Contact
Information

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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: † I am the first author; ‡ I am the corresponding author; * Alphabetically ordered. [6†] Privacy-Preserving Personalized Recommender Systems, with Ningyuan Chen, Pin Gao, and Yang Li, Forthcoming at Manufacturing & Service Operations Management.

[5†] Optimal Job Assignment with Spillover Effects, with Pin Gao, Haoyu Liu, and Ying-Ju Chen, Forthcoming at Naval Research Logistics.

[4†] Designing Emission Permits Regulation for Multiple Compliance Periods, with Ying-Ju Chen, Guillermo Gallego, Pin Gao, and Mengqian Lu, Forthcoming 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

[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

On the Role of Sales Force in Product Line Design, with Xinyu Cao and Song Lin.

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

 Second Prize at POMS-China 2025 Best Student Paper Competition (Awarded to Zihao 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.

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), $\rm HI$	KUST 2023
RedBird PhD Scholarship (HKD 40,000), HKUST	2021
Postgraduate Studentship (HKD 216,360 annually), HKUST	2020
Outstanding Graduates & Outstanding Undergraduate Thesis, ${\rm SYSU}$	2019
First-Class Scholarship, SYSU	2016 - 2018
Overseas Study Award to UC Berkeley (CNY 100,000), SYSU	2017

Talks

Shandong University (Business School), Online	2025
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	2023

University of New South Wales (School of Marketing), Sydney, Australia	2023
INFORMS MSOM Conference, Montréal, Québec, Canada	2023
HKUST Business School PhD Conference, Hong Kong	2023
POMS-HK, Hong Kong	2023
POMS-China, Online	2022
POMS Annual Conference, Online	2022
POMS-HK, Online	2022
HKUST (ISOM Department), Hong Kong	2021
INFORMS Annual Meeting, Online	2021
CSAMSE, Online	2021
IGEM, Boston, Massachusetts, USA	2017
Journal Referee:	
Operations Research (×2), Manufacturing & Service Operations Manageme	$nt (\times 2),$
Information Systems Research (×2), Production and Operations Manageme	$nt (\times 2),$
Naval Research Logistics (×1), Journal of Systems Science and Systems Eng	iin eering
(×1)	
Conference Session Chair:	
${\tt POMS-HK~2022; INFORMS~Annual~Meeting~2024; INFORMS~International}$	Meeting
Singapore 2025.	
Services at UNSW:	
External Communication Coordinator (School of Marketing) 2024 —	Present
Editorial Board of BusinessThink (UNSW Business School) 2024 —	Present
Note: Students whom I serve as the letter writer, primary collaborator, or advisor.	
Zihao Chen (HKUST IEDA PhD 2025; First Placement: Assistant Professor	@ Xi'an
Jiaotong University)	
Lecturer-in-Charge (UNSW):	
MARK2052 Marketing Research (UG, $\times 2$)	
Teaching Assistant (HKUST):	
ISOM3710 Business Modeling & Optimization (UG)	
ISOM3730 Quality and Process Management (UG)	
Analyst, Shining Midas Investment Management Co., Ltd 2018.08 —	2019.12

Professional Services

STUDENT SUPERVISION

TEACHING

Industrial Experiences