

# Qian Jia

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## RESEARCH AREAS

Decision Making Under Uncertainty, Business Analytics, Machine Learning, Reinforcement Learning,  
Cybersecurity, Omnichannel Strategies, Live Commerce

## EDUCATION

- Ph.D. School of Business, Nanjing University, Nanjing, China  
2020-25 *Business Administration (Management Information Systems)*  
Dissertation: "Security Patch Management for Enterprise Information Systems"  
Advisor: Zhengrui (Jeffrey) Jiang
- M.S. International Business School, Shaanxi Normal University, Xi'an, China  
2017-20 *Technology Economics and Management*  
Advisor: Xue Li
- B.S. School of Economics and Management, Chang'an University, Xi'an, China  
2013-17 *Business Administration*

## RESEARCH EXPERIENCE

- 2022-24 Visiting Scholar, The University of Texas at Dallas, Richardson, TX, USA  
Advisor: Syam Menon
- 2020-22 Research Assistant, Nanjing University, Nanjing, China  
Advisor: Zhengrui (Jeffrey) Jiang
- 2017-20 Research Assistant, Shaanxi Normal University, Xi'an, China  
Advisor: Xue Li

## WORKING PAPERS

- Jia, Q., Qu, X., Jiang, Z. "A Dynamic Patching Policy for Enterprise Information Systems." Major Revision.
- Jia, Q., Jiang, Z., Menon, S. "Enabling Ultra-Fast Online Order Fulfillment: Efficient Inventory Management for Micro-Fulfillment Centers." Major Revision.
- Jia, Q., Lin, L. "Optimal Live Selling Strategies for Brands: The Role of Effort Costs." Under Review.

## CONFERENCE PAPERS AND PRESENTATIONS

- 2024 Jia, Q., Qu, X., Jiang, Z., Wang, C. "Enterprise Security Patch Management with Deep Reinforcement Learning." *International Conference on Information Systems (ICIS) 2024*. Bangkok, Thailand. Dec 15-18.
- 2024 Jia, Q., Jiang, Z., Wang, C. "Security Patch Management with Action-Decomposed Reinforcement Learning." *Conference on Information Systems and Technology (CIST) 2024*. Seattle, WA. Oct 19-20.

- 2023 Jia, Q., Menon, S., Jiang, Z. "Security Patch Management Based on Multi-Agent Reinforcement Learning." *2023 INFORMS Annual Meeting*. Phoenix, AZ. Oct 15–18.
- 2023 Jia, Q., Menon, S., Jiang, Z. "Micro-Fulfillment Center Inventory Policies for Digital Grocery Ecosystem." *PACIS 2023*. Nanchang, China. Jul 8–12.
- 2023 Jia, Q., Qu, X., Jiang, Z. "Pioneer or Laggard? Optimal Timing of Enterprise System Patching." *POMS 33rd Annual Conference*. Orlando, FL. May 21–25.
- 2021 Jia, Q., Qu, X., Jiang, Z. "A Dynamic Patching Policy for Enterprise Information Systems." *CSWIM 2021*. Online. Jun 26–28.  
*Best Workshop Paper Award (Runner-Up)*
- 2019 Li, X., Jia, Q., Chen, X., Fan, X. "Factors Affecting Consultation Volume in an Online Healthcare Community: Evidence from Online Data in China." *WHICEB 2019*. Wuhan, China. May 24–26.

## RESEARCH IN PROGRESS

Jia, Q., Qu, X., Jiang, Z., Wang, C. "Reinforcement Learning-Based Patching Policy for Enterprise Information Systems."

Jia, Q., Jiang, Z. "A Multi-Agent Reinforcement Learning Approach for Information System Security Patch Management."

## AWARDS AND HONORS

- 2021 Best Workshop Paper Award (Runner-Up), The 14th China Summer Workshop on Information Management (CSWIM).
- 2020-23 Graduate Student Scholarship, Nanjing University.
- 2019 Outstanding Graduate Student Award, Shaanxi Normal University.
- 2019 Graduate Student Leadership Award, Shaanxi Normal University.
- 2017-19 Graduate Student Scholarship, Shaanxi Normal University.

## SERVICE

### Conference Sessions Organized

- 2024 "Emerging Technology and Decision Analysis." *2024 INFORMS Annual Meeting*. Seattle, WA. Oct 20–23.

### Conference Peer Review

Conference on Information Systems and Technology (CIST)  
International Conference on Information Systems (ICIS)  
Pacific Asia Conference on Information Systems (PACIS)

## MEMBERSHIPS

INFORMS

Association for Information Systems

Production and Operations Management Society

## LANGUAGES AND SKILLS

English, Chinese

Python, R, Mathematica, L<sup>A</sup>T<sub>E</sub>X

## REFERENCES

### **Zhengrui (Jeffrey) Jiang**

Professor of Information Systems

School of Management and Economics, The Chinese University of Hong Kong, Shenzhen.

[zjiang@cuhk.edu.cn](mailto:zjiang@cuhk.edu.cn)

### **Syam Menon**

Professor and Area Coordinator of Information Systems

Naveen Jindal School of Management, The University of Texas at Dallas

[syam@utdallas.edu](mailto:syam@utdallas.edu)

### **Xinxue (Shawn) Qu**

Assistant Professor of IT, Analytics, and Operations

Mendoza College of Business, University of Notre Dame

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