

CHENHAO ZHOU

Ph.D. Candidate | Supply Chain Management Department
Rutgers Business School | Rutgers, The State University of New Jersey
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EDUCATION

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

Dissertation Committee

Chair: Dr. Lei Lei (Advisor)

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

Reference contact information [✉](#)

Awards and Fellowships

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 Sep, 2021

M.S. Engineering/Industrial Management Mentor: Prof. Thomas Mazzone [✉](#)

Questrom School of Business, Boston University, Massachusetts Sep, 2019

B.S. Business Administration

CERTIFICATION

University of Maryland Robert H. Smith School of Business, Maryland Oct, 2025
AI and Career Empowerment Certificate

INTERESTS

Research

Healthcare Operations; Population Health
Organizational Learning and Team Dynamics
AI-Driven Appointment Scheduling

Teaching

Operations and Supply Chain Analytics
Six Sigma and Lean Management
Business Statistics; Data Analytics and ML/AI
Elective: Healthcare Operations Analytics

TECHNICAL SKILLS

Methods: Causal inference, econometrics, simulation modeling, optimization, machine learning

Programming: Python, R, Stata, AMPL, Gurobi, Tableau

Languages: English (fluent), Mandarin (native)

PUBLICATIONS AND RESEARCH

Journal Articles Under Peer Review

Zhou, C.*; Lin, T.; Ding, X.; Chen, W.; Lei, L. "Balancing Workforce Fissuring and Service Quality." *Journal of Operations Management*. (Round 2) Major Revision. Revision deadline: Feb 2026.

Zhou, C.; Dreyfus, D.*; Bagchi, A. "Exploring the Triple Aim Through Clinician Empowerment." *Journal of Operations Management*. Round 1; Major Revision invited. Revision deadline: Nov 2025.

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. Round 1; Major Revision invited. Revision deadline: Jan 2026.

Dreyfus, D.; **Zhou, C.***; Lin, T. "Enhancing Healthcare Operation in Disadvantaged Communities." *Health Care Management Science*. Round 1; Under review. Submitted: Feb 3, 2025.

In Progress

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

Target: *Production and Operations Management* or *Organization Science*.

Draft nearing completion. Expected submission: Dec 2025.

Zhou, C.*; Chen, W.; Ding, X.; Lei, L. "Patient-Centered Scheduling in Oncology Treatment: A Deep Reinforcement Learning Approach."

Target: *Management Science*. Preliminary results.

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

Target: *Journal of Operations Management*. Preliminary results.

Lim, J.M.*; Zhou, C.; Olaleye, T. "Systems Approach to Addressing Emergency Department Congestion."

Target: *Management Science*. In progress.

Early-Stage / Data Collection

Zhou, C.* "Cross-Level Staffing Patterns and Their Influence on Clinician Turnover and Care Operations." Target: *Decision Sciences Journal*. Data preprocessing and exploratory analysis. *Looking for collaboration.*

Olaleye, T.*; Zhou, C.; Dreyfus, D.; Muckey, E.; Rosania, A.; Nelson, L.; Dym, A. "Improving Emergency Department Flow and Ambulance Diversion Operations."

Early-stage. 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." *2020 7th International Conference on Information Science and Control Engineering*, 1051–1057.

Overall Proceedings Metrics: Citations: 23 (Google Scholar) • Downloads: 1,784 (IEEE and IOP)

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–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, China.

TEACHING EXPERIENCE

Instructor of Record

Supply Chain Analytics (52:620:326)	2026
Introduction to Six Sigma and Lean Manufacturing (33:799:460)	2026
Demand Planning & Fulfillment (29:799:310)	2025

Course Development & Pedagogical Innovation

Machine Learning Course Platform ([Demo Modules](#))

- Built a modular curriculum integrating theory, business use cases, and Python implementations.
- Designed interactive capstone projects using real and predictive datasets.

Comprehensive Online Resources

- [Data-Driven Analysis Manual](#) (foundations of analytical reasoning)
- [Business ML Guide](#) (applying data analysis to business impact)

Simulation Modeling Demo ([AnyLogic](#))

End-of-course interactive demo to illustrate operations and process flow.

Course Evaluations (Summary)

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

Full Evaluation Report: [View Complete Teaching Evaluations \(PDF\)](#)

Teaching Assistant

Undergraduate

Demand Planning & Fulfillment (2021–2025)

Process & Operations Management (2024)

Supply Chain Analytics Essentials (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

Organized examination logistics, coordinated scheduling, and proctored certification exams.

Advanced Certification in Procurement, Rutgers Business School 2025

Coordinated examination administration on the New Brunswick campus.

PROFESSIONAL & INDUSTRY EXPERIENCE

Conference Presentations

Annual DSI “Healthcare Operating in Fissured Workforce”	2025
Annual INFORMS Service Science “Resilience in Health Care Operations”	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

Session Leadership

Session Chair, POMS Healthcare Analytics Track	2025, 2026
Session Chair, INFORMS Service Science “Smart Resource Allocation Under Uncertainty”	2025

Editorial & Review

Reviewer, <i>Health Care Management Science</i>	2024–present
Reviewer, Annual DSI — Project Management; Gig Economy & Social Media	2025
Reviewer, Annual DSI — Healthcare	2024

Professional Membership

Member, DSI, INFORMS, POMS	2022–present
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Workshops & Dialogues

Invited Speaker — CHOM Synapse: Healthcare Operations Engagement 	2023
• Shared perspectives on patient-centered appointment scheduling.	
• Engaged in practitioner-scholar feedback.	
• Contributed to program development discussions with healthcare leaders.	

Industry Experience

Cancer Institute of New Jersey , New Brunswick NJ	2022–2024
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Research Collaborator

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

Lujiazui International Trust Co., Ltd. , Shanghai	2020
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Investment Researcher

- Managed key trust fund client relationships and initiated new investment projects.
- Developed an algorithmic revenue forecasting model using MATLAB and the Wind Database.

China Securities Co., Ltd. , Beijing	2016
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Data Analyst

- Researched margin trading and securities lending in China’s secondary market.
- Collected, recorded, and presented securities data in daily research briefings.

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
Rutgers Business School
wchen@business.rutgers.edu
Committee Member

Xin Ding, Ph.D. ↗

Dean's Research Professor
Interim Vice Chair, Dept. of SCM
Rutgers Business School
xding@business.rutgers.edu
Committee Member

David Dreyfus, Ph.D. ↗

Associate Professor
Director, MS in Healthcare Analytics
Rutgers Business School
ddreyfus@business.rutgers.edu
Committee Member

Lian Qi, Ph.D. ↗

Professor and Department Chair
Dept. of Supply Chain Management
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lianqi@business.rutgers.edu
Department Chair

Dissertation advisor listed first; remaining references in alphabetical order.

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