Tengteng Ma

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EDUCATION

University of Illinois at Chicago Chicago, IL
Ph.D in Management Information Systems *Expected 2022*

Nanjing University Nanjing, China
M.Sc in Information Science (with distinction) *Jun.2017*

Shaanxi Normal University Xi'an, China
B.Sc in Information Management and System (with distinction) *Jun.2014*

The University of Chicago Chicago, IL
Exchange student at Booth School of Business *Aug.-Dec. 2018*

Uppsala University Uppsala, Sweden
Exchange student at Department of Information Technology *Aug.-Dec.2015*

RESEARCH INTERESTS

- **Focus**: Study human behaviors using large-scale datasets and develop artificial intelligence solutions to address complex business problems and societal issues.

- **Application**: Consumer behavior, online marketing, recommender system, social network, explainable machine learning, healthcare.

PROJECTS

Attentioned GNN Model for Customer Engagement Prediction | *Deep Learning*
- Propose a technical solution to predict users' interaction with brand posts on social media
- Learn structural feature representations of social networks with GNN
- Design interpretable deep learning algorithms

Modeling Customer Complain Behavior: A Neural Matrix Factorization Approach | *Deep Learning*
- Propose a deep learning approach to predict customer complain behavior
- incorporates prior domain knowledge into a principled probabilistic matrix factorization framework
- Design interpretable component to provide interpretability

Virtual Humans in Health-Related Interventions: A Meta-Analysis | *HCI, Healthcare*
- Use meta-analysis to conduct the quantitative literature review
- Systematically evaluate the effectiveness of using virtual humans in health related outcomes from controlled studies
- Examine the design and implementation characteristics of virtual human systems

CONFERENCES AND WORKSHOPS

- INFORMS Annual Meeting: Session Chair (2021), Invited Presenter (2019, 2020)
- Hawaii International Conference on System Sciences (HICSS 2021)
- Workshop on Information Technologies and Systems (WITS 2020)
- INFORMS Workshop on Data Science (WDS 2020)

SELECTED PUBLICATIONS

- **Tengteng Ma**, Hasti Sharifi, Debaleena Chattopadhyay. "Virtual Humans in Health-Related Interventions: A Meta-Analysis." Extended Abstracts of the 2019 CHI Conference on Human Factors in Computing Systems (CHI). ACM, 2019.

- Chattopadhyay, Debaleena, **Tengteng Ma**, Hasti Sharifi, and Pamela Martyn-Nemeth. "Computer-Controlled Virtual Humans in Patient-Facing Systems: Systematic Review and Meta-Analysis." Journal of medical Internet research 22, no. 7 (2020): e18839.

Awards and Recognition

- WITS 2020 Best Paper Awards
- HICSS 2021 Best Paper Nomination
- Doctoral Scholarship, University of Illinois at Chicago
- Graduate College Doctoral Fellowship, University of Illinois at Chicago
- Excellent Graduate Student, Nanjing University

Teaching Experience

Instructor

IDS 400 Programming for Data Science in Business   *2020 Summer, 2021 Summer*

- Undergraduate Core, Master Prerequisite
- Course Evaluation: **4.42/5**

Teaching Assistant

IDS 576 Deep Learning and Applications	*2021 Spring*
IDS 594 Operationalizing Machine Learning (MLOps)	*2020 Fall – 2021 Spring*
IDS 561 Analytics for Big Data	*2019 Fall – 2021 Spring*
IDS 566 Advanced Text Analytics for Business	*2019 Fall – 2020 Fall*

Professional Service

Session Chair: INFORMS Annual Meeting 2021, Computational Social Science Session

Journal Reviewer: Decision Support System, Electronic Commerce Research

Conference Reviewer: ICIS, AMCIS, HICSS, WCBA, WDS, WITS, CHI, WWW, WSDM

Technical Skills

Programming Language: Python, Java, C/C++

Statistical Software: R, STATA, MATLAB

Cloud Computing: Amazon AWS, Microsoft Azure

Data Management: Spark, Hadoop, Relational Database (SQL Server, MySQL, Access)

References

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