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 Agent 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.

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

### Honors

Talks

2SM Radio, Australia

Dean's Research Fellowship (AUD 10,000 annually), UNSW 20	25 — 2026
Hong Kong PhD Fellowship (HKD 325,200 annually), HKRGC 20	21 — 2024
Research Postgraduate Excellence Award (HKD 20,000), HKUST	2023
RedBird Excellence Award for Continuing Students (HKD 20,000), HKUS	ST 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 20	16 — 2018
Overseas Study Award to UC Berkeley (CNY 100,000), SYSU	2017
University of New South Wales (School of ISTM), Sydney, Australia	2025
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, Ch	ina 2024
University of Macau (Faculty of Business Administration), Macau	2024
INFORMS Annual Meeting, Seattle, Washington, USA	2024

ABC Radio SA & NT Evenings with Jason Chong, Australia

INFORMS Annual Meeting, Phoenix, Arizona, USA

Fudan University (Department of Management Science), Shanghai, China

University of New South Wales (School of Marketing), Sydney, Australia

2024

2024

2024

2023

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 Manag	gement $(\times 2)$ ,	
Information Systems Research (×3), Production and Operations Management	gement $(\times 3)$ ,	
Naval Research Logistics (×1), Journal of Systems Science and Systems	Engineering	
(×1)		
Conference Session Chair:	136	
POMS-HK 2022; INFORMS Annual Meeting 2024; INFORMS Internati	onal Meeting	
Singapore 2025.		
Services at UNSW:		
External Communication Coordinator (School of Marketing) 202	24 — Present	
Editorial Board of Business Think (UNSW Business School) 202	24 — Present	
Note: Students whom I serve as the letter writer, primary collaborator, or advisor.		
Zihao Chen (HKUST IEDA PhD 2025; First Placement: Assistant Profe	essor @ 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 2018.0	8 - 2019.12	

Professional Services

STUDENT SUPERVISION

Teaching

Industrial Experiences