–1057. IEEE. <https://doi.org/10.1109/ICISCE50968.2020.00214>

Citations: 3 (Google Scholar, Sep 2025) | Downloads: 170 (IEEE platform)

BOOKS

Hui, J.; Liu, J.; Zhou, C.; Zhou, W. (Eds.)

Strategies for Enhancing the Effectiveness of Internal Audit and Risk Control.

Chapters I, II, IX, X, and XI.

Publisher: China Modern Economic Publishing House, 2025. ISBN: 978-7-5119-3474-1.

Adoption: Recommended as a course textbook by Shanxi University of Finance and Economics in China.

PRESENTATIONS

Annual INFORMS Service Science Resilience in Health Care Operations. 2025

Annual DSI Healthcare Operating in Fissured Workforce. Scheduled. 2025

Annual DSI Clinician Empowerment and the Triple Aim. 2024

Annual INFORMS Optimizing Oncology Outpatient Flow. 2024

Annual INFORMS ED Crowding and Diversion Operations. 2023

PROFESSIONAL SERVICES

Session Cochair, INFORMS Service Science.	2025
Reviewer, Annual DSI — Project Management; Gig Economy & Social Media.	2025
Reviewer, Annual DSI — Healthcare.	2024
Member, INFORMS; POMS; DSI.	2022–present

WORKSHOPS & DIALOGUES

Invited Presenter — CHOM Synapse: Healthcare Operations Engagement (Orlando, FL, 2023). Shared perspectives on patient-centered appointment scheduling; engaged in practitioner–scholar feedback; contributed to program development discussions with healthcare leaders. Flyer: [CHOM 2023 Flyer](#)

MILESTONES

CANCER INSTITUTE OF NEW JERSEY 2022–2024

Collaboration with Prof. Weiwei Chen and Prof. Xin Ding
(Members of the dissertation defense committee)

- Identified and addressed bottlenecks in hospital daily operations.
- Pre-processed industries data for analysis.
- Constructed a process simulation model to support decision-making.

PRE-DOCTORAL 2020–2021

Mentored by Prof. Thomas Mazzone
(Director of Industrial Engineering Program in NYU; Ph.D. referee).

- Developed graduate research proposal, specialization pathway, and pre-Ph.D. studies.

TEACHING

INSTRUCTOR

Demand Planning & Fulfillment (29:799:310), 2025SU
Introduction to Six Sigma and Lean Manufacturing (33:799:460), 2025WN

COURSE EVALUATIONS (SUMMARY)

Dimension	Section	Dept	School
Overall effectiveness	4.91	4.47	4.33
Course quality	5.00	4.29	4.30
Percentage of responses	85%	-	-

Selected student comments —

- “Professor Zhou explained difficult concepts with clarity.”
- “Quick to respond and tailored the course.”
- “Integrated Stata and Colab into projects.”
- “Respectful, encouraging, made learning fun.”

TEACHING ASSISTANT

Demand Plan & Fulfil (33:799:310), 2021FA, 2022SP, 2022FA, 2023FA, 2024SP, 2025SP

Project Mgmt (22:799:691), 2022SP
 SC Analytics MS (22:799:601), 2023SP
 Operations Analysis (22:799:580), 2023SU
 SC Analytics Essent (33:799:475), 2023SP
 Glob Proc & Supply MS (22:799:618), 2023FA, 2024SP
 SC Finance MS (22:799:694), 2024FA
 Prc & Opr Mgmt (29:623:311), 2024FA

INDUSTRY EXPERIENCE

- | | |
|--|-------------|
| Lujiazui International Trust Co., Ltd. , Shanghai | Fall 2020 |
| <i>Investment Researcher</i> | |
| <ul style="list-style-type: none"> • Managed key trust fund client relationships and initiated new investment projects. • Developed an algorithmic revenue forecasting model using MATLAB and the Wind Database. | |
| Evergreen , Beijing | Summer 2018 |
| <i>Resource Development Team Manager</i> | |
| <ul style="list-style-type: none"> • Led design and distribution of outreach materials across cities in the Beijing region. • Conducted strategic analyses of business initiatives, assessing risks and opportunities. | |
| Rural China Education Foundation , Shanxi | Summer 2017 |
| <i>Intern</i> | |
| <ul style="list-style-type: none"> • Coordinated recruitment events and logistics, liaising across multiple departments. • Documented meetings and facilitated networking among stakeholders. | |
| China Securities Co., Ltd. , Beijing | Summer 2016 |
| <i>Intern</i> | |
| <ul style="list-style-type: none"> • Researched margin trading and securities lending in China's secondary market. • Collected, recorded, and presented securities data in daily research briefings. | |

SKILLS

- **Research & Methods:** IRB; Data Cleaning and Pre-Processing; Simulation Modeling.
- **Programming & Tools:** Python 3; R; Stata; AMPL; Gurobi; HTML (chenhaozhou.me); Microsoft Office; Tableau.
- **Teaching:** Course Instruction; Curriculum Development; Advising; Class Facilitation.
- **Languages:** Proficiency in English & Mandarin (native).