

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, Platform Operations & Pricing, OM & Marketing Interface.

Publications

Christopher S. Tang, Onesun Yoo and Dongyuan Zhan. 2023. Time-based Pricing at Grocery Stores? Transitioning Strategies under Retail Competition and Congestion Externality. Forthcoming in *Production & Operations Management*.

Guang Li, Lifei Sheng and Dongyuan Zhan. 2023. Designing Shipping Policies with Top-up Options to Qualify for Free Delivery. Forthcoming in *Production & Operations Management*.

Onesun Yoo and Dongyuan Zhan. 2021. Economic Behavior of Information Acquisition: Impact on Peer Grading in MOOCs. Forthcoming in *Operations Research*.

Dongyuan Zhan and Amy R. Ward. 2019. Routing, Staffing 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

Arturo E. Rodriguez, Rouba Ibrahim and Dongyuan Zhan. 2022. On Customer (Dis)honesty in Priority Queues: the Role of Lying Aversion.

- Ping Cao, Yaolei Wang, Jingui Xie and Dongyuan Zhan. 2023. Advance Selling and Upgrading in Priority Queues.
- Lei Fang, Ying Ouyang, Zhongbin Wang and Dongyuan Zhan. 2023. Behavior-Based Pricing in Congestion-Prone Systems.
- Leon Yang Chu, Zhixi Wan and Dongyuan Zhan. 2022. Harnessing the Double-edged Sword via Routing: Information Provision on Ride-hailing Platforms.
- Jeunghyun Kim, Chihoon Lee and Dongyuan Zhan. 2022. 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

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
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>Decision Science</i> (UCL undergraduate module).	Spring, 2023
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: *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) 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