

# ZHENGHANG XU

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## RESEARCH INTERESTS

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<b>Methodologies</b>	Machine Learning, Queueing Theory, Causal Modeling, Online Learning
<b>Applications</b>	Service Analytics, Revenue Management, Healthcare

## EDUCATION

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

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

## SUBMITTED & WORKING PAPERS

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**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

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- 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

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<b>First Prize</b> , CORS Queueing and Applied Probability SIG	2025
<b>Winner</b> , Oded Berman Student Paper Competition	2024
<b>Finalist</b> , 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 Assitanship, 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

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

## INVITED TALKS & CONFERENCE PRESENTATIONS

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### **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
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## TEACHING EXPERIENCES

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### **Teaching Assistant, Rotman School of Management, University of Toronto**

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

RSM8432: Management Analytics Practicum (MMA)	<i>Winter 2024</i>
RSM2408: Modeling and Optimization for Decision Making (MMA)	<i>Fall 2023</i>
RSM8415: Service Analytics for Management Analysis (MMA)	<i>Winter 2023</i>
RSM2405: Supply Chain Management (MBA)	<i>Fall 2022</i>

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

Host companies: Imperial Oil, Ontario Health, Scotiabank	<i>Winter 2024</i>
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**Teaching Assistant, CUHKSZ**

BIO2001: General Biology (Undergraduate)	<i>Spring 2019</i>
CHM1001: General Chemistry (Undergraduate)	<i>Fall 2019</i>
MAT2040: Linear Algebra (Undergraduate)	<i>Spring 2020</i>
STA2002: Probability and Statistics II (Undergraduate)	<i>Spring 2021</i>

## REFERENCES

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**Prof. Opher Baron**

Operations Management & Statistics  
 Rotman School of Management  
 University of Toronto  
 Email: opher.baron@rotman.utoronto.ca

**Prof. Philipp Afeche**

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 Email: philipp.afeche@rotman.utoronto.ca

**Prof. Mark van der Laan**

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 University of California, Berkeley  
 Email: laan@stat.berkeley.edu

**Prof. Dmitry Krass**

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 Rotman School of Management  
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 Email: dmitry.krass@rotman.utoronto.ca

**Prof. Arik Senderovich**

School of Information Technology  
 York University  
 Email: sariks@yorku.ca

*Last updated on June 21, 2025*