

Dongyuan Zhan

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Academic Appointment

University College London

Associate Professor, UCL School of Management	Oct. 2024 -
Assistant Professor, UCL School of Management	Aug. 2015 - Sep. 2024

Education

University of Southern California

Ph.D. in Operations Management	2015
Dissertation: Essays on Service Systems. Advisor: Amy R. Ward.	
M.S. in Operations Research	2010

Tsinghua University

M.S. in Control Science & Technology	2008
B.S. in Automation	2006

Publications

Arturo E. Rodriguez, Rouba Ibrahim and Dongyuan Zhan. 2024. On Customer (Dis-)honesty in Unobservable Queues: the Role of Lying Aversion. Publish online at *Management Science*.

Shenming Song, Chen Wang, Dongyuan Zhan. 2024. Online Social Media Public Emotions Mining during a Public Health Emergency (in Chinese). *Management Review* 36(3), 246-257.

Christopher S. Tang, Onesun Yoo and Dongyuan Zhan. 2023. When should grocery stores adopt time-based pricing? Impact of competition and negative congestion externality. *Production & Operations Management* 32(9), 2805-2824.

Guang Li, Lifei Sheng and Dongyuan Zhan. 2023. Designing Shipping Policies with Top-up Options to Qualify for Free Delivery. *Production & Operations Management* 32(9), 2704-2722.

Onesun Yoo and Dongyuan Zhan. 2023. Economic Behavior of Information Acquisition: Impact on Peer Grading in MOOCs. *Operations Research* 71(4), 1021-1439.

Dongyuan Zhan and Amy R. Ward. 2019. Staffing, Routing, and Payment to Trade Off Speed and Quality in Large Service Systems. *Operations Research* 67(6), 1738-1751.

Dongyuan Zhan and Amy R. Ward. 2018. The M/M/1+M Queue with a Utility-maximizing Server. *Operations Research Letters* 46(5), 518-522.

Dongyuan Zhan and Gideon Weiss. 2018. Many-server Scaling of the N-System under FCFS-ALIS. *Queueing Systems* 88(1-2), 27-71.

Dongyuan Zhan and Amy R. Ward. 2014. Threshold Routing to Trade Off Waiting and Call Resolution in Call Centers. *Manufacturing & Service Operations Management* 16(2), 220-237.

Josh Reed, Amy R. Ward, and Dongyuan Zhan. 2013. On the Generalized Skorokhod Problem in One Dimension. *Journal of Applied Probability* 50(1), 16-28.

Working Papers

Yongjian Li, Qian Zhang, Zhongbin Wang and Dongyuan Zhan. 2023. Dine-in or Food Delivery: A Dilemma of Service Priority.

Yaolei Wang, Ping Cao, Jingui Xie and Dongyuan Zhan. 2023. Advance Selling and Upgrading in Priority Queues.

Leon Yang Chu, Zhixi Wan and Dongyuan Zhan. 2023. Harnessing the Double-edged Sword via Routing: Information Provision on Ride-hailing Platforms.

Lei Fang, Ying Ouyang, Zhongbin Wang and Dongyuan Zhan. 2023. Behavior-Based Pricing in Congestion-Prone Systems.

Qinquan Cui, Kenan Arifoğlu and Dongyuan Zhan. 2024. Generic Competition Paradox and the Role of Information Asymmetry in Pharmaceutical Markets.

Ming Fan, Dongyuan Zhan and Zihao Zhang. 2024. Platform Self-Promotion of Its Own Products.

Jeunghyun Kim, Chihoon Lee and Dongyuan Zhan. 2023. Robustness of Sequential Estimation in Revenue Management.

Yong Chao, Lin Liu and Dongyuan Zhan. 2021. Neutral or Not? The Role of Uncertainty-Induced Feelings in Vertical Competition.

Invited Talks

South China University of Technology, Business School	May. 2024
Nankai University, Business School	Nov. 2023
Fudan University, School of Management	Nov. 2023
Hong Kong University, Business School	Oct. 2023
Chinese University of Hong Kong, Business School	Oct. 2023
City University of Hong Kong, College of Business	Oct. 2023
Hong Kong University of Science and Technology, School of Business and Management	Oct. 2023
Durham University, Business School	Oct. 2023
University of Rochester, Simon School of Business	May 2023

City University of Hong Kong, College of Business	Jun. 2021
Southern University of Science and Technology, Business School	May 2021
Tsinghua University, Industrial Engineering	May 2021
University of Washington, Seattle, Foster School of Business	Apr. 2021
Shanghai JiaoTong University, Antai College of Economics & Management	Apr. 2021
Kuaishou Technology Co.	Dec. 2019
City University of London, Cass Business School	Nov. 2019
Eindhoven University of Technology, EURANDOM	Oct. 2019
Erasmus University, Rotterdam School of Management	Sep. 2019
University of Science and Technology of China, School of Management	Jun. 2019
London Business School, European Technology and Operation Management Conference	Jun. 2019
Chinese University of Hong Kong, Shenzhen, iDDA	Dec. 2018
Shanghai JiaoTong University, Antai College of Economics & Management	Nov. 2018
University of Science and Technology of China, School of Management	Nov. 2018
University of Science and Technology of China, School of Management	Jun. 2018
Hong Kong University of Science and Technology, IELM	Jul. 2016
City University of Hong Kong, College of Business	Jul. 2016
Hong Kong Polytechnic University, Department of Logistics and Maritime Studies	Jul. 2016
Central South University, Business School	Jan. 2016
University of Science and Technology of China, School of Management	Jul. 2015
Harvard Kennedy School	Jan. 2015
Chinese University of Hong Kong, Business School	Dec. 2014
Shanghai JiaoTong University, Antai College of Economics & Management	Dec. 2014
Fudan University, School of Management	Dec. 2014
University of Science and Technology of China, School of Management	Dec. 2014
University College London, Dept. of Management Science & Innovation	Dec. 2014
National University of Singapore, Industrial & System Engineering	Sep. 2014
University of Science and Technology of China, School of Management	Dec. 2011
Tsinghua University, School of Economics and Management	Dec. 2011

Teaching Experience

Instructor of *Decision Science* (UCL undergraduate module).

Spring, 2023-2024

Instructor of <i>Operations Analytics</i> (UCL master module).	Spring, 2017-2022
Co-instructor of <i>Operations</i> (UCL-Peking joint MBA module).	Summer 2018
Instructor of <i>Operations Management</i> (USC undergraduate core course).	Spring 2014

Professional Activities

Stream chair: Service Operations Management stream at *30th European Conference on Operational Research*.

Ad hoc reviewer: *Management Science, Operations Research, Manufacturing & Service Operations Management, Production and Operations Management, Naval Research Logistics, Omega, Decision Science, Transportation Science, European Journal of Operational Research, Queueing Systems, Stochastic Models, Operations Research Letters, Transactions on Mobile Computing.*

Judge: U.S.-Israel Binational Science Foundation grants, Hong Kong RGC research grants, INFORMS TIMES Best Working Paper Competition, INFORMS M&SOM Student Paper Competition, DSI Elwood S. Buffa Doctoral Dissertation Award, Overseas Chinese Scholars Association in Management Science and Engineering (CSAMSE) Best Paper Competition, M&SOM Service SIG Conferences.

Honors & Awards

International Conference on Service Systems and Service Management (ICSSSM) Best Student Paper Award, First Place	2024
National Conference on Supply Chain and Operation Management (ISCOM) Best Conference Paper, Second Place	2023
INFORMS Behavioral Operations Management Best Working Paper, Second Place	2021
INFORMS Service Science Best Cluster Student Paper, Finalist	2021
M&SOM Meritorious Service Award	2021
Chinese Scholars Association in Management Science and Engineering (CSAMSE) Best Paper, Second Place	2018
NET Institute Summer Research Grant (\$3,000, presentation at NET conference)	2018
NET Institute Summer Research Grant (\$3,000)	2016
Chinese Government Award for Outstanding Self-Financed Students Abroad (\$6,000)	2014
USC Award for Excellence in Teaching	2014-2015
USC Viterbi School of Engineering Fellowship	2008-2009
Chinese Graduate Mathematical Contest in Modeling, Third Prize	2006
Chinese Undergraduate Mathematical Contest in Modeling, Second Prize	2005