Yueyang Zhong

Contact Information

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Research Interests

Behavioral queueing, Online learning, Healthcare operations, Information and mechanism design

My research spans (1) customer and server behavior in congested service systems; (2) data-driven decision-making for improving operations under limited or evolving information; (3) equitable and efficient resource allocation in healthcare operations; and (4) information and mechanism design for improving outcomes in high-stakes settings such as education, mental health, and AI-driven economy.

Employment

London Business School — London, UK
Assistant Professor, Management Science and Operations — *2024–present*

Yale School of Management — New Haven, CT
The University of Chicago Booth School of Business — Chicago, IL
Postdoctoral Principal Researcher — *2023–2024*
Hosts: Vahideh Manshadi, Rad Niazadeh

Education

The University of Chicago Booth School of Business — Chicago, IL
Ph.D. in Operations Management (Minor in Applied Probability) — *2018–2023*
Dissertation: Many-Server Queueing Models With Applications to Modern Service Operations Management
Committee: Amy R. Ward (chair), John R. Birge, Raga Gopalakrishnan, Ozan Candogan

The University of Chicago Booth School of Business — Chicago, IL
M.B.A. — *2020–2023*

Tsinghua University — Beijing, China
B.S. in Industrial Engineering, B.A. in Economics — *2014–2018*
Honors: *summa cum laude*, *Best Dissertation*

Research Experience

Simons Institute for the Theory of Computing, UC Berkeley — Berkeley, CA
Visiting graduate student in the program *Data-Driven Decision Processes* — *Fall 2022*

Industrial Engineering and Operations Research, UC Berkeley — Berkeley, CA
Undergraduate researcher — *Summer 2017*
Host: Zuo-Jun Max Shen

Publications

Zhong, Y., Gopalakrishnan, R., and Ward, A. R. (2025). Behavior-aware queueing: The finite-buffer setting with many strategic servers. *Operations Research*, 73(1), pp.290–310.

- Technical Supplement: Some Properties of the Erlang-B and Erlang-C Formulae
- Media Mention: Chicago Booth Review, Smith Business Insight
- Finalist, 2022 INFORMS IBM Best Student Paper Award

Zhong, Y., Birge, J. R., and Ward, A. R. (2025). Learning to schedule in multiclass many-server queues with abandonment. *Operations Research*, forthcoming.

- Media Mention: Chicago Booth Review, London Business School Research Brief Video

Gopalakrishnan, R., and **Zhong, Y**. (2024). Some asymptotic properties of the Erlang-C formula in many-server limiting regimes. *Operations Research Letters*, 54, pp.107–116.

Zhong, Y., Ward, A. R., and Puha, A. L. (2022). Asymptotically optimal idling in the GI/GI/N+GI queue. *Operations Research Letters*, 50(3), pp.362–369.

Zhong, Y., Bergstrom, Y. M., and Ward, A. (2021). Data-driven market-making via model-free learning. *In Proceedings of the Twenty-Ninth International Conference on International Joint Conferences on Artificial Intelligence*, pp.4461–4468.

Working papers

(Co-authors underlined are student collaborators, and an asterisk (*) indicates an industrial collaborator.)

"When Strategic Customers Meet Strategic Servers: Individual and Social Optimization in Many-Server Queueing Systems," with Ragavendran Gopalakrishnan and Amy R. Ward.

- Presentations: INFORMS Annual Meeting (2023–2025), MSOM Conference (2024–2025), Applied Probability Society Conference (2023,2025), European Technology & Operations Management Day (2025), INFORMS International Meeting (2025, presented by co-author), EURO (2025, presented by co-author), CORS Annual Conference (2025, presented by co-author), Young European Queueing Theory Theorists (2025), University of Edinburgh School of Mathematics (2025), Tsinghua University School of Economics and Management (scheduled), University of Toronto Rotman School (scheduled, presented by co-author), Chicago Booth (scheduled, presented by co-author)

"Queueing versus Surge Pricing Mechanisms: Efficiency, Equity, and Consumer Welfare," with Zhixi Wan and Zuo-Jun Max Shen.

- Finalist, 2021 INFORMS Conference on Service Science Best Student Paper Award
- Presentations: INFORMS Conference On Service Science (2021), INFORMS Annual Meeting (2021–2023), POMS Annual Conference (2021–2023), Mechanism Design for Social Good (2023), Marketplace Innovation Workshop (2023), Lyft Rideshare Seminar (2023)

"Is Continuity All We Need? A Modeling Approach to Evaluating Relational Continuity in Primary Care," with Naireet Ghosh and Nicos Savva.

- Presentations: INFORMS Annual Meeting (2024–2025), MSOM Conference (2024–2025), Applied Probability Society Conference (2025), Stanford OIT Seminar (2025, presented by co-author), Cambridge Judge Business School Healthcare Seminar (2025), IMSI Workshop on Advances in Quantitative Medical Care (scheduled)

"Deep Learning Based Dispatching for Efficiency and Fairness in Emergency Medical Service Systems," with Jinghai He and Cheng Hua.

Selected Work in Progress

The Impact of System Congestion on Maternal and Neonatal Outcomes in England, with Federica Caretta, Ethan Phillips, Harshita Kajaria-Montag and Agni Orfanoudaki.

- This work is supported in part by funding from the Wheeler Institute for Business and Development at London Business School and the UKRI Knowledge Exchange Fund.
- Media Mention: Wheeler Institute Research Brief

Balancing Fairness and Efficiency in Maternity Care, with Yuhang Du and Catherine Aiken*.

Regulating Uncertain AI R&D, with Cong Zhang.

Strategic Servers in Winner-Takes-All Racing Queues, with Andrew Frazelle.

Dynamic Information Design for Engagement, with Vahideh Manshadi and Rad Niazadeh.

Dynamic Nudging to Improve Engagement in Mental Health Counseling: Evidence from a Field Experiment, with Sidika Tunc Candogan and Guang Cheng. Field experiment in progress.

- This work is supported in part by funding from the Wheeler Institute for Business and Development at London Business School.

Teaching Experience

London Business School, Instructor

Data Analytics for Management (Masters in Management core)	*Fall 2024, 2025*
Data Analytics for Managers (MBA core)	*Fall 2025*
Queueing Theory (PhD core)	*Spring 2026*

The University of Chicago Booth School of Business, Teaching Assistant

Applied Regression Analysis (MBA core)	*Fall 2020, Fall 2021*
Operations Management: Business Process Fundamentals (MBA core)	*Winter 2020*
Managing Service Operations (MBA elective)	*Winter 2022*

Seminars and Conferences

2026 IMSI Workshop on Advances in Quantitative Medical Care (scheduled), Boston College Carroll School of Management (scheduled)

2025 Cambridge Judge Business School, European Technology & Operations Management Day, Workshop on Information and Learning, Applied Probability Society Conference, MSOM Conference, INFORMS Annual Meeting, Young European Queueing Theorists workshop, University of Edinburgh (School of Mathematics), Tsinghua University (School of Economics and Management, scheduled).

2024 Purdue University (Daniels), Tsinghua University (School of Economics and Management), MSOM Conference, INFORMS Annual Meeting

2023 Zhejiang University (Center for Data Science), University of Toronto (Rotman, Young Scholar Seminar Series), Lyft (Rideshare Seminar), INFORMS Annual Meeting, Applied Probability Society Conference, MSOM Conference, Kellogg-Booth OM Conference, Marketplace Innovation Workshop, POMS Annual Conference

2022 Cornell University (Young Researchers Workshop), NYU (Stern, MOILS Seminar), INFORMS Annual Meeting, International Conference of the Chinese Scholars Association for Management Science and Engineering Mechanism Design for Social Good (CSAMSE), CORS Annual Meeting/INFORMS International Conference, POMS Annual Conference

2021 UCSD (Mathematical Sciences, Stochastic Systems Seminar), INFORMS Annual Meeting, MSOM Conference, POMS Annual Conference, IJCAI-PRICAI

2020 INFORMS Conference on Service Science, INFORMS Annual Meeting, Mechanism Design for Social Good (MD4SG)

Industry Experience

CLEARCOGS — Chicago, IL
Part-time Consulting — *Feb 2023–May 2023*

Pinterest Labs — Remote
Research Intern, Ads Marketplace team — *June 2021–Sept 2021*

Blue Fire Capital, LLC — Chicago, IL
Research Intern, Data Science Group — *July 2019–Sept 2019*

DiDi — Beijing, China
Research Intern, Research Center of Innovation and Operations — *Jan 2018–July 2018*

Academic Service

Community Service

- Journal ad-hoc reviewer: *Operations Research*, *Management Science*, *Manufacturing & Service Operations Management*, *Mathematics of Operations Research*, *Queueing Systems*, *INFORMS Journal on Computing*, *Operations Research Letters*, *Production and Operations Management*, *Journal of Applied Probability*, *Applied Probability Journals*, *Service Science*, *European Journal of Operations Research*.
- Conference reviewer: *INFORMS Conference on Service Science*, MSOM SIGs, ACM Conference on Economics and Computation (EC), ACM Conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO).
- Guest Associate Editor for the 2025 Supply Chain Management SIG + MSOM 1RR Initiative
- Judge: George Nicholson Student Paper Competition (2024–2025), POMS-HK International Conference Best Student Paper Competition (2026).

School Committee Service

- MSO Seminar Co-Organizer, London Business School *2025*
- MSO Faculty Recruiting Committee Member, London Business School *2025*

Conference/Workshop Organizer

- Co-Chair, Workshop on Information and Learning *2025*
- Organizing Committee Member, MSOM Conference *2025*

Honors and Awards

Knowledge Exchange Fund, UKRI	*2025*
Research Grant, Wheeler Institute for Business and Development	*2025*
Research and Materials Development (RAMD) Fund, London Business School	*2024–2025*
Finalist, IBM Best Student Paper Award, INFORMS	*2022*
Finalist, Best Service Science Student Paper Award, INFORMS Conference on Service Science	*2021*
Graduate Council Research & Personal Development Fund	*2022-2023*
The Joseph A. and Susan E. Pichler Fellowship	*2022–2023*
The Wesley Pickard Endowed Fellowship	*2019–2020*
Ph.D. Fellowship, Booth School of Business	*2018–2023*
Distinguished Undergraduate Thesis Award, Tsinghua University	*2018*
Outstanding Undergraduate Award, Tsinghua University	*2018*
First Prize, Chinese Physics Olympiad	*2014*