

CHENHAO ZHOU

Ph.D. Candidate | Graduate Instructor
Dept. of Supply Chain Management | Rutgers Business School
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EDUCATION

Rutgers Business School, Rutgers University (New Jersey) Expected May 2026
GPA: 4.00/4.00
Ph.D. in Mgmt (Supply Chain Management)

Dissertation committee: Chair: [Lei Lei^{ref}](#); Members: [Weiwei Chen^{ref}](#), [Xin Ding^{ref}](#), [David Dreyfus^{ref}](#), [Keith Skowronski](#) Reference contact details are listed on page 5.

Awards: Graduate School Academic Excellence Award (2025); Alfred J. Battaglia Memorial Fellowship (2024–2025); Summer Research Grant (2022–2024)

Tandon School of Engineering, New York University (New York) 2021
M.S. in Eng/Ind Mgmt; Mentor: [Prof. Thomas Mazzone](#)

Questrom School of Business, Boston University (Massachusetts) 2019
B.S. in Bus Admin

Professional Development

University of Maryland (R.H. Smith School of Business): AI & Career Empowerment Certificate 2025

DataCamp: Data Scientist & Machine Learning & Deep Learning in Python 2024

RESEARCH & TEACHING INTERESTS

Research

Context: healthcare operations appointment scheduling; health equity; SDG(s)

Causal inference: team dynamics; fissured workplace; workforce & patient satisfaction

Modeling: AI-driven; discrete-event simulation (DES); agent-based simulation (ABS)

Teaching

Business Operations & Supply chain analytics & Project management; Business statistics

Healthcare information analytics; Business intelligence (ML/AI methods); Lean & Six Sigma

Elective: Healthcare information technology

SKILLS

Programming

Python, R, Stata, MATLAB, SQL

Optimization & Simulation

AMPL, Gurobi, CPLEX, OptQuest, AnyLogic

Analytics & Visualization

Tableau, Power BI, Microsoft 365, SAP, L^AT_EX

Econometrics Methods

CF, DID, GMM IV, RDD

ML/AI Methods

Double ML, Deep RL, NN, Supervised

Languages

English (fluent), Mandarin (native)

Hobbies

Basketball; automated-toolkit development (n8n)

PUBLICATIONS & RESEARCH

Journal Articles

Zhou, C.*; Lin, T.; Ding, X.; Chen, W.; Lei, L. [Title anonymized for review] *Journal of Operations Management*. R2: Major Revision.

Zhou, C.; **Dreyfus, D.***; Bagchi, A. [Title anonymized for review] *Journal of Operations Management*. R1: Major Revision invited.

Zhou, C.*; Ding, X.; Chen, W.; Lei, L.; Norrell, J.; Tray, A.; Evens, A.M. "Enhancing Efficiency and Workflow in Oncology Outpatient Services by Simulation-Based Optimization." *Annals of Operations Research*. R1: Major Revision invited (resubmitting Dec 2025).

Dreyfus, D.; **Zhou, C.***; Lin, T. [Title anonymized for review] *Health Care Management Science*. Under review (submitted Feb 2025).

Work in Progress

Zhou, C.*; Dreyfus, D.; Wang, P.; Ding, X.; Lin, T. "From Triple Aim to Quadruple Aim." Target: POM or JOM.

Zhou, C.*; Chen, W.; Ding, X.; Lei, L. "Patient-Centered Scheduling in Oncology Treatment: A Deep Reinforcement Learning Approach." Target: *Management Science*. Draft expected Mar 2026.

Zhou, C.* "Workforce Fissuring Interdependencies: Cross-Functional Spillover Effects on Healthcare Service Quality." Target: JOM.

Lim, J.M.*; Zhou, C.; Olaleye, T. "Systems Ap-

proach to Addressing Emergency Department Congestion." Target: *Management Science*.

Early-Stage / Data Collection

Zhou, C.* "Cross-Level Staffing Patterns and Their Influence on Clinician Turnover and Care Operations." Target: *Decision Sciences*.

Olaleye, T.*; Zhou, C.; Dreyfus, D.; et al. "Improving Emergency Department Flow and Ambulance Diversion Operations." IRB approved; data feedback ongoing.

Conference Proceedings

Zhou, C. (2021). "House price prediction using polynomial regression with Particle Swarm Optimization." *Journal of Physics: Conference Series*, 1802(3), 032034.

Zhou, C. (2020). "Quantitative investment strategy analysis based on machine learning for share dealing." *ICISCE 2020*, 1051–1057.

Proceedings metrics: 25 citations (Google Scholar); 1,834 downloads (IEEE & IOP).

Books & Research Materials

Hui, J.; Liu, J.; Zhou, C.; Zhou, W. (Eds.) *Strategies for Enhancing the Effectiveness of Internal Audit and Risk Control* (Chs. I, II, IX–XI). China Modern Economic Publishing House, 2025.

Zhou, C. *Endogeneity and Causal Inference Methods: Introduction and Recent Applications*. Open-access research notes: chenhaozhou.me/teaching.

* indicates corresponding author.

TEACHING EXPERIENCE

Instructor of Record

SP2026	52:620:326 Supply Chain Analytics	Camden
SP2026	29:799:310 Demand Planning & Fulfillment	Newark
SU2025	29:799:310 Demand Planning & Fulfillment	Newark
TBA	Introduction to Six Sigma and Lean Manufacturing	Livingston

Course Development & Pedagogical Innovation

Public versions: chenhaozhou.me/teaching (*selected modules; partial demos for demonstration purposes*)

- **Business Analytics & ML Course Platform** — Modular curriculum (10+ modules; 3 capstones) integrating theory, business applications, and Python labs.
- Authored guides: *Data-Driven Analysis Manual*; *Business ML Guide*.

Interactive Teaching Materials (Selected)

- M/M/c Queue Model
- Port Management (AI Recommendations)
- Hospital Infusion Center Scheduling (AnyLogic)
- Newsvendor Model
- Vehicle Routing (TSP)
- Facility Location

Teaching Evaluations (Summary)

Overall effectiveness: **4.91** (Dept 4.47; School 4.33) | Course quality: **5.00** (Dept 4.29; School 4.30) |

Response rate: **85%**.

Report: [Teaching Evaluations \(PDF\)](#)

Teaching Assistant (Selected)

Undergraduate

- Demand Planning & Fulfillment (2021–2025)
- Process & Operations Management (2024)
- Supply Chain Analytics Essentials (2023)
- Six Sigma and Lean Manufacturing (2023)

Graduate

- Supply Chain Finance (2024)
- Global Procurement & Supply (2023–2024)
- Supply Chain Analytics (2023)
- Operations Analysis (2023)
- Project Management (2022)

Certification Examination Support

Lean Six Sigma Green Belt Technical Certificate (Rutgers Business School)

2022–2025

Advanced Certification in Procurement (Rutgers Business School)

2025

PROFESSIONAL & INDUSTRY EXPERIENCE

Conference Presentations

- POMS Annual: "How Community Health Disparities Affect Dialysis Facility Performance" (2026).
- POMS Annual: "Team Continuity Amid Workforce Fissure" (2026).
- DSI Doctoral Research Showcase: "Healthcare Operating in Fissured Workforce" (2025).
- DSI Healthcare Management: "Empowering Clinicians in Resource-Constrained Dialysis Care" (2025).
- DSI SCM: "Organizational Learning in a Fissured Healthcare Workforce" (2025).
- INFORMS Service Science: "Resilience in Health Care Operations" (2025).
- DSI Healthcare Management: "Clinician Empowerment and the Triple Aim" (2024).
- INFORMS Annual: "Optimizing Oncology Outpatient Flow" (2024).
- INFORMS Annual: "ED Crowding and Diversion Operations" (2023).

Service & Leadership

- Session Chair, POMS Healthcare Analytics (2025, 2026).
- Session Chair, INFORMS Service Science: "Smart Resource Allocation Under Uncertainty" (2025).
- Reviewer, *Health Care Management Science* (2024–present).
- Reviewer, Annual DSI (Project Management; Gig Economy & Social Media) (2025).
- Reviewer, Annual DSI (Healthcare) (2024).
- Member: DSI; INFORMS; POMS; IEEE; AOM (new).

Workshops & Invited Talks

- Invited Speaker**—CHOM Synapse: Healthcare Operations Engagement (2023). Program.
- Shared perspectives on patient-centered appointment scheduling
 - Engaged in practitioner-scholar feedback
 - Contributed to program development discussions

Industry Experience

Cancer Institute of New Jersey NJ 2022–2024

Project Research Associate

- Directed simulation-based optimization for a 2-year grant-funded project; redesigned outpatient workflows in collaboration with clinical leadership.
- Engineered agent-based models reducing patient wait times by 30% (deployed); currently developing deep reinforcement learning (DRL) models for Phase II.

Lujiazui Intl. Trust Co., Ltd., Shanghai 2020

Investment Research Associate

(Project-Based)

- Developed PSO-optimized machine learning frameworks for trust fund valuation and real estate forecasting; results published in IEEE and J. Phys.

China Securities Co., Ltd., Beijing 2016

Summer Data Analyst

- Analyzed margin trading and securities lending data; delivered daily strategic briefings to the research team.

REFERENCES

Lei Lei, Ph.D. ↗

Distinguished Professor
Dean, Rutgers Business School
Rutgers Business School
llei@business.rutgers.edu
Supervisor; Committee Chair

Weiwei Chen, Ph.D. ↗

Professor
Senior Director of MBA Programs
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Committee Member

Xin Ding, Ph.D. ↗

Dean's Research Professor
Interim Vice Chair, Dept. of SCM
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Lian Qi, Ph.D. ↗

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Department Chair

Dissertation advisor listed first; remaining references in alphabetical order.

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