

Curriculum Vitae

Cong SHI

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 Web: <https://congshi-research.github.io/>

Education

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|---|-----------------|
| Massachusetts Institute of Technology (MIT) , Cambridge, MA, USA | 9/2007 - 8/2012 |
| Ph.D. in Operations Research (Thesis Advisor: Professor Retsef Levi) | |
| National University of Singapore (NUS) , Singapore | 9/2003 - 6/2007 |
| B.S. in Mathematics (First Class Honors) | |

Academic Employment

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| University of Miami , Coral Gables, FL, USA | 7/2023 - Present |
| Associate Professor (with tenure), Miami Herbert Business School | |
| University of Michigan , Ann Arbor, MI, USA | 9/2019 - 6/2023 |
| Associate Professor (with tenure), Industrial & Operations Engineering, College of Engineering | |
| University of Michigan , Ann Arbor, MI, USA | 9/2012 - 8/2019 |
| Assistant Professor, Industrial & Operations Engineering, College of Engineering | |

Professional Experiences

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| IBM Research Zurich , Rüschlikon, Switzerland | 6/2010 - 9/2010 |
| Research Fellow (Summer Intern) | |
| Motorola Solutions Venture Capital , Sunnyvale, CA, USA | 6/2006 - 9/2006 |
| Quantitative Analyst (Summer Intern) | |
| Citigroup Global Markets , Singapore | 6/2005 - 9/2005 |
| Quantitative Analyst (Summer Intern) | |

Selected Awards

Amazon Research Award, 2021
 Finalist, INFORMS MSOM Data Driven Research Challenge, 2018
 Third Place, INFORMS Junior Faculty Forum Paper Competition (JFIG), 2017
 First Place, INFORMS George E. Nicholson Student Paper Competition, 2009
 UM IOE Graduate Course Professor of the Year, University of Michigan, 2019
 UM CoE Vulcans Education Excellence Award, University of Michigan, 2019
 INFORMS Management Science Meritorious Service Award, 2018, 2019, 2021, 2023

Selected Awards (won by students)

Hao Yuan:

Finalist, INFORMS Applied Probability Society (APS) Best Student Paper, 2019.

Esmaeil Keyvanshokoh:

Finalist, INFORMS Manufacturing & Service Operations Management (MSOM) Best Student Paper, 2021.

Finalist, INFORMS Health Applications Society (HAS) Best Student Paper, 2021.

Second Place, INFORMS Decision Analysis Society (DAS) Best Student Paper, 2020.

Finalist, POMS College of Healthcare Operations Management (CHOM) Best Paper, 2022.

Research Interests

Theory: Online Learning, Offline Learning, Data-Driven Optimization, Approximation Algorithms

Applications: Supply Chain Management, Revenue Management, Healthcare Operations, Human-Robot Interaction

Journal Publications

(Authors underlined are Ph.D. advisees; authors underlined and asterisked are undergraduate students*.)

1. S. Li, Q. Luo, Z. Huang, C. Shi,
“Online Learning for Constrained Assortment Optimization under Markov Chain Choice Model”,
Operations Research, to appear.
2. E. Keyvanshokoo, M. Zhalechian, C. Shi, M. P. Van Oyen, P. Kazemian,
“Contextual Learning with Online Convex Optimization: Theory and Application to Medical Decision-Making”,
Management Science, to appear.
(Finalist, POMS College of Healthcare Operations Management (CHOM) Best Paper, 2022.)
(Finalist, INFORMS Manufacturing & Service Operations Management (MSOM) Best Student Paper, 2021.)
(Second Place, INFORMS Decision Analysis Society (DAS) Best Student Paper, 2021.)
(Finalist, INFORMS Health Applications Society (HAS) Best Student Paper, 2021.)
3. Y. Guo, X. J. Yang, C. Shi,
“TIP: A Trust Inference and Propagation Model in Multi-Human Multi-Robot Teams”,
Autonomous Robots, to appear.
4. J. Tang, B. Chen, C. Shi,
“Online Learning for Dual-Index Policies in Dual Sourcing Systems”,
Manufacturing & Service Operations Management, Vol. 26(2), 758-774, 2024.
5. H. Jia, C. Shi, S. Shen,
“Online Learning and Pricing for Service Systems with Reusable Resources”,
Operations Research, Vol. 72(3), 1203-1241, 2024.
6. X. Chen, L. Liang, S. Miao, C. Shi,
“Play It Safe or Leave the Comfort Zone? Optimal Content Strategies
for Social Media Influencers on Streaming Video Platforms Decision Support Systems”,
Decision Support Systems, Vol. 179, 114-148, 2024.
7. M. Zhalechian, E. Keyvanshokoo, C. Shi, M. P. Van Oyen,
“Data-Driven Hospital Admission Control: A Learning Approach”,
Operations Research, Vol. 71(6), 2111-2129, 2023.
8. Y. Chen, C. Shi,
“Network Revenue Management with Online Inverse Batch Gradient Descent Method”,
Production and Operations Management, Vol. 32(7), 2123-2137, 2023.
9. X. Chen, L. Jiang, S. Miao, C. Shi,
“Road to Micro-Celebration: The Role of Mutation Strategy of Micro-Celebrity in Digital Media”,
New Media and Society, Vol. 25(12), 3455-3476, 2023.
10. M. Zhalechian, E. Keyvanshokoo, C. Shi, M. P. Van Oyen,
“Online Resource Allocation with Personalized Learning”,
Operations Research, Vol. 70(4), 2138-2161, 2022.
11. S. Bhat, J. B. Lyons, C. Shi, X. J. Yang,
“Clustering Trust Dynamics in a Human-Robot Sequential Decision-Making Task”,
IEEE Robotics and Automation Letters, Vol. 7(4), 8815-8822, 2022.
12. H. Jia, S. Shen, J. Garcia, C. Shi,
“Partner with a Third-Party Delivery Service or Not?
A Prediction-and-Decision Tool for Restaurants Facing Takeout Demand Surges During a Pandemic”,
Service Science, Vol. 14(2), 139-155, 2022.
13. H. Jia, C. Shi, S. Shen,
“Multi-Armed Bandit with Sub-Exponential Rewards”,
Operations Research Letters, Vol. 49(5), 728-733, 2021.

14. H. Yuan, Q. Luo, C. Shi,
 “Marrying Stochastic Gradient Descent with Bandits: Learning Algorithms for Inventory Systems with Fixed Costs”,
Management Science, Vol. 67(10), 6089–6115, 2021.
(Finalist, INFORMS Applied Probability Society (APS) Best Student Paper, 2019.)
15. B. Chen, X. Chao, C. Shi,
 “Nonparametric Learning Algorithms for Joint Pricing and Inventory Control with Lost-Sales and Censored Demand”,
Mathematics of Operations Research, Vol. 46(2), 405-833, 2021.
16. E. Keyvanshokoo, C. Shi, M. P. Van Oyen,
 “Online Advance Scheduling with Overtime: A Primal-Dual Approach”,
Manufacturing & Service Operations Management, Vol. 23(1), 246-266, 2021.
17. Y. Guo, C. Shi, X. J. Yang,
 “Reverse Psychology in Trust-Aware Human-Robot Interaction”,
IEEE Robotics and Automation Letters, Vol. 6(3), 4851-4858, 2021.
18. W. Chen, C. Shi, I. Duenyas,
 “Optimal Learning Algorithms for Stochastic Inventory Systems with Random Capacities”,
Production and Operations Management, Vol. 29(7), 1624-1649, 2020.
19. H. Zhang, X. Chao, C. Shi,
 “Closing the Gap: A Learning Algorithm for the Lost-sales Inventory System with Lead Times”,
Management Science, Vol. 66(5), 1962–1980, 2020.
20. R. Levi, G. Perakis, C. Shi, W. Sun,
 “Strategic Capacity Planning Problems in Revenue Sharing Joint Ventures”,
Production and Operations Management, Vol. 29(3), 664-687, 2020.
21. Y. Chen, C. Shi,
 “Joint Pricing and Inventory Management with Strategic Customers”,
Operations Research, Vol. 67(6), 1610-1627, 2019.
(Third Place, INFORMS Junior Faculty Forum Paper Competition (JFIG), 2017.)
22. C. Shi, Y. Wei, Y. Zhong,
 “Process Flexibility for Multi-Period Production Systems”,
Operations Research, Vol. 67(5), 1300-1320, 2019.
23. Y. Jiang, C. Shi, S. Shen,
 “Service Level Constrained Inventory Systems”,
Production and Operations Management, Vol. 28(9), 2365-2389, 2019.
24. H. Zhang, X. Chao, C. Shi,
 “Perishable Inventory Systems: Convexity Results for Base-Stock Policies and Learning Algorithms under Censored Demand”,
Operations Research, Vol. 66(5), 1276-1286, 2018.
25. X. Chao, X. Gong, C. Shi, C. Yang, H. Zhang, S. X. Zhou,
 “Approximation Algorithms for Capacitated Perishable Inventory Systems with Positive Lead Time”,
Management Science, Vol. 64(11), 5038-5061, 2018.
26. Y. Chen, R. Levi, C. Shi,
 “Revenue Management of Reusable Resources with Advanced Reservations”,
Production and Operations Management, Vol. 26(5), 836-859, 2017.
27. Y. Jiang, J. Xu*, S. Shen, C. Shi,
 “Production Planning Problem with Joint Service-Level Guarantee: A Computational Study”,
International Journal of Production Research, Vol. 55(1), 38-58, 2017.
28. Y. Xu, C. Shi, I. Duenyas,
 “Priority Rules for Multi-Task Due-Date Scheduling under Varying Processing Costs”,
Production and Operations Management, Vol. 25(12), 2086-2102, 2016.
29. H. Zhang, C. Shi, C. Qin*, C. Hua*,
 “Stochastic Regret Minimization for Revenue Management Problems with Nonstationary Demands”,
Naval Research Logistics, Vol. 63(6), 433-448, 2016.
30. V. Nagarajan, C. Shi,
 “Approximation Algorithms for Inventory Problems with Submodular or Routing Costs”,
Mathematical Programming Series A, Vol. 160(1), 225-244, 2016.

31. H. Zhang, C. Shi, X. Chao,
“Approximation Algorithms for Perishable Inventory Systems with Setup Costs”,
Operations Research, Vol. 64(2), 432-440, 2016.
32. C. Shi, W. Chen, I. Duenyas,
“Nonparametric Data-Driven Algorithms for Multiproduct Inventory Systems with Censored Demand”,
Operations Research, Vol. 64(2), 362-370, 2016.
33. M. Yu*, Y. Ding, R. Lindsey, C. Shi,
“A Data-Driven Approach to Manpower Planning at U.S.-Canada Border Crossings”,
Transportation Research Part A: Policy and Practice, Vol. 91, 34-47, 2016.
34. X. Chao, X. Gong, C. Shi, H. Zhang,
“Approximation Algorithms for Perishable Inventory Systems”,
Operations Research, Vol. 63(3), 585-601, 2015.
35. C. Shi, H. Zhang, C. Qin*,
“A Faster Algorithm for the Resource Allocation Problem with Convex Cost Functions”,
Journal of Discrete Algorithms, Vol. 34, 137-146, 2015.
36. C. Shi, H. Zhang, X. Chao, R. Levi,
“Approximation Algorithms for Capacitated Stochastic Inventory Systems with Setup Cost”,
Naval Research Logistics, Vol. 61(4), 304-319, 2014.
37. R. Levi, C. Shi,
“Approximation Algorithms for the Stochastic Lot-Sizing Problem with Order Lead Times”,
Operations Research, Vol. 61(3), 593-602, 2013.
(First Place, INFORMS George E. Nicholson Student Paper Competition, 2009.)

Working Papers

38. B. Chen, C. Shi,
“Tailored Base-Surge Policies in Dual-Sourcing Inventory Systems with Demand Learning”,
Operations Research, conditionally accepted.
39. J. Tang, Z. Qi, X. Fang, C. Shi,
“Offline Feature-Based Pricing under Censored Demand: A Causal Inference Approach”.
Manufacturing & Service Operations Management, Major Revision.
40. Jingwen Tang, Izak Duenyas, Cong Shi, Nan Yang,
“Multiproduct Inventory Systems with Upgrading: Replenishment, Allocation, and Online Learning”.
Manufacturing & Service Operations Management, Major Revision.
41. Sichen Guo, Cong Shi, Chaolin Yang, Christos Zacharias,
“An Online Mirror Descent Learning Algorithm for Multiproduct Inventory Systems”.
Operations Research, Major Revision.
42. Shukai Li, Cong Shi, Sanjay Mehrotra,
“LEGO: Optimal Online Learning under Sequential Price Competition”.
Operations Research, Major Revision.
43. Ganggang Xu, Cong Shi,
“It is All About the Demand CDF: Data-Driven Periodic Review Inventory Control”.
Management Science, Submitted.
44. M. Li, X. Liu, Y. Huang, C. Shi, C. Hua,
“Integrating Empirical Estimation and Assortment Personalization for E-Commerce: A Consider-then-Choose Model”.
(Finalist, INFORMS MSOM Data Driven Research Challenge, 2018.)
45. X. Chen, L. Ji, L. Jiang, S. Miao, C. Shi,
“More Bang for Your Buck: Effective KOL Marketing Campaign in Emerging Short-Video Markets”.
46. Y. Chen, C. Shi,
“Near-Optimal Pricing Policy for Service Systems with Reusable Resources and Forward-Looking Customers”.
47. H. Jia, C. Shi, S. Shen,
“Online Learning and Pricing for Network Revenue Management with Reusable Resources”.
48. R. Miao, Z. Qi, C. Shi, L. Lin,
“Personalized Pricing with Invalid Instrumental Variables: Identification, Estimation, and Policy Learning”.

Books and Book Chapters

- Xi Chen, J. Stefanus Jasin, Cong Shi, “The Elements of Joint Learning and Optimization in Operations Management”, Springer, New York, NY. Available @ <https://link.springer.com/book/9783031019258>
- Cong Shi, “Approximation Algorithms for Stochastic Inventory Systems”, *Research Handbook on Inventory Management*, edited by J.-S. Song, Edward Elgar, Cheltenham, UK.
- Cong Shi, “Approximation Algorithms for Stochastic Optimization Problems in Operations Management”, *Wiley Encyclopedia of Operations Research and Management Sciences*, edited by J. J. Cochran, Wiley, Hoboken, NJ.

Conference Proceedings

(Authors underlined are Ph.D. advisees; authors underlined and asterisked are undergraduate students*.)

1. S. Bhat, J. B. Lyons, C. Shi, X. J. Yang,
“Evaluating the Impact of Personalized Value Alignment in Human-Robot Interaction:
Insights into Trust and Team Performance Outcomes”
International Conference on Human-Robot Interaction (HRI 2024), Boulder, CO.
2. J. Dong, W. Mo, Z. Qi, C. Shi, X. Fang, V. Tarokh,
“PASTA: Pessimistic Assortment Optimization”,
International Conference on Machine Learning (ICML 2023), Honolulu, HI.
3. Y. Guo, X. C. Shi, J. Yang,
“Reward Shaping for Building Trustworthy Robots in Sequential Human-Robot Interaction”
International Conference on Intelligent Robots and Systems (IROS 2023), Detroit, MI.
4. Y. Guo, X. J. Yang, C. Shi,
“Enabling Team of Teams: A Trust Inference and Propagation (TIP) Model in Multi-Human Multi-Robot Teams”,
Robotics: Science and Systems (RSS 2023), Daegu, South Korea.
5. H. Jia, C. Shi, S. Shen,
“Online Learning and Pricing for Network Revenue Management with Reusable Resources”,
Advances in Neural Information Processing Systems (NeurIPS 2022), New Orleans, LA.
6. H. Jia, C. Shi, S. Shen,
“Online Learning and Pricing with Reusable Resources: Linear Bandits with Sub-Exponential Rewards”,
International Conference on Machine Learning (ICML 2022), Baltimore, MD.
7. S. Bhat, J. B. Lyons, C. Shi, X. J. Yang,
“Clustering Trust Dynamics in a Human-Robot Sequential Decision-Making Task”,
International Conference on Intelligent Robots and Systems (IROS 2022), Kyoto, Japan.
8. Y. Guo, C. Shi, X. J. Yang,
“Reverse Psychology in Trust-Aware Human-Robot Interaction”,
International Conference on Robotics and Automation (ICRA 2021), Xi'an, China.
9. Y. Chen, C. Shi,
“Joint Pricing and Inventory Management with Strategic Customers”,
ACM Conference on Economics and Computation (EC 2017) MIT, Cambridge, MA.

Research Grants

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|--|-------------------|
| 1. Amazon Research Award, PI Machine Learning for Personalized Assortment Optimization, \$68K | 5.2021 - 5.2024 |
| 2. Boeing Research Award, Co-PI (with X. J. Yang) Predicting and Optimizing Trust Towards Autonomous Delivery Vehicles, \$50K | 10.2022 – 10.2023 |
| 3. DOD-AFOSR, FA9550-23-1-0044, Co-PI (with X. J. Yang) Enabling Re-configurable Multi-Operator Multi-Agent (MOMA) Teams: A Trust Inference and Propagation (TIP) Approach, \$800K (my share: \$400K) | 5.2023 - 5.2026 |
| 4. DOD-AFOSR, FA9500-20-1-0406, Co-PI (with X. J. Yang) Trust Building in Human-Autonomy Teaming: A Reinforcement Learning Approach, \$578K (my share: \$289K) | 9.2020 - 9.2023 |

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| 5. DOD-ARL, W911NF2020087, Co-PI (with X. J. Yang) Trust-Driven Human-Agent Teaming: Modeling and Predicting Trust Dynamics, \$100K (my share: \$50K) | 5.2020 - 4.2021 |
| 6. National Science Foundation (NSF), CMMI-1634505, PI Nonparametric Sampling-Based Algorithms for Supply Chain Systems, \$290K | 9.2016 - 8.2019 |
| 7. National Science Foundation (NSF), CMMI-1451078, PI Sustainability in Supply Chain: An Innovative and Systemic Approach, \$273K | 9.2014 - 8.2016 |
| 8. National Science Foundation (NSF), CMMI-1362619, Co-PI (with X. Chao) Managing Perishable Inventory Systems: New Algorithms and Approximations, \$375K (my share: \$160K) | 6.2014 - 5.2017 |
| 9. Seeding to Accelerate Research Themes (START), University of Michigan, Co-PI Trusted AI Decision-Makers for Complex and Rapid Response in Dynamic Situations, with S. Shen (PI), X. Yang, R. Jiang, \$60K | 5.2022 - 5.2023 |
| 10. Mcubed, University of Michigan, PI Optimal Learning in Dynamic Matching, with I. Duenyas and S. Shen, \$60K | 5.2020 - 5.2021 |
| 11. Mcubed, University of Michigan, PI Integrating Review Information with Pricing, with R. Kapuscinski and R. Jiang, \$60K | 9.2016 - 9.2017 |
| 12. Mcubed, University of Michigan, PI Distribution Free Inventory Control for Supply Chains, with I. Duenyas and Y. A. Bozer, \$60K | 9.2013 - 9.2014 |

Professional Activities

Editorial Services

- **Co-Editor** (with Professor George Shanthikumar), *Naval Research Logistics*, 2023 – Present
Special Issue on “Online and Offline Learning in Operations Management”
- **Associate Editor**, *Operations Research*, 2024 – Present
- **Associate Editor**, *Management Science*, 2021 – Present
- **Associate Editor**, *Manufacturing & Service Operations Management*, 2024 – Present
- **Senior Editor**, *Production and Operations Management*, 2019 – Present
- **Associate Editor**, *Naval Research Logistics*, 2022 – Present
- **Associate Editor**, *IIE Transactions*, 2017 – Present
- **Associate Editor**, *Operations Research Letters*, 2015 – Present
- Journal Reviewer for *Operations Research*, *Management Science*, *Mathematics of Operations Research*, *Mathematical Programming*, *Manufacturing & Service Operations Management*, *Production and Operations Management*, *INFORMS Journal on Computing*, *Stochastic Systems*, *Naval Research Logistics*, *IIE Transactions*, *Operations Research Letters*, *Journal of Applied Probability*, *International Journal of Production Research*, *Computers & Operations Research*, *A Quarterly Journal of Operations Research*, *European Journal of Operations Research*, *Flexible Services and Manufacturing*, *International Transactions in Operational Research*, *Journal of the Operations Research Society of China*, *Decision Sciences*, *Journal of Machine Learning Research*.
- Conference Reviewer for *Conference on Neural Information Processing Systems (NeurIPS)*, *International Conference on Machine Learning (ICML)*, *ACM Conference on Economics and Computation (EC)*, *ACM-SIAM Symposium on Discrete Algorithms (SODA)*, *European Symposia on Algorithms (ESA)*, *MSOM Conference*, *MSOM SIG (including 1RR initiative)*.
- Book Reviewer for *Advances and Trends in Optimization with Engineering Applications by Society for Industrial and Applied Mathematics (SIAM)*.

Extramural Services

- Cluster Chair for MSOM Supply Chain for INFORMS Annual Meeting, 2020
- Conference Session Chairs: INFORMS Annual (2012–2022), INFORMS International (2016), POMS (2015)
- Judge, INFORMS George Nicholson Prize Committee, 2023, 2024
- Judge, INFORMS Applied Probability Society (APS) Best Student Paper Prize Committee, 2024, 2025

- Judge, INFORMS Junior Faculty Forum (JFIG) Paper Competition, 2019, 2020
- Judge, POMS Supply Chain College Student Paper Competition, 2016, 2017, 2018, 2019, 2020, 2021, 2022
- Judge, POMS College of Healthcare Operations Management Paper Competition, 2018, 2019, 2020, 2021, 2022, 2023, 2024
- Judge, CSAMSE Best Paper Competition, 2021, 2022, 2023, 2024
- Judge, MSOM Supply Chain Management Special Interest Group (SCM SIG), 2023
- Judge, IISE Supply Chain and Logistics (S&L) Best Paper Competition, 2023
- Judge, POMS-HK Best Student Paper Competition, 2023
- Judge, POMS-China Best Student Paper Competition, 2024
- External Reviewer, Research Grants Council (RGC) of Hong Kong, 2019, 2020, 2021, 2022, 2023
- National Science Foundation Panelist: December 2013 (CMMI), September 2016 (DRMS), March 2020 (CMMI)
- External Examiner, Ph.D. Thesis, The University of British Columbia, 2023

Internal Services at University of Miami

- Co Program Director, Master of Science in Business Analytics (MSBA) Program (responsible for recruiting, especially in the greater China region, curriculum development, student placements)

Internal Services at University of Michigan

- IOE Master of Engineering Program Task Force (Chair), 2021-2023
- IOE Murty Prize Committee, 2023
- Co-organizer (with Xiuli Chao and Stefanus Jasin), MIDAS/IOE Colloquium on Decision Making with Data Analytics on Dec 9, 2022.
- IOE Master of Engineering Program Task Force (Chair), 2022
- COE Representative for ECE Faculty Candidate, 2022
- IOE Master's Program Task Force (Chair), 2021
- Graduate Recruiting & Admissions Committee (GRA), 2021
- IOE Graduate Program Committee, 2021
- IOE First-Year Ph.D. Advisor, 2021
- IOE Faculty Mentor for IOE 316 (Daniel Felipe Otero-Leon, Luke DeRoos), 2021
- IOE Curriculum Committee, 2020
- IOE Graduate Program Committee, 2020
- IOE First-Year Ph.D. Advisor, 2020
- IOE Murty Prize Committee, 2020
- IOE Undergraduate Program Computing and Data Science Task Force, 2020
- COE Representative for CSE Faculty Candidate, 2020
- IOE Graduate Admissions and Financial Aid (GAFA) Committee, 2019–2020
- IOE Faculty Search Committee, 2019
- IOE Review Committee for Reza Kamaly (Lecturer), 2019
- IOE Curriculum Committee, 2019
- IOE Graduate Program Committee, 2019
- IOE First-Year Ph.D. Advisor, 2019
- IOE Wilson Prize Committee, 2019
- IOE Undergraduate Program Computing and Data Science Task Force, 2019
- IOE Review Committee for Luis Guzman (Lecturer), 2018
- IOE Departmental Committee, 2018-2019
- IOE Murty Prize Committee and IOE Wilson Prize Committee, 2018

- IOE Internal Review Committee (formed by the College of Engineering), 2018
- IOE Graduate Admissions and Financial Aid (GAFA) Committee, 2017–2018
- IOE Murty Prize Committee, 2017
- IOE Review Committee for Dan Reaume (Lecturer), 2017
- IOE Graduate Admissions and Financial Aid (GAFA) Committee, 2016–2017
- IOE Ph.D. Preliminary Exam Coordinator (Operations Research), 2016
- IOE Graduate Admissions and Financial Aid (GAFA) Committee, 2015–2016
- IOE Ph.D. Preliminary Exam Coordinator (Operations Research), 2015
- IOE Ph.D. Qualifying Exam Coordinator (Stochastic Models), 2015
- IOE Graduate Admissions and Financial Aid (GAFA) Committee, 2014–2015
- IOE Departmental Committee, 2014–2015
- IOE Graduate Admissions and Financial Aid (GAFA) Committee, 2013–2014
- IOE Graduate Admissions and Financial Aid (GAFA) Committee, 2012–2013
- IOE Seminar Series Coordinator (11 External Speakers), Fall 2013
- Ph.D. Prelim Committee Member for IOE Ph.D. students (Jeffrey Choy, Arlen Dean, Kati Moug, Xinyu Fei, Jingwen Tang, Yaohui Guo, Haoming Shen, Rohan Ghuge, Xian Yu, Luke DeRoos, Huiwen Jia, Mohammad Zhalechian, Hideaki Nakao, Elnaz Kabir, Esmail Keyvanshokoo, Alejandro Vigo, Fatemeh Navidi, Qi Luo, Sentao Miao, Francisco Aldarondo, Nima Salehi, Armando Bernal, Yuchen Jiang, Huanan Zhang, Weidong Chen, Hao Yuan, Amirhossein Meisami, Abdullah Al-Shelahi, Zhihao Chen, Yuanyuan Guo, Elliot Lee, Xiang Liu, Jingxing Wang, Emily Speakman, Patrick Nestor)

Invited Seminars at Peer Institutions

1. Purdue University, Quantitative Methods, Seminar Series, Fall 2023.
2. University of Miami, MHBS Faculty Colloquium, Fall 2023.
3. University of Chicago, Institute for Mathematical and Statistical Innovation, Spring 2023.
4. University of North Carolina at Chapel Hill, OM Seminar Series, Spring 2023.
5. Hong Kong University of Science and Technology, ISOM Seminar Series, Fall 2022.
6. Northwestern University, IEMS Seminar Series, Fall 2022.
7. University of Miami, Management Science Seminar Series, Fall 2022.
8. University of Colorado Boulder, OM Seminar Series, Fall 2022.
9. University of Rochester, Simon School of Business Seminar Series, Fall 2022.
10. University of Toronto, Rotman School of Management Seminar Series, Fall 2021.
11. Arizona State University, IE Seminar Series, Fall 2021.
12. Massachusetts Institute of Technology, Data Science Lab (DSL) Seminar Series, Summer 2021.
13. University of Chicago, Booth School of Business Seminar Series, Fall 2020.
14. University of Michigan, IOE Seminar Series, Spring 2020.
15. Zhejiang University, International Symposium on Revenue Management, Summer 2019.
16. Chinese University of Hong Kong, Shenzhen, MOSTLY OM Workshop, Summer 2019.
17. Institute for Mathematics and its Applications, University of Minnesota, Fall 2018.
18. Tsinghua University, MOSTLY OM Workshop, Summer 2018.
19. Cornell University, ORIE Seminar Series, Fall 2017.
20. Northwestern University, IEMS Seminar Series, Spring 2017.
21. University of Illinois at Urbana-Champaign (UIUC), ISE Seminar Series, Spring 2017.
22. Columbia University, IEOR-DRO Seminar Series, Spring 2017.
23. Georgia Institute of Technology, ISyE Seminar Series, Spring 2016.
24. Columbia University, IEOR Seminar Series, Spring 2012.

25. University of Michigan, IOE Seminar Series, Spring 2012.
26. University of British Columbia, Sauder School of Business Seminar Series, Spring 2012.
27. Rutgers University, Rutgers Business School Seminar Series, Spring 2012.
28. University of Rochester, Simon School of Business Seminar Series, Spring 2012.
29. National University of Singapore, Decision Sciences Seminar Series, Spring 2012.
30. Singapore Management University, LKC Business School Seminar Series, Spring 2012.
31. Chinese University of Hong Kong, Business School Seminar Series, Spring 2012.
32. Massachusetts Institute of Technology, Operations Management Seminar Series, Spring 2008.

Invited Conferences

Omitted due to a long list of conference talks (more than 100).

Ph.D. Dissertation Chair

1. **Dr. Huanan Zhang** (co-advised with Professor X. Chao), UM-IOE, 2012 – 2017
 Dissertation: Data-Driven Algorithms for Stochastic Supply Chain Systems
 Defense Date: April 20, 2017
 First Position: Assistant Professor, Industrial and Manufacturing Engineering, Penn State University
 Current Position: Assistant Professor, Leeds School of Business, University of Colorado Boulder
2. **Dr. Yuchen Jiang** (co-advised with Professor S. Shen), UM-IOE, 2013 – 2018
 Dissertation: Supply Chain and Revenue Management for Online Retailing
 Defense Date: February 16, 2018
 First Position: Data Scientist, Uber, San Francisco, CA
 Current Position: Sr. Machine Learning Engineer, Robinhood, San Francisco, CA
3. **Dr. Weidong Chen** (co-advised with Professor I. Duenyas), UM-IOE, 2014 – 2019
 Dissertation: Online Learning Algorithms for Stochastic Inventory and Queueing Systems
 Defense Date: March 14, 2019
 First Position: Data Scientist, Gap, San Francisco, CA
 Current Position: Data Scientist, Amazon, Seattle, WA
4. **Dr. Hao Yuan**, UM-IOE, 2015 – 2019
 Dissertation: Data Driven Optimization: Theory and Applications in Supply Chain Systems
 Defense Date: March 28, 2019
 First Position: Applied Scientist, Amazon, Seattle, WA
 Current Position: Machine Learning Engineer, Facebook, San Francisco, CA
5. **Dr. Armando Bernal**, UM-IOE, 2016 – 2020
 Dissertation: Pricing in Network Revenue Management Systems with Reusable Resources
 Defense Date: March 19, 2020
 First Position: Data Scientist, Amobee, Baltimore, MD
6. **Dr. Esmaeil Keyvanshokoo** (co-advised with Professor M. P. Van Oyen), UM-IOE, 2015 – 2020
 Dissertation: Personalized Data-Driven Learning and Optimization
 Defense Date: December 16, 2020
 First Position: Assistant Professor, Mays Business School, Texas A&M University
7. **Dr. Huiwen Jia** (co-advised with Professor S. Shen), UM-IOE, 2018 – 2022
 Dissertation: Adaptive Optimization and Learning for Service Systems
 Defense Date: March 9, 2022
 First Position: Applied Scientist, Amazon, Seattle, WA
 Current Position: Assistant Professor, Industrial Engineering & Operations Research, UC Berkeley
8. **Dr. Jingwen Tang**, UM-IOE, 2019 – 2024
 Dissertation: Online and Offline Learning Algorithms in Operations Management
 Defense Date: March 14, 2024
 First Position: Assistant Professor, Miami Herbert Business School, University of Miami

9. **Yaohui Guo** (co-advised with Professor X. Yang), UM-IOE, 2019 – 2024
Dissertation: Trust-Aware Multi-Agent Human-Robot Teaming
Defense Date: July 1, 2024
First Position: TBD
10. **Shreyas Bhat** (co-advised with Professor X. Yang), UM-IOE, 2021 –

Ph.D. Dissertation Committee

1. **Shukai Li**, IEMS, Northwestern University, 2019 –
2. **Daniele Bracale**, STAT, University of Michigan, 2019 –
3. **Dr. Arlen Dean**, IOE, University of Michigan, 2019 – 2024
Dissertation: Learning, Matching, and Allocation Algorithms for Healthcare and Revenue Management Problems with Reusable Resources
Defense Date: May 14, 2024
First Position: Postdoc, Oxford University, UK
4. **Dr. Moyan Li**, IOE, University of Michigan, 2019 – 2023
Dissertation: Statistical Inference on Large-Scale and Complex Data via Gaussian Process
Defense Date: May 10, 2023
First Position: Applied Scientist, Amazon, Seattle, WA
5. **Dr. Haoming Shen**, IOE, University of Michigan, 2016 – 2023
Dissertation: Theory and Algorithms of Robust Chance Constraints
Defense Date: May 8, 2023
First Position: Assistant Professor, Industrial Engineering, University of Arkansas
6. **Dr. Rohan Ghuge**, IOE, University of Michigan, 2018 – 2023
Dissertation: The Power of Adaptivity for Decision-Making under Uncertainty
Defense Date: March 20, 2023
First Position: Postdoc, ISyE, Georgia Institute of Technology
7. **Dr. Kati Moug**, IOE, University of Michigan, 2019 – 2023
Dissertation: Sequential Decision Making in Crisis: Mitigating Risk in Marginalized Communities with Stochastic Optimization
Defense Date: February 21, 2023
First Position: Clinical Assistant Professor, ISyE, Georgia Institute of Technology
8. **Dr. Luke DeRoos**, IOE, University of Michigan, 2016 – 2023
Dissertation: Managing Chronic Health Conditions with Limited Resources
Defense Date: February 13, 2023
First Position: Applied Scientist, Optilogic, Ann Arbor, MI
9. **Dr. Mohammad Zhalechian**, IOE, University of Michigan, 2016 – 2023
Dissertation: Data-Driven Learning and Resource Allocation in Healthcare Operations Management
Defense Date: July 7, 2022
First Position: Assistant Professor, Kelley School of Business, Indiana University
10. **Dr. Mengzhenyu Zhang**, Technology & Operations, University of Michigan, 2015 –
Dissertation: Revenue Management in the New Age: Analysis and Learning with Dependency and Non-Stationarity
Defense Date: June 4, 2021
First Position: Assistant Professor, UCL School of Management, University College London
11. **Dr. Pornpawee Bumpensanti**, ISYE, Georgia Institute of Technology, 2016 – 2021
Dissertation: Pricing and Revenue Management in Supply Chain Networks and Service Systems
Defense Date: April 29, 2021
First Position: Applied Scientist, Amazon, Seattle, WA
12. **Dr. Feng Tian**, Technology & Operations, University of Michigan, 2015 – 2021
Dissertation: Continuous-time Optimal Dynamic Contracts
Defense Date: Jul 16, 2021
First Position: Assistant Professor, HKU Business School, University of Hong Kong

13. **Dr. Hideaki Nakao**, IOE, University of Michigan, 2016 – 2021
Dissertation: Distributionally Robust Optimization in Sequential Decision Making
Defense Date: March 8, 2021
First Position: Researcher, Argonne National Laboratory
14. **Dr. Manqi (Maggie) Li**, Technology & Operations, University of Michigan, 2014 – 2021
Dissertation: Data-Driven Operations Management
Defense Date: March 4, 2021
First Position: Assistant Professor of Business, Renmin University
15. **Dr. Seok Joo Kwak**, IOE, University of Michigan, 2015 – 2020
Dissertation: Examining Interventions and Cognitive Load Factors in Online Learning Experiences
Defense Date: June 16, 2020
First Position: Researcher, AI/OR Lab, Korean Army
16. **Dr. Zhaohui (Zoey) Jiang**, Technology & Operations, University of Michigan, 2014 – 2020
Dissertation: Towards a Better Design of Online Marketplaces
Defense Date: April 30, 2020
First Position: Assistant Professor, Tepper School of Business, Carnegie Mellon University
17. **Dr. Fatemah Navidi**, IOE, University of Michigan, 2015 – 2020
Dissertation: Adaptive Approximation Algorithms for Ranking, Routing and Classification
Defense Date: March 24, 2020
First Position: Postdoc, Booth Business School, University of Chicago
18. **Dr. Qi Luo**, IOE, University of Michigan, 2015 – 2020
Dissertation: Dynamic Pricing, Incentives and Learning in Sharing Mobility: A Continuous Approach
Defense Date: March 23, 2020
First Position: Assistant Professor, Industrial Engineering, Clemson University
19. **Dr. Sentao Miao**, IOE, University of Michigan, 2015 – 2020
Dissertation: Data-Driven Optimization in Revenue Management: Pricing, Assortment Planning, and Demand Learning
Defense Date: March 18, 2020
First Position: Assistant Professor, Desautels Faculty of Management, McGill University
20. **Dr. Frank Cheng**, Computer Science and Engineering, University of Michigan, 2015 – 2020
Dissertation: Agent-Based Models for Analyzing Strategic Adaptations to Government Regulation
Defense Date: January 22, 2020
First Position: Researcher, Microsoft Research, San Francisco, CA
21. **Dr. Aravind Govindarajan**, Technology & Operations, University of Michigan, 2014 – 2019
Dissertation: Essays on Omnichannel and E-commerce Retail Operations
Defense Date: September 4, 2019
First Position: Data Scientist, Target, Minneapolis, MN
22. **Dr. Francisco Aldarondo**, IOE, University of Michigan, 2014 – 2019
Dissertation: Design and Operational Analysis of Automated Guided Vehicle-Based Goods-to-Person Order Picking and Sortation Systems
Defense Date: August 27, 2019
First Position: Researcher, Applied Physics Laboratory, Johns Hopkins University
23. **Dr. Yuanyuan Guo**, IOE, University of Michigan, 2014 – 2019
Dissertation: Data-Driven Distributionally Robust Optimization on Power System Operations
Defense Date: July 19, 2019
First Position: Data Scientist, ExxonMobil, Irving, TX
24. **Dr. Qiyun Pan**, IOE, University of Michigan, 2015 – 2019
Dissertation: Computationally Efficient Methods and Uncertainty Quantification for Extreme Quantile Estimation with Stochastic Simulation Models
Defense Date: May 2, 2019
First Position: Senior Data Scientist, Nielsen, Chicago, IL
25. **Dr. Ece Sanci**, IOE, University of Michigan, 2015 – 2019
Dissertation: Strategies for Disaster Preparedness and Disruption Risk Mitigation
Defense Date: April 30, 2019
First Position: Assistant Professor, School of Management, University of Bath

26. **Dr. Abdullah Alshelahi**, IOE, University of Michigan, 2014 – 2019
 Dissertation: Macroscopic Look at Equity Markets
 Defense Date: February 20, 2019
 First Position: Researcher, General Motors Research & Development, Warren, MI
27. **Dr. Xiang Liu**, IOE, University of Michigan, 2014 – 2018
 Dissertation: Operations Research Models for Reducing Hospital Readmissions
 Defense Date: December 18, 2018
 First Position: Assistant Professor, Department of Industrial Engineering, Tsinghua University
28. **Dr. Nima Salehi Sadghiani**, IOE, University of Michigan, 2014 – 2018
 Dissertation: Models for Flexible Supply Chain Network Design
 Defense Date: April 23, 2018
 First Position: Data Scientist, Gap, San Francisco, CA
29. **Dr. Amirhossein Meisami**, IOE, University of Michigan, 2014 – 2018
 Dissertation: Integrated Learning and Optimization Frameworks with Applications in Operations Management
 Defense Date: April 5, 2018
 First Position: Data Scientist, Adobe Research, San Jose, CA
30. **Dr. Qi (George) Chen**, Technology & Operations, University of Michigan, 2010 – 2017
 Dissertation: Dynamic Pricing under Operational Frictions
 Defense Date: April 11, 2017
 First Position: Assistant Professor, Naveen Jindal School of Management, University of Texas at Dallas
31. **Dr. Do Yong (Elliot) Lee**, IOE, University of Michigan, 2011 – 2016
 Dissertation: Management of a Chronically Ill Population: An Operations Approach to Liver Cancer Screening
 Defense Date: May 4, 2016
 First Position: Research Analyst, Center for Naval Analyses (CNA) Corporation
32. **Dr. Zhihao Chen**, IOE, University of Michigan, 2011 – 2016
 Dissertation: Strategic Network Planning under Uncertainty with Two-Stage Stochastic Integer Programming
 Defense Date: February 12, 2016
 First Position: Research Scientist II, Amazon, Seattle, WA
33. **Dr. Boxiao (Beryl) Chen**, IOE, University of Michigan, 2010 – 2016
 Dissertation: Learning Algorithms for Stochastic Dynamic Inventory Systems
 Defense Date: March 23, 2016
 First Position: Assistant Professor, College of Business Administration, University of Illinois at Chicago
34. **Dr. Yao Cui**, Technology & Operations, University of Michigan, 2009 – 2015
 Dissertation: Strategic Pricing in Service Industries
 Defense Date: April 9, 2015
 First Position: Assistant Professor, Johnson Graduate School of Business, Cornell University

Masters Students Supervised

1. **Jing Yang**, IOE, University of Michigan, 2018 – 2019
 Project Title: Inventory Routing Problems
 First Position: Ph.D. Student at School of Industrial Engineering, Purdue University.
2. **Charles Su**, Ross MBA, University of Michigan, 2018 – 2019
 Project Title: Applying a Facility Location Model to Amazon's US Fulfillment Center Network
 First Position: Data Scientist, Amazon, Seattle, WA
3. **Baiyang (Sarah) Liu**, IOE, University of Michigan, 2012 – 2013
 Project Title: Revenue Management of Reusable Resources with Advanced Reservations
 First Position: Senior Researcher, General Motors Research & Development, Warren, MI
4. **Xing (Shane) Li**, IOE, University of Michigan, 2012 – 2013
 Project Title: Cyclical Production Scheduling
 First Position: Senior Operations Research Consultant, Sabre Corporation, Dallas/Fort Worth Area

Undergraduate Students Supervised

1. **Chao Qin**, IOE, University of Michigan, 2012 – 2015
 Project Title: A Faster Algorithm for the Resource Allocation Problem with Convex Cost Functions

First Position: Ph.D. Student at IEMS, Northwestern University

Current Position: Ph.D. Student at DRO, Columbia Business School, Columbia University

Joint papers have been Finalists, INFORMS Undergraduate Research Prize, 2014, 2015

2. **Cheng Hua**, IOE, University of Michigan, 2012 – 2015

Project Title: Stochastic Regret Minimization for Revenue Management Problems with Nonstationary Demands

First Position: Ph.D. Student at Yale School of Management, Yale University

Current Position: Assistant Professor, Antai School of Business, Shanghai Jiaotong University

Joint paper has been Finalist, INFORMS Undergraduate Research Prize, 2014

3. **Yiren Zhou**, IOE, University of Michigan, 2015 – 2017

Project Title: Priority Rules for Multi-Task Due-Date Scheduling under Varying Processing Costs

First Position: Masters Student at ORIE, Cornell University

Current Position: High Frequency Trading, DRW, Chicago, IL

Courses at the University of Michigan – Ann Arbor

1. IOE 202 Operations Engineering & Analytics (Undergraduate Core Class)
2. IOE 265 Probability and Statistics for Engineers (Undergraduate Core Class)
3. IOE 516 Stochastic Processes II (Ph.D. Core Class)
4. IOE 541 (IOE 591) Optimization Methods in Supply Chain (Ph.D./Masters Class)

Teaching Evaluations (based on a 5.0 scale)

Q1: Overall, this was an excellent course;

Q2: Overall, the instructor was an excellent teacher;

Q4: The student had a strong desire to take this course (*independent of any instructors*).

| <i>Semester</i> | <i>Course</i> | <i>Level</i> | <i>Title</i> | <i>Enroll/Resp.</i> | Q1 | Q2 | <i>Q4</i> |
|-----------------|---------------|--------------|---------------------|---------------------|-------------|-------------|-------------|
| Winter 23 | IOE 516 | PHD/G | Stochastic Proc II | 31/31 | 4.80 | 4.90 | <i>4.60</i> |
| Winter 23 | IOE 202 | UG | Ops Eng & Analytics | 67/66 | 4.60 | 4.80 | <i>4.40</i> |
| Fall 22 | IOE 541 | PHD/G | Supply Chain Mgt | 47/44 | 4.81 | 4.83 | <i>4.73</i> |
| Winter 22 | IOE 516 | PHD/G | Stochastic Proc II | 33/29 | 4.76 | 4.81 | <i>4.83</i> |
| Winter 22 | IOE 202 | UG | Ops Eng & Analytics | 73/64 | 4.58 | 4.67 | <i>4.30</i> |
| Fall 21 | IOE 541 | PHD/G | Supply Chain Mgt | 40/38 | 4.81 | 4.81 | <i>4.74</i> |
| Winter 21 | IOE 516 | PHD/G | Stochastic Proc II | 19/18 | 4.81 | 4.90 | <i>4.60</i> |
| Winter 21 | IOE 202 | UG | Ops Eng & Analytics | 66/55 | 4.08 | 4.21 | <i>3.76</i> |
| Winter 20 | IOE 516 | PHD/G | Stochastic Proc II | 34/23 | 4.54 | 4.68 | <i>4.25</i> |
| Fall 19 | IOE 541 | PHD/G | Supply Chain Mgt | 38/34 | 4.61 | 4.68 | <i>4.69</i> |
| Fall 19 | IOE 265 | UG | Prob&Stat Engr | 137/128 | 4.11 | 4.38 | <i>3.76</i> |
| Winter 19 | IOE 516 | PHD/G | Stochastic Proc II | 27/26 | 4.88 | 4.93 | <i>4.78</i> |
| Fall 18 | IOE 541 | PHD/G | Supply Chain Mgt | 40/38 | 4.73 | 4.79 | <i>4.53</i> |
| Fall 18 | IOE 265 | UG | Prob&Stat Engr | 131/118 | 4.28 | 4.54 | <i>3.70</i> |
| Winter 18 | IOE 516 | PHD/G | Stochastic Proc II | 23/23 | 4.78 | 4.86 | <i>4.68</i> |
| Fall 17 | IOE 591 | PHD/G | Supply Chain Mgt | 38/35 | 4.85 | 4.85 | <i>4.36</i> |
| Fall 17 | IOE 265 | UG | Prob&Stat Engr | 140/121 | 4.53 | 4.67 | <i>4.03</i> |
| Winter 17 | IOE 516 | PHD/G | Stochastic Proc II | 23/21 | 4.88 | 4.92 | <i>4.55</i> |
| Fall 16 | IOE 591 | PHD/G | Supply Chain Mgt | 31/20 | 4.68 | 4.82 | <i>4.85</i> |
| Fall 16 | IOE 265 | UG | Prob&Stat Engr | 108/93 | 4.69 | 4.69 | <i>3.96</i> |
| Winter 16 | IOE 516 | PHD/G | Stochastic Proc II | 21/19 | 4.77 | 4.82 | <i>4.77</i> |
| Fall 15 | IOE 265 | UG | Prob&Stat Engr | 141/114 | 4.15 | 4.34 | <i>3.87</i> |
| Winter 15 | IOE 516 | PHD/G | Stochastic Proc II | 18/17 | 4.85 | 4.89 | <i>4.25</i> |
| Fall 14 | IOE 265 | UG | Prob&Stat Engr | 121/89 | 4.03 | 4.28 | <i>3.81</i> |
| Winter 14 | IOE 516 | PHD/G | Stochastic Proc II | 17/16 | 4.70 | 4.77 | <i>4.25</i> |
| Fall 13 | IOE 265 | UG | Prob&Stat Engr | 133/69 | 4.12 | 4.31 | <i>3.62</i> |
| Winter 13 | IOE 516 | PHD/G | Stochastic Proc II | 17/14 | 4.86 | 4.96 | <i>4.63</i> |

Teaching Activities

Courses at the Miami Herbert Business School

1. MAS 311 Applied Probability of Statistics (Undergraduate Core Class)
2. MAS 691 Applied Reinforcement Learning (Ph.D. Class)

Teaching Evaluations (based on a 5.0 scale)

Q1: My overall evaluation of the course (content, organization and structure) is positive.

Q7: My overall evaluation of the instructor is positive.

| <i>Semester</i> | <i>Course</i> | <i>Level</i> | <i>Title</i> | <i>Enroll/Resp.</i> | Q1 | Q7 |
|-----------------|---------------|--------------|------------------------------------|---------------------|-------------|-------------|
| Spring 24 | MAS 311 P | UG | Applied Probability and Statistics | 49/38 | 4.80 | 4.90 |
| Spring 24 | MAS 311 R | UG | Applied Probability and Statistics | 45/20 | 4.80 | 4.90 |
| Fall 23 | MAS 691 | PHD | Applied Reinforcement Learning | 7/6 | 5.00 | 5.00 |