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INFORMATION School of Marketing, UNSW Business School Email

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Appointment

#### University of New South Wales, Sydney, NSW, Australia

- School of Marketing, UNSW Business School
- Lecturer (Assistant Professor); 2024.06 Present

#### EDUCATION

# Hong Kong University of Science and Technology, Hong Kong

- Ph.D. in Operations Management; 2020.02 2024.06
- Advisors: Ying-Ju Chen, Guillermo Gallego, and Pin Gao
- Thesis: Social Responsibility and Sustainability in Operations Management

## Sun Yat-sen University, Guangzhou, Guangdong, China

• B.Sc. in Math and Applied Math; GPA: 3.9/4.0; 2015.09 — 2019.06

### University of California at Berkeley, Berkeley, California, USA

• Visiting Undergraduate; GPA: 4.0/4.0; 2017.01 — 2017.06

## RESEARCH Interests

Socially Responsible & Sustainable Operations; Marketing-Operations Interface; Economics of Information, Digitization, and Artificial Intelligence

### **PUBLICATIONS**

Note:  $\dagger$  I am the first author;  $\ddagger$  I am the corresponding author; \* Alphabetically ordered.

[3‡] Sound of Silence: When to Conceal Attribute Information? The Roles of Consumer Search, Inventory, and Channel Structure, with Zihao Chen, Pin Gao, and Ying-Ju Chen, Forthcoming at Manufacturing & Service Operations Management.

[2‡] Fairness Regulation of Prices in Competitive Markets, with Zongsen Yang, Pin Gao, and Ying-Ju Chen, **Manufacturing & Service Operations Management** 26(5):1897-1917.

[1] Free Add-Ons in Services, with Pin Gao, Haoyu Liu, and Ying-Ju Chen, **Service Science** 14(4):292-306.

## WORKING PAPERS

Privacy-Preserving Personalized Recommender Systems, with Ningyuan Chen, Pin Gao, and Yang Li, Under  $3^{rd}$  Round Review after Minor Revision at Manufacturing & Service Operations Management

Designing Emission Permits Regulation for Multiple Compliance Periods, with Ying-

Ju Chen, Guillermo Gallego, Pin Gao, and Mengqian Lu, Under  $4^{th}$  Round Review after Minor Revision at Manufacturing & Service Operations Management.

Honorable Mention at POMS-HK 2022 Best Student Paper Competition; Second Place at POMS-China 2022 Best Student Paper Competition

Optimal Job Assignment with Spillover Effects, with Pin Gao, Haoyu Liu, and Ying-Ju Chen, Under  $3^{rd}$  Round Review after Major Revision at Naval Research Logistics.

Discriminatory Pricing in Service Systems: The Curse of Non-Transparency, with Zihao Chen, Haoyu Liu, and Ying-Ju Chen.

Managing Strategic Algorithm Manipulation by Human-AI Collaboration, with Jiexin Zheng and Jiali Zhou.

A Tale of Two Systems: Competition and Coordination in DEI and Merit-Based Job Markets, with Boer Ouyang and Ying-Ju Chen

Acquisition or Extortion? Policy Implementation by a Powerful Principal, with Ying-Ju Chen, Guillermo Gallego, and Pin Gao.

Selling New Product to Rationally (In)attentive Consumer, with Zheng Xie and Ying-Ju Chen.

2023

Honors	Dean's Research Fellowship (AUD 10,000 annually), UNSW 2025 —	2026
	Hong Kong PhD Fellowship (HKD 325,200 annually), HKRGC 2021 —	2024
	Research Postgraduate Excellence Award (HKD 20,000), HKUST	2023
	RedBird Excellence Award for Continuing Students (HKD 20,000), HKUST	2023
	RedBird PhD Scholarship (HKD 40,000), HKUST	2021
	Postgraduate Studentship (HKD 216,360 annually), HKUST	2020
	Outstanding Graduates & Outstanding Undergraduate Thesis, SYSU	2019
	First-Class Scholarship, SYSU 2016 —	2018
	Overseas Study Award to UC Berkeley (CNY 100,000), SYSU	2017
Talks	POMS-China, Hainan, China	2025
	University of New South Wales (School of Marketing), Sydney, Australia	2025
	University of Sydney (Business Analytics Discipline), Sydney, Australia	2025
	Sun Yat-sen University (School of Business), Guangzhou, Guangdong, China	2024
	University of Macau (Faculty of Business Administration), Macau	2024
	INFORMS Annual Meeting, Seattle, Washington, USA	2024
	2SM Radio, Australia	2024
	ABC Radio SA & NT Evenings with Jason Chong, Australia	2024
	Fudan University (Department of Management Science), Shanghai, China	2024

INFORMS Annual Meeting, Phoenix, Arizona, USA

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POMS-HK 2022; INFORMS Annual Meeting 2024; INFORMS International Meeting	
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Zihao Chen (HKUST IEDA PhD 2025; First Placement: Assistant Professor @ Xi'an Jiaotong University)	
- 2019.12	
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University of New South Wales (School of Marketing), Sydney, Australia

2023