

# Yueyang Zhong

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CONTACT INFORMATION	Address: Regent's Park, London NW1 4SA, UK Email: yzhong@london.edu Website: <a href="https://yueyang-zhong.com/">https://yueyang-zhong.com/</a> Linkedin: <a href="https://www.linkedin.com/in/yueyang-zhong">https://www.linkedin.com/in/yueyang-zhong</a>	
EMPLOYMENT	<b>London Business School</b> Assistant Professor, Management Science and Operations <b>Yale School of Management</b> <b>The University of Chicago Booth School of Business</b> Postdoctoral Principal Researcher Hosts: Vahideh Manshadi, Rad Niazadeh	London, UK 2024 - New Haven, CT Chicago, IL 2023 - 2024
EDUCATION	<b>The University of Chicago Booth School of Business</b> Ph.D. in Operations Management (Minor in Applied Probability) Dissertation Title: Many-Server Queueing Models With Applications to Modern Service Operations Management Committee: Amy R. Ward (chair), John R. Birge, Raga Gopalakrishnan, Ozan Candogan <b>The University of Chicago Booth School of Business</b> M.B.A. <b>Tsinghua University</b> B.S. in Industrial Engineering B.A. in Economics	Chicago, IL 2018 - 2023 Chicago, IL 2020 - 2023 Beijing, China 2014 - 2018 2015 - 2018
RESEARCH EXPERIENCE	<b>Simons Institute for the Theory of Computing, UC Berkeley</b> Visiting graduate student in the program <i>Data-Driven Decision Processes</i> <b>Industrial Engineering and Operations Research, UC Berkeley</b> Undergraduate researcher Host: Zuo-Jun (Max) Shen	Berkeley, CA Fall 2022 Berkeley, CA Summer 2017
PUBLICATIONS	“Learning to Schedule in Multiclass Many-Server Queues with Abandonment,” (2023), with John R. Birge and Amy R. Ward. <i>Operations Research</i> (Forthcoming). “Some Asymptotic Properties of the Erlang-C Formula in Many-Server Limiting Regimes,” (2024), with Ragavendran Gopalakrishnan. <i>Operations Research Letters</i> (Forthcoming). “Behavior-Aware Queueing: The Finite-Buffer Setting with Strategic Servers,” (2023), with Ragavendran Gopalakrishnan and Amy R. Ward. <i>Operations Research</i> (Forthcoming). “Asymptotically Optimal Idling in the $GI/GI/N+GI$ Queue,” (2022), with Amy R. Ward and Amber L. Puha. <i>Operations Research Letters</i> 50(3), pp. 362-369. “Data-Driven Market-Making via Model-Free Learning,” (2021), with YeeMan Bergstrom and Amy R. Ward. <i>Proceedings of the Twenty-Ninth International Conference on International Joint Conferences on Artificial Intelligence</i> , pp. 4461-4468.	
WORKING PAPERS	“Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare,” (2020), with Zhixi Wan and Zuo-Jun Max Shen. “Some Properties of the Erlang-B and Erlang-C Formulae,” (2023), with Ragavendran Gopalakrishnan and Amy R. Ward.	
WORK IN PROGRESS	Information Design for Long-Term Benefits in Education, with Vahideh Manshadi and Rad Niazadeh. Naor's Inequality Reversal When Strategic Customers Meet Strategic Servers, with Ragavendran Gopalakrishnan and Amy R. Ward. Is Continuity All We Need? A Modeling Approach to Evaluating Relational Continuity in Primary Care, with Naireet Ghosh and Nicos Savva. Optimal Trading Strategy for Long-Term Investment via Robust IV-Q-learning with Noisy Instruments, with Cong Zhang.	

SEMINARS AND CONFERENCES	<p>2024 Purdue (Daniels), Tsinghua University (School of Economics and Management), INFORMS MSOM Conference</p> <p>2023 Zhejiang University (Center for Data Science), University of Toronto (Rotman, Young Scholar Seminar Series), Lyft (Rideshare Seminar); INFORMS Annual Meeting, INFORMS Applied Probability Society Conference, INFORMS MSOM Conference, Kellogg-Booth OM Conference, Marketplace Innovation Workshop, POMS Annual Conference</p> <p>2022 Cornell (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/INFORMS International Conference, POMS Annual Conference</p> <p>2021 UCSD (Mathematical Sciences, Stochastic Systems Seminar); INFORMS Annual Meeting, INFORMS MSOM Conference, POMS Annual Conference, IJCAI-PRICAI</p> <p>2020 INFORMS Conference on Service Science, INFORMS Annual Meeting, Mechanism Design for Social Good (MD4SG)</p>
TEACHING EXPERIENCE	<p><b>London Business School</b>, Instructor</p> <p>Data Analytics for Management (Masters in Management core) <span style="float: right;"><i>Fall 2024</i></span></p> <p><b>The University of Chicago Booth School of Business</b>, Teaching Assistant</p> <p>Applied Regression Analysis (MBA core) <span style="float: right;"><i>Fall 2020, Fall 2021</i></span></p> <p>Operations Management: Business Process Fundamentals (MBA core) <span style="float: right;"><i>Winter 2020</i></span></p> <p>Managing Service Operations (MBA elective) <span style="float: right;"><i>Winter 2022</i></span></p>
INDUSTRY EXPERIENCE	<p><b>CLEARCOGS</b> <span style="float: right;">Chicago, IL</span> Part-time Consulting <span style="float: right;"><i>Feb 2023–May 2023</i></span></p> <p><b>Pinterest Labs</b> <span style="float: right;">Remote</span> Research Intern, Ads Marketplace team <span style="float: right;"><i>June 2021–Sept 2021</i></span></p> <p><b>Blue Fire Capital, LLC</b> <span style="float: right;">Chicago, IL</span> Research Intern, Data Science Group <span style="float: right;"><i>July 2019–Sept 2019</i></span></p> <p><b>DiDi</b> <span style="float: right;">Beijing, China</span> Research Intern, Research Center of Innovation and Operations <span style="float: right;"><i>Jan 2018–July 2018</i></span></p>
ACADEMIC SERVICE	<p><b>Ad hoc Referee:</b> <i>Operations Research, Manufacturing &amp; Service Operations Management, Mathematics of Operations Research, Queueing Systems, INFORMS Journal on Computing, Operations Research Letters, Production and Operations Management, Journal of Applied Probability, Service Science, European Journal of Operations Research, INFORMS Conference on Service Science, MSOM Service SIG.</i></p> <p><b>Committee:</b> INFORMS Nicholson prize committee,</p> <p><b>Organizer:</b> Session chair for INFORMS Annual Meeting 2021-2024, CORS 2022.</p>
HONORS AND AWARDS	<p>Finalist, IBM Best Student Paper Award, INFORMS <span style="float: right;"><i>2022</i></span></p> <p>Finalist, Best Service Science Student Paper Award, INFORMS Conference on Service Science <span style="float: right;"><i>2021</i></span></p> <p>Graduate Council Research &amp; Personal Development Fund <span style="float: right;"><i>2022-2023</i></span></p> <p>The Joseph A. and Susan E. Pichler Fellowship <span style="float: right;"><i>2022-2023</i></span></p> <p>The Wesley Pickard Endowed Fellowship <span style="float: right;"><i>2019-2020</i></span></p> <p>Ph.D. Fellowship, Booth School of Business <span style="float: right;"><i>2018-2023</i></span></p> <p>Distinguished Undergraduate Thesis Award, Tsinghua University <span style="float: right;"><i>2018</i></span></p> <p>Outstanding Undergraduate Award, Tsinghua University <span style="float: right;"><i>2018</i></span></p> <p>First Prize, Chinese Physics Olympiad <span style="float: right;"><i>2014</i></span></p>