ZHENGHANG XU

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105 St. George Street, Rotman School of Management, University of Toronto

RESEARCH INTERESTS

Methodologies	Machine Learning, Queueing Theory, Causal Modeling, Online Learning
Applications	Service Analytics, Revenue Management, Healthcare

EDUCATION

Rotman School of Management, University of Toronto   *2021 - Present*
Ph.D. candidate in Operations Management and Statistics
Advisors: Philipp Afeche, Opher Baron, Dmitry Krass, Arik Senderovich

The Chinese University of Hong Kong, Shenzhen (CUHKSZ)   *2017 - 2021*
B.Sc. in Statistical Science
Rank: 1/151

SUBMITTED & WORKING PAPERS

Queueing Causal Models: Comparative Analytics in Queueing Systems
with Opher Baron, Dmitry Krass, Mark van der Laan and Arik Senderovich

Major revision, MSOM, 2025 (under third round review) [Available at SSRN 5104446]
· **First prize,** CORS 2025 Queueing and Applied Probability SIG
· **Winner,** 2024 Oded Berman Student Paper Competition
· **Finalist,** CORS 2024 Best Student Paper Competition (Open Category)
· Service Management SIG, MSOM 2024
· 2023 Rotman TD MDAL Research Grant

Bayesian Pricing for Impatient Customers with Unknown Valuation
with Philipp Afeche, Opher Baron and Dmitry Krass

Work in progress
· 2024 Rotman TD MDAL Research Grant

Queueing Causal Models for Emergency Department Efficiency
with Opher Baron, Dmitry Krass, Mark van der Laan and Arik Senderovich

Work in progress
· 2025 Rotman TD MDAL Research Grant

Leveraging Advanced Analytics to Streamline the Emergent Dialysis Process at Parkland Hospital
with Olga Bountali, Sila Cetinkaya, Michael Hahsler, Farnaz Nourbakhsh and Henry Quinones

Submitted to Healthcare Analytics [Available at SSRN 5066305]

PUBLICATIONS

- Pan, Y., **Xu, Z.**, Guang, J., Chen, X., Dai, J. G., Wang, C., ... & Pan, H. (2021, December). A high-fidelity, machine-learning enhanced queueing network simulation model for hospital ultrasound operations. In 2021 *Winter Simulation Conference (WSC)* (pp. 1-12). IEEE.

HONORS AND AWARDS

First Prize, CORS Queueing and Applied Probability SIG	*2025*
Winner, Oded Berman Student Paper Competition	*2024*
Finalist, CORS Best Student Paper Competition (Open Category)	*2024*
Rotman TD MDAL Research Grant	*2023, 2024, 2025*
Ph.D. Fellowship, Rotman School of Management	*2021 - present*
Presidential Award for Outstanding Students (10/900+), CUHKSZ	*2021*
Undergraduate Research Assitantship, CUHKSZ	*2019*
First Class Academic Scholarship (top 3%), CUHKSZ	*2019, 2020*
Third Class Academic Scholarship (top 8%), CUHKSZ	*2018*
Dean's List, CUHKSZ	*2018, 2019, 2020*

PROFESSIONAL SERVICES

Session Chair, CORS	*2025*
Co-organizer, Rotman Young Scholar Seminar	*2025 - present*

INVITED TALKS & CONFERENCE PRESENTATIONS

Queueing Causal Models: Comparative Analytics in Queueing Systems

*: Talks are co-presented with Opher Baron

· Department of Biostatistics, University of California, Berkeley*	*Sep 2025 (scheduled)*
· INFORMS Applied Probability Society	*July 2025*
· CORS Queueing and Applied Probability SIG	*June 2025*
· INFORMS Annual Meeting	*Oct 2024*
· Department of Logistics and Maritime Studies, The Hong Kong Polytechnic University*	*Sep 2024*
· IEDA, The Hong Kong University of Science and Technology*	*Sep 2024*
· CUHK Business School, The Chinese University of Hong Kong*	*Sep 2024*
· School of Management and Economics, The Chinese University of Hong Kong, Shenzhen*	*Sep 2024*
· Antai College of Economics and Management, Shanghai Jiao Tong University*	*Sep 2024*
· School of Management, Fudan University*	*Sep 2024*
· CORS Student Paper Competition (Open Category)	*June 2024*
· Rotman TD MDAL Research Round Table	*May 2024*
· INFORMS Annual Meeting	*Oct 2023*
· CORS Annual Meeting	*June 2023*

Bayesian Pricing for Impatient Customers with Unknown Valuation

· Rotman TD MDAL Research Round Table	*May 2026 (scheduled)*
· INFORMS Annual Meeting	*Oct 2025 (scheduled)*
· CORS Annual Meeting	*June 2025*

Queueing Causal Models for Emergency Department Efficiency

· Rotman TD MDAL Research Round Table	*May 2025*

TEACHING EXPERIENCES

Teaching Assistant, Rotman School of Management, University of Toronto

RSM1240: Statistics for Management (MBA)	*Winter 2025*
RSM1282: Operations Management (MBA)	*Winter 2025*
RSM8414: Tools for Probabilistic Models and Prescriptive Analytics (MMA)	*Fall 2024*

RSM1240: Statistics for Management (MBA)	*Winter 2024*
RSM8432: Management Analytics Practicum (MMA)	*Winter 2024*
RSM2408: Modeling and Optimization for Decision Making (MMA)	*Fall 2023*
RSM8415: Service Analytics for Management Analysis (MMA)	*Winter 2023*
RSM2405: Supply Chain Management (MBA)	*Fall 2022*

Project Coach, Master of Management Analytics (MMA) Program, Rotman School of Management, University of Toronto

Host companies: Imperial Oil, Ontario Health, Scotiabank	*Winter 2024*

Teaching Assistant, CUHKSZ

BIO2001: General Biology	*Spring 2019*
CHM1001: General Chemistry	*Fall 2019*
MAT2040: Linear Algebra	*Spring 2020*
STA2002: Probability and Statistics II	*Spring 2021*

REFERENCES

- **Prof. Philipp Afeche**
  Operations Management & Statistics
  Rotman School of Management
  University of Toronto
  Email: philipp.afeche@rotman.utoronto.ca

- **Prof. Opher Baron**
  Operations Management & Statistics
  Rotman School of Management
  University of Toronto
  Email: opher.baron@rotman.utoronto.ca

- **Prof. Dmitry Krass**
  Operations Management & Statistics
  Rotman School of Management
  University of Toronto
  Email: dmitry.krass@rotman.utoronto.ca

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