

Dongyuan Zhan

UCL School of Management
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Academic Appointment

University College London

Assistant Professor, UCL School of Management

August 2015 -

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

Research Interest

Service Operations, Queueing Games, OM & Marketing Interface.

Publications

Dongyuan Zhan and Amy R. Ward. 2018. Routing, Staffing and Payment to Trade Off Speed and Quality in Large Service Systems. Accepted by *Operations Research*.

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

Onesun Yoo and Dongyuan Zhan. 2018. Economic Behavior of Information Acquisition: Impact on Peer Grading in MOOCs. Under revision.

Leon Yang Chu, Zhixi Wan and Dongyuan Zhan. 2018. Harnessing the Double-edged Sword via Routing: Information Provision on Ride-hailing Platforms. Under revision.

Yong Chao, Lin Liu and Dongyuan Zhan. 2018. Vertical Probabilistic Selling under Competition: The Role of Consumer Anticipated Regret. Submitted.

Invited Talks

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
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 <i>Operations Analytics</i> (UCL master module).	Spring 2017, 2018, 2019
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

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

Honors & Awards

Overseas Chinese Scholars Association in Management Science and Engineering (CSAMSE) 2018 Best Paper Award, Second Place	2018
NET Institute Summer Research Grant (presentation at NET conference)	2018
NET Institute Summer Research Grant	2016
Chinese Government Award for Outstanding Self-Financed Students Abroad	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