

Dongyuan Zhan

UCL School of Management
University College London
1 Canada Square, London, E14 5AA

Office: Level 38, NW2
Email: d.zhan@ucl.ac.uk
Website: <http://sites.google.com/site/uclzhan/>

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, Operations Management & Marketing Interface.

Publications

Dongyuan Zhan and Amy R. Ward. 2014. Threshold Routing to Trade Off Waiting and Call Resolution in Call Centers. *M&SOM* 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

Dongyuan Zhan and Amy R. Ward. 2015. Incentive Based Service System Design: Staffing and Compensation to Trade Off Speed and Quality. Submitted.

Yong Chao, Lin Liu and Dongyuan Zhan. 2016. Vertical Probabilistic Selling under Competition: The Role of Consumer Anticipated Regret. Submitted.

Dongyuan Zhan and Gideon Weiss. 2016. Many-server Scaling of the N-System Under FCFS-ALIS. Submitted.

Invited Talks

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
Industrial & System Engineering, National University of Singapore	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 Management</i> (USC undergraduate core course).	Spring 2014
Teaching Assistant of <i>Operations Management</i> , 9 sections, 495 enrolled.	Fall 2013
Teaching Assistant of <i>Quality Management for Engineers</i> (USC graduate course).	Fall 2009, Spring 2010

Professional Activities

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

Honors & Awards

NET Institute Summer Research Grant (with Yong Chao)	2016
Chinese Government Award for Outstanding Self-Financed Students Abroad	2014
USC Award for Excellence in Teaching	2014-2015
USC Marshall School of Business PhD Teaching Award	2013-2014
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
Beijing College Students Physics Contest, First Prize	2003