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School of Marketing, UNSW Business School

Kensington, Sydney, NSW 2052, Australia

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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, **Manufacturing & Service Operations Management** 27(5):1587-1603.

 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

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

Huazhong University of Sci and Tech (School of Management), Wuhan, China	2026
Southern University of Sci and Tech (College of Business), Shenzhen, China	
ANZAM OSCSM Symposium, Melbourne, Australia	
University of New South Wales (School of ISTM), Sydney, Australia	2025
Shandong University (Business School), Online	
POMS-China, Hainan, China	
University of New South Wales (School of Marketing), Sydney, Australia	
University of Sydney (Business Analytics Discipline), Sydney, Australia	2025
Sun Yat-sen University (School of Business), Guangzhou, China	2024
University of Macau (Faculty of Business Administration), Macau	
INFORMS Annual Meeting, Seattle, USA	2024
2SM Radio, Australia	2024
ABC Radio SA & NT Evenings with Jason Chong, Australia	

	Fudan University (Department of Management Science), Shanghai, China INFORMS Annual Meeting, Phoenix, USA University of New South Wales (School of Marketing), Sydney, Australia INFORMS MSOM Conference, Montréal, Canada HKUST Business School PhD Conference, Hong Kong POMS-HK, Hong Kong POMS-China, Online POMS Annual Conference, Online POMS-HK, Online HKUST (ISOM Department), Hong Kong INFORMS Annual Meeting, Online CSAMSE, Online IGEM, Boston, USA	2024 2023 2023 2023 2023 2023 2022 2022
Professional Services	Referee:  Operations Research (×3), Manufacturing & Service Operations Management Information Systems Research (×5), Production and Operations Management Naval Research Logistics (×1), Journal of Systems Science and Systems Engine (×2)  Conference Session Chair:  POMS-HK 2022; INFORMS Annual Meeting 2024; INFORMS International Messingapore 2025; POMS-HK 2026  Services at UNSW:  Seminar Coordinator (School of Marketing)  External Communication Coordinator (School of Marketing)  External Communication Coordinator (School of Marketing)  Editorial Board of BusinessThink (UNSW Business School)  2024 —	t (×3), neering  Leeting  026 — - 2026
STUDENT SUPERVISION	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)	
TEACHING	Lecturer-in-Charge (UNSW): MARK2052 Marketing Research (UG, ×2)  Teaching Assistant (HKUST): ISOM3710 Business Modeling & Optimization (UG) ISOM3730 Quality and Process Management (UG)	
Industrial Experiences	Analyst, Shining Midas Investment Management Co., Ltd $-2018.08-2$	019.12