CHENHAO ZHOU
Ph.D. Candidate, Department of Supply Chain Management
Rutgers Business School
Email chenhao.zhou@rutgers.edu
Phone: (773)-886-0462
LinkedIn: linkedin.com/in/chenhao-zhou-773499115

EDUCATION

- ***Rutgers Business School, Rutgers University, Newark, NJ***
  Ph.D. Candidate *in Management Program with a concentration(major) in Supply Chain Management*
  09/2021 - NOW; GPA: 4.0/4.0;
  Honors & Awards: Dean's Competition for Summer Ph.D. Research Assistants 2022-2024

- ***Tandon School of Engineering, New York University, Brooklyn, NY***
  Master of Science *in Engineering/Industrial Management*
  Graduated: 09/2021

- ***Questrom School of Business, Boston University, Boston, MA***
  Bachelor of Science *in Business Administration*
  Graduated: 09/2019; Honors & Awards: Dean's List

WORK-IN-PROGRESS PAPERS

Under Peer Review

- **Zhou, C.*, Dreyfus, D., & Bagchi, A.** *"Exploring the Triple Aim Through Clinician Empowerment: The Role of Resources and Health Disparities in Quality Outcomes."*
  Journal of Operations Management, Submitted 28 Mar 2025.

- **Zhou, C.*, Ding, X., Chen, W., Lei, L., Norrell, J., Tray, A., & Evens, A. M.** *"Enhancing Efficiency and Workflow in Oncology Outpatient Services Through Simulation-Based Optimization."*
  Annals of Operations Research, Submitted 7 May 2025.

- **Dreyfus, D., Zhou, C.*, & Lin, T.** *"Enhancing Healthcare Operations in Disadvantaged Communities: The Role of Chain Affiliation and Dynamic Capabilities."*
  Health Care Management Science (SI: HCMS for Underserved Populations), Submitted 3 Feb 2025.

- **Zhou, C.*, Lin, T., Ding, X., Chen, W., & Lei, L.** *"Enhancing Dialysis-Center Resilience: Strategic Integration of Contract RNs and Support Staff in a Fissured Workforce Economy."*
  Journal of Operations Management (SI: OM in a Fissured Workforce Economy), Rev. 1 in progress.
  Initial submission 1 Mar 2025; the revision due 31 Aug 2025.

Other

- *Patient-Centered Appointment Scheduling: Incorporating Patient Preferences and Resource Availabilities -* Pause
  Zhou*, C., Chen, W., Ding, X., Lei, L.

- *Improving Emergency Department Flow: A Predictive Model For Ambulance Diversion* (IRB APPROVED)
  Adepoju, T., Zhou*, C., Dreyfus, D., Ramdin, C., Muckey, E., Rosania, A., Nelson, L., Dym, A.

- *"Do Nurse Staffing Levels Influence Turnover and Care Operations? An Empirical Study of Nursing Home Care."*
  Data analysis stage.

- *"From Triple Aim to Quadruple Aim: Workforce Engagement and Healthcare Operational Performance."*
  Conceptual model and preliminary empirical results.

PROCEEDINGS

- *Quantitative investment strategy analysis based on machine learning for share dealing*
  2020 7th International Conference on Information Science and Control Engineering (ICISCE 2020, ISBN:978-1-7281-6406-9)

- *House price prediction using polynomial regression with Particle Swarm Optimization*
  IOP Conference Series: Journal of Physics: Conference Series (Online ISSN: 1742-6595, Print ISSN: 1742-6588)

TEACHING

Lecturer   DEMAND PLAN & FULFIL   33:799:310   2025SU 2025WN

Teaching Assistant

Course	Number	Terms
DEMAND PLAN & FULFIL	33:799:310	2021FA 2022SP 2022FA 2023FA 2024SP 2025 SP
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	2024 FA
PRC & OPR MGMT	29:623:311	2024 FA

RESEARCH EXPERIENCES

Cancer Institute of New Jersey   New Jersey, US
Project researcher – an early Milestone

2022 - 2024

- Identified and addressed bottlenecks in the hospital's daily operations.
- Preprocessed historical records/data for data analysis.
- Constructed a simulation model of processes to facilitate hospital decision-making

Quantitative Investment Strategy   Beijing, China
Individual Project

Summer & Fall 2020

- Developed a machine learning model for stock price prediction.
- Conducted comparative experiments on different share-dealing strategies.
- Published a paper based on this project in ICISCE 2020.

COVID-19 Predictive Model   Boston, MA
Individual Project

Spring 2020

- Developed a model to forecast the spread of COVID-19 in New York.
- The model precisely predicted the timeline for reaching specific case counts.

Emergency Facilities Readiness Project
Group Project   Boston, MA

Spring 2020

- Developed a model to optimize the distribution of emergency medical resources in Boston
- The model calculates the best route to ER taking into consideration the location of the patient and the capacity and occupation rate at each hospital
- The model provides a more economical solution to both patients and hospitals where resources can be deployed most efficiently and effectively

PROFESSIONAL EXPERIENCES

Lujiazui International Trust Co., Ltd.
Investment Researcher

Shanghai, China
Fall 2020

- Managed relationships with key trust fund customers, driving new project initiation.
- Utilized MATLAB and Wind Database to construct an algorithmic model for predicting future revenues.

Evergreen

Beijing, China
Summer 2018

Resource Development Team Manager

- Led development and distribution of outreach materials across cities around
  Beijing, fostering long-term resource-generating relationships.
- Conducted strategic analysis of new business strategies, identifying potential risks and opportunities.

Rural China Education Foundation
Internship

Shanxi, China
Summer 2017

- Assisted in coordinating recruitment events of varying scales.
- Functioned as a liaison between departments, providing summaries of meetings and networking opportunities.

China Securities Co., Ltd

Beijing, China
Summer 2016

Internship

- Conducted research on margin trading and securities lending business in China's Secondary Market.
- Collected, recorded, and presented securities data at daily debrief meetings.

PRESENTATIONS

DSI 2025 Presenter - Scheduled
Invited-presentation Topic: *In process*

INFORMS 2025 Session Chair and Presenter - Scheduled
Topic: *Enhancing Healthcare quality and efficiency performance— Strategic Integration of fissure workforce*

POMS 2025† Session Chair and Presenter (Conflict and switch to contribution)
Topic: *Two-staged Appointment Scheduling in outpatient chemotherapy process*

DSI 2024 Presenter
Topic: *An Empirical Examination of the Triple Aim Within Dialysis Facilities*

INFORMS 2024 Presenter
Topic: *Patient-Centric Appointment Scheduling Considering Patient Heterogeneity*

INFORMS 2023 Presenter
Topic: *Improving ED flow: A predictive model for ambulance diversion (IRB approval)*

POMS 2023 Applied Healthcare Operations Management & Research Conference (CHOM)
Topic: *Patient-Centered Appointment Scheduling: Incorporating Patient Preferences and Resource Availabilities*

SERVICE & LEADERSHIP

- **Session Chair**, INFORMS 2025
- **External Reviewer**: DSI the Annual Conference (Best Paper in Healthcare Track) 2024
- **Member**: INFORMS, POMS, DSI (since 2022)

SKILLS

- IRB, multiple secondary data collection/process/analysis experiences
- Strong abilities in simulation and optimization for model building.
- Proficiency in R, Python3, MS office, AMPL, Stata, and Gurobi.