| 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.

• Finalist 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), HI      | KUST <i>2023</i> |
| 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

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