

Yueyang Zhong

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| CONTACT INFORMATION | Address: 5807 S. Woodlawn Avenue, Chicago, IL 60637 Email: yzhong0@chicagobooth.edu Website: https://yzhong0.github.io/yueyangzhong/ Linkedin: https://www.linkedin.com/in/yueyang-zhong | |
| EMPLOYMENT | Yale School of Management The University of Chicago Booth School of Business Postdoctoral Principal Researcher Hosts: Vahideh Manshadi, Rad Niazadeh | New Haven, CT Chicago, IL 2023 - 2024 |
| EDUCATION | The University of Chicago Booth School of Business 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 The University of Chicago Booth School of Business M.B.A. Tsinghua University 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 | Simons Institute for the Theory of Computing, UC Berkeley Visiting graduate student in the program <i>Data-Driven Decision Processes</i> Industrial Engineering and Operations Research, UC Berkeley Undergraduate researcher Host: Zuo-Jun (Max) Shen | Berkeley, CA Fall 2022 Berkeley, CA Summer 2017 |
| PUBLICATIONS | “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 | “Learning the Scheduling Policy in Time-Varying Multiclass Many Server Queues,” (2023), with John R. Birge and Amy R. Ward. Major Revision requested by <i>Operations Research</i> . “Some Asymptotic Properties of the Erlang-C Formula in Many-Server Limiting Regimes,” (2023), with Ragavendran Gopalakrishnan. Major Revision requested by <i>Operations Research Letters</i> . “Queueing Versus Surge Pricing Mechanism: Efficiency, Equity, and Consumer Welfare,” (2020), with Zhixi Wan and Zuo-Jun Max Shen. Reject and Resubmit requested by <i>Management Science</i> . “Some Properties of the Erlang-B and Erlang-C Formulae,” (2023), with Ragavendran Gopalakrishnan and Amy R. Ward. “Online Advertising Strategy for Long-Term Good via Robust IV-Q-learning with Noisy Instruments.” (2022). | |
| WORK IN PROGRESS | Naor’s Inequality Reversal When Strategic Customers Meet Strategic Servers, with Ragavendran Gopalakrishnan and Amy R. Ward. An Experimental Investigation of Strategic Server Behavior in Queueing Contexts, with Ragavendran Gopalakrishnan and Amy R. Ward. Pre-registered. Optimizing the Practice of Continuity of Care From a Queueing Perspective, with Naireet Ghosh and Nicos Savva. | |

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