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APPOINTMENT	<ul> <li>University of New South Wales, Sydney, NSW, Australia</li> <li>School of Marketing, UNSW Business School</li> </ul>	
	• Lecturer (Tenure Track 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, Minor Revision at Manufacturing & Service Operations Management after 2 Rounds of Review.

On the Design of Emission Permits Regulation Considering Temporal Compliance

Flexibility, with Ying-Ju Chen, Guillermo Gallego, Pin Gao, and Mengqian Lu, Under  $3^{rd}$  Round Review after Major 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, and Ying-Ju Chen.

Managing 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.

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

Honors	Dean's Research Fellowship (AUD 10,000 annually), UNSW 2025 —	- 2026
	Start-up Grant (AUD 10,000 annually), UNSW 2024 —	- 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	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	
Professional	Journal Referee:		
SERVICES	Operations Research ( $\times 1$ ), Manufacturing & Service Operations Management ( $\times 1$ ),		
	$Production\ and\ Operations\ Management\ (\times 2),\ Naval\ Research\ Logistics\ (\times 1).$		
	Conference Session Chair:		
	POMS-HK 2022; INFORMS Annual Meeting 2024.		
	Services at UNSW:		
	External Communication Coordinator (School of Marketing) 2024 — I	Present	
	Editorial Board of BusinessThink (UNSW Business School) 2024 — I	Present	
STUDENT SUPERVISION	Note: Students who I serve as the letter writer, primary collaborator, or advisor.		
	Zihao Chen (HKUST PhD 2025)		
Teaching	Lecturer-in-Charge (UNSW):		
	MARK2052 Marketing Research (UG)		
	Teaching Assistant (HKUST):		
	ISOM3710 Business Modeling & Optimization (UG)		
	ISOM3730 Quality and Process Management (UG)		
Industrial Experiences	Analyst, Shining Midas Investment Management Co., Ltd $2018.08-2018.08$	2019.12	