

# Dan Zhang

Associate Dean for Research and Academics  
Professor of Operations Management  
Dean's Faculty Fellow  
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## Education

- Ph.D. (Advisor: Professor William L. Cooper), Industrial Engineering (currently Industrial and Systems Engineering), University of Minnesota, 2005
- M.E. (with outstanding graduate honor), Manufacturing Engineering, Chongqing University, 2000
- B.E. (ranked No. 1 in class upon graduation), Mechanical Engineering, Chongqing University, 1997

## Academic Positions

- Professor, Leeds School of Business, University of Colorado Boulder, June 2018 -
- Associate Professor, Leeds School of Business, University of Colorado Boulder, August 2015 - May 2018
- Assistant Professor, Leeds School of Business, University of Colorado Boulder, August 2011 - July 2015
- Assistant Professor, Desautels Faculty of Management, McGill University, 2007 - 2012 (on leave 2011 - 2012)

## Visiting Appointments

- Visiting Professor, Johnson Graduate School of Management, Cornell University, Fall 2024
- Changjiang Chaired Professor, Chinese Ministry of Education, 2020
- Visiting Professor, Ross School of Business, University of Michigan, Fall 2018
- Visiting Associate Professor, College of Business, City University of Hong Kong, March/April 2018
- Visiting Scholar (Advisor: Professor Daniel Adelman), Booth School of Business, University of Chicago, 2005 - 2006

## Research Interest

Always evolving. Currently:

- Revenue management and pricing
- Approximate dynamic programming (also called reinforcement learning)
- Data-driven decision making

## Refereed Journal Articles (Google Scholar Profile)

- Jianghua Wu, Dan Zhang, Yan Liu. 2024. Markovian Pricing with Price Guarantees. Forthcoming, *Production and Operations Management*.
- Saied Samiedaluie, Dan Zhang, and Rui Zhang. 2024. Approximate Linear Programming for a Queueing Control Problem. *Computers & Operations Research*, 169, 106711.
- Yan Liu and Dan Zhang. 2024. Intra-Consumer Price Discrimination with Credit Refund Policies. *Management Science*, 70(10): 6835-6851.
- Xu Chen, Xiaojun Wang, Dan Zhang, and Mingfang Yang. 2023. Selling models for platforms under service-sensitive demand. *Omega*, 115, 102794.
- Rui Zhang, Saied Samiedaluie, and Dan Zhang. 2022. Product-based Approximate Linear Programs for Network Revenue Management. *Operations Research*, 70(5):2837-2850.
  - The NRM instances in this paper can be downloaded [here](#).
- Thomas Vossen, Fan You, and Dan Zhang. 2022. Finite Horizon Approximations for an Infinite Horizon Revenue Management Problem. *Production and Operations Management*, 31(5): 2127-2142.
- Sung Ham, Chuan He, and Dan Zhang. 2022. The Promise and Peril of Dynamic Targeted Pricing. *International Journal of Research in Marketing*, 39(4):1150-1165.
- Qian Liu, Yongbo Xiao, and Dan Zhang. 2022. Opaque Selling of Multiple Substitutable Products with Finite Inventories. *Naval Research Logistics*, 69(4):529-549.
- Wu Jing, Zhang Dan, Yang Yang, Wang Gongshu, and Su Lijie. 2022. Multi-Stage Multi-Product Production and Inventory Planning for Cold Rolling under Random Yield. *Mathematics*, 10(4):597.
- Yan Liu, Yacheng Sun, and Dan Zhang. 2021. An Analysis of “Buy X, Get One Free” Reward Programs. *Operations Research*, 69(6): 1823-1841.
  - A *Harvard Business Review* article summarizing the findings of this paper and Sun and Zhang (2019, see below) can be found [here](#).
- Xiao Huang and Dan Zhang. 2020. Service Product Design and Consumer Refund Policies. *Marketing Science*, 39(2): 285-457.
- Jiannan Ke, Dan Zhang, and Huan Zheng. 2019. An Approximate Dynamic Programming Approach to Dynamic Pricing for Network Revenue Management. *Production and Operations Management*, 28(11): 2719-2737.
- Yacheng Sun and Dan Zhang. 2019. A Model of Customer Reward Programs with Finite Expiration Terms. *Management Science*, 65(8): 3889-3903.
- Nelson Granados, Kunsoo Han, and Dan Zhang. 2018. Demand and Revenue Impacts of an Opaque Channel: Evidence from the Airline Industry. *Production and Operations Management*, 27(11): 2010-2024.
- Saied Samiedaluie, Beste Kucukyazici, Vedat Verter, and Dan Zhang. 2017. Managing Patient Admissions in a Neurology Ward. *Operations Research*, 65(3): 635-656.
- Dan Zhang and Larry Weatherford. 2017. Dynamic Pricing for Network Revenue Management: A New Approach and Application in the Hotel Industry. *INFORMS Journal on Computing*, 29(1): 18-35.
- Xiaofeng Nie, Tamer Boyacı, Mehmet Gumus, Saibal Ray, and Dan Zhang. 2017. Joint Procurement and Demand-Side Bidding Strategies under Price Volatility. *Annals of Operations Research*, 257(1-2): 121-165.

- Xiao Huang, Tamer Boyacı, Mehmet Gumus, Saibal Ray, and Dan Zhang. 2016. United We Stand or Divided We Stand? Strategic Supplier Alliances under Order Default Risk. *Management Science*, 62(5): 1297-1315.
- Mark Zais and Dan Zhang. 2016. A Markov Chain Model of Military Personnel Dynamics. *International Journal of Production Research*, 54(6): 1863-1885.
- Thomas Vossen and Dan Zhang. 2015. Reductions of Approximate Linear Programs for Network Revenue Management. *Operations Research*, 63(6): 1352-1371.
- Thomas Vossen and Dan Zhang. 2015. A Dynamic Disaggregation Approach to Approximate Linear Programs for Network Revenue Management. *Production and Operations Management*, 24(3): 488-503.
- Annabelle Feng, Sirong Luo, and Dan Zhang. 2014. Dynamic Inventory-Pricing Control under Back-order: Demand Estimation and Policy Optimization. *Manufacturing and Service Operations Management*, 16(1): 149-160.
- Wenqing Zhang, Shanling Li, Dan Zhang, and Wenhua Hou. 2014. On the Impact of Advertising Initiatives in Supply Chains. *European Journal of Operational Research*, 234(1): 99-107.
- Yalcin Akcay, Tamer Boyaci and Dan Zhang. 2013. Selling with Money-Back Guarantees: The Impact on Prices, Quantities, and Retail Profitability. *Production and Operations Management*, 22(4): 777-791.
- Dan Zhang and Zhaosong Lu. 2013. Assessing the Value of Dynamic Pricing in Network Revenue Management. *INFORMS Journal on Computing*, 25(1): 102-115.
- Qian Liu and Dan Zhang. 2013. Dynamic Pricing Competition with Strategic Customers under Vertical Product Differentiation. *Management Science*, 59(1): 84-101.
- Adam Mersereau and Dan Zhang. 2012. Markdown Pricing with Unknown Fraction of Strategic Customers. *Manufacturing and Service Operations Management*, 14(3): 355-370.
- Weifen Zhuang, Mehmet Gumus, and Dan Zhang. 2012. A Single-Resource Revenue Management Problem with Random Resource Consumptions. *Journal of the Operational Research Society*, 63, 1213-1227.
- Dan Zhang. 2011. An Improved Dynamic Programming Decomposition Approach for Network Revenue Management. *Manufacturing and Service Operations Management*, 13(1): 35-52.
- Dan Zhang and Daniel Adelman. 2009. An Approximate Dynamic Programming Approach to Network Revenue Management with Customer Choice. *Transportation Science*, 43(3): 381-394.
- Dan Zhang and William L. Cooper. 2009. Pricing Substitutable Flights in Airline Revenue Management. *European Journal of Operational Research*, 197(3): 848-861
- Dan Zhang and Royce Kallesen. 2008. Incorporating Competitive Price Information in Revenue Management. *Journal of Revenue and Pricing Management*, 7: 17-26.
- Dan Zhang and William L. Cooper. 2008. Managing Clearance Sales in the Presence of Strategic Customers. *Production and Operations Management*, 17(4): 416-431.
- Dan Zhang and William L. Cooper. 2005. Revenue Management for Parallel Flights with Customer Choice Behavior. *Operations Research*, 53(3): 415-43.

## Practitioner Articles

- Yacheng Sun, Jonathan Z. Zhang, and Dan Zhang (2022). When - and how - to build hurdles into a loyalty program. *Harvard Business Review*. June.

## Selected Working Papers

- Saied Samiedaluie, Dan Zhang, and Rui Zhang. 2024. Probabilistic Approximations for Network Revenue Management. Under revision.
- Jiannan Ke, Dan Zhang, and Huan Zheng. 2024. Compact Reformulations of Approximate Linear Programs for Finite-Horizon Markov Decision Processes. Under revision.
- Yan Liu, Jingmai Wang, Yulan Wang, and Dan Zhang. 2024. A Model of Coalition Reward Programs. Under review.
- Chengyi Lyu and Dan Zhang. 2024. Customer Reward Programs for Two-Sided Markets. Working paper. Under revision.
- Xiao Huang, Gloria Urrea, and Dan Zhang. 2024. The Impact of Pricing on Cancellations in the Hotel Industry. Under revision.
- Yanzhe Lei, Rui Zhang, Zhongzhong Jiang, and Dan Zhang. 2024. Joint Dynamic Optimization of Pricing and Personalized Recommendations in Online Retailing. Under revision.
- Wei Gu, Xiaohui Zhao, Xiangbing Yan, and Dan Zhang. 2024. On the Impacts of Unscheduled Service in an Outpatient Clinic. Under revision.
- Zlatana Nenova, Manuel Laguna, and Dan Zhang. 2021. Approximate Dynamic Programming for Medical Appointment Scheduling. Working paper.
- Dan Zhang. 2008. Pricing and Capacity Management for Multi-Class Stochastic Service Systems. Permanent working paper.

## Teaching Interest

- Data analytics
- Operations management
- Statistics
- Revenue management and pricing
- Approximate dynamic programming

## Courses

All courses are offered at Leeds School of Business, University of Colorado Boulder, unless noted otherwise.

### Master's and MBA Courses

- Advanced Data Analytics (core course for MS Business Analytics, MS Supply Chain Management, MBA elective), Fall 2014, Fall 2015, Fall 2016, Fall 2017, Spring 2019, Spring 2020, Spring 2021, Fall 2021, Fall 2022. In-person, online and hybrid versions offered in Spring 2020, Spring 2021, Fall 2021, Fall 2022, Fall 2023.
  - Finalist, Outstanding MSBA Faculty Award, 2023
  - MBA Teaching Excellence Award, 2022.
  - Nominated for Frascona Teaching Award, 2017, 2020, 2021, 2022.
- Quantitative Methods (Evening MBA core), Summer 2019.

- Business Statistics (MBA core), Ross School of Business, University of Michigan, Fall 2018.
- Data, Models, and Decisions (MBA elective), Desautels Faculty of Management, McGill University, Fall 2008, Fall 2009, Fall 2010.

## Undergraduate Courses

- Operations Management (undergraduate elective), Fall 2012, Fall 2013, Fall 2014, Fall 2015, Fall 2016.
  - Nominated for Frasca Teaching Award, 2013.
- Business Statistics (undergraduate core), Spring 2012, Fall 2012.
- Business Statistics (undergraduate core), Desautels Faculty of Management, McGill University, Fall 2007, Fall 2008, Fall 2009, Fall 2010.

## Coursera MOOC

- Five course specialization Advanced Business Analytics (together with David Torgerson and Manuel Laguna), offered since September 2016. Total enrollment as of January 2022: 150,000+.

## PhD Courses

- Advanced Operations Management Modeling, Spring 2021.
- Stochastic Dynamic Programming with Applications, Spring 2012, Fall 2017.
- A Short Course on Approximate Dynamic Programming, offered at multiple universities. Since 2014.
- A Short Course on Operations Management Research, offered at multiple universities. Since 2020.
- A Short Course on Revenue Management Research, offered in 2022 at summer schools organized by the following Chinese universities: Chinese University of Hong Kong, Nanjing University, Northeastern University, Renmin University, Shanghai University of Finance and Economics, Southeast University, and Zhejiang University.

## Executive Courses

- Fundamentals of Revenue Management, McGill Executive Institute, McGill University, Fall 2008.

## Teaching Workshops

- Panelist, Designing and Delivering Online Courses at Scale, Workshop at DSI Annual Conference, November 17, 2021.
- Participant, Leeds Summer Workshop Series, Leeds School of Business, June 2020.
  - Canvas Engagement, June 11, 2020.
  - Zoom Engagement, June 16, 2020.
  - Introduction to Camtasia Video, June 4, 2020.
  - Pre-Record Videos, June 4, 2020.

- Participant, Exploring the Challenges and Opportunities in Online Case Teaching: Insights from Two Case Teaching Experts. Webinar at Harvard Business Publishing. June 3, 2020.
- Panelist, “Online Teaching Best Practice,” Online Workshop on Supply Chain Analytics, hosted by Rutgers Business School, May 19, 2020.
- Panelist, “Teaching Pricing and Revenue Management,” POMS Annual Conference, Denver, May 3-6, 2013.

## PhD students

### Advisor/Research Supervisor

- Chengyi Lyu, 2021 -
- Junyi Dong, visiting postdoctoral fellow, City University of Hong Kong, 2024.
- Mingzhong Wan, visiting PhD student, Northeastern University, China, 2021 - 2022.
- Jing Wu, visiting PhD student, Northeastern University, China, 2019.
- Fei Yang, visiting PhD student, Southwest Jiao Tong University, China, 2020.
- Xiaohui Zhao, University of Science and Technology Beijing, China, 2019-2020.
- Fan You. 2016 - 2022. Current position: Applied Scientist, Uber.
- Jiannan Ke, visiting PhD student, Shanghai Jiao Tong University. 2015-2016. Current position: Assistant Professor, School of Economics and Management, Wuhan University.
- Wenqing Zhang, McGill University, 2008-2012. Current position: Associate Professor, Labovitz School of Business and Economics, University of Minnesota Duluth.
- Saied Samiedaluie, McGill University, 2009-2011. Current position: Assistant Professor, Alberta School of Business, University of Alberta, Canada.
- Mark Zais. 2013-2014. Current position: Operations Research Analyst, Office of the Secretary of Defense.

### Committee Member

- Hasti Rahami, 2019 - 2022. Assistant Professor, University of Wisconsin-Whitewater.
- Subhamoy Ganguly. 2011-2013. Senior Lecturer, University of Auckland.
- Paul Intrevado, McGill University. 2010. Assistant Professor of Data Science, University of San Francisco.
- Jose Ramirez, 2012-2014. Faculty member, West Point Military Academy.

### External Examiner

- Yun Zhou, University of Toronto, 2017.
- Xing Liu, City University of Hong Kong, 2017.

## Postdoctoral Fellows

- Lei Xie, McGill University, 2010-2011. Current position: Associate Professor, Shanghai University of Finance and Economics, China.
- Xiao Huang, McGill University, 2009-2010. Current position: Associate Professor, Concordia University, Canada.
- Weifen Zhuang, McGill University, 2009-2010. Current position: Professor, Xiamen University, China.
- Xiaofeng Nie, McGill University, 2008-2010. Current position: Associate Professor, Texas A&M University.

## External Service

### Editorial Service

- Associate Editor, *Operations Research*, 2022 -
- Associate Editor, *Manufacturing and Service Operations Management*, 2021 - 2024.
- Department Editor, Revenue Management and Pricing, *Production and Operations Management*, 2019 - 2021
- Associate Editor, *INFORMS Journal on Computing*, 2019 -
- Department Editor, Revenue Management and Pricing, *Decision Sciences*, 2017 - 2018.
- Senior Editor, *Production and Operations Management*, 2014 - 2018, 2022 -
- Frequent reviewer for academic journals and conferences
  - 2014 *Manufacturing and Service Operations Management* Meritorious Service Award
  - 2013 *Management Science* Meritorious Service Award
  - 2012 *Manufacturing and Service Operations Management* Meritorious Service Award
- Reviewer/panelist for grant proposals
  - National Science Foundation
  - Hong Kong RGC
  - Natural Sciences and Engineering Research Council of Canada (NSERC)

### Community Service

- Co-chair, INFORMS PhD Colloquium, 2022 - 2023.
- Council member, INFORMS Sections and Subdivision Council, 2019.
- Chair-Elect/Chair/Board Member, INFORMS Pricing and Revenue Management Section, 2016 - 2019.
- President Elect/President, INFORMS Rocky Mountain Chapter, 2015 - 2017.
- President, IIE Student Chapter at University of Minnesota, 2002 - 2004.

## Conference Organization

- Co-chair, 2027 INFORMS Revenue Management and Pricing Section Conference. Boulder, Colorado.
- Co-organizer, International Workshop on Revenue Management and Pricing (virtual), sponsored by Shanghai University of Finance and Economics, October 23, 2020.
- Co-organizer, International Workshop on Revenue Management and Pricing, Zhejiang University, May 25-26, 2019.
- Track co-chair, POMS Annual Conference, Washington DC, May 2-6, 2019.
- Co-organizer, Workshop on Revenue Management and Pricing, Shanghai Jiao Tong University, May 24, 2018.
- Track chair for Pricing and Revenue Management, INFORMS International Meeting 2016, Hawaii, June 12-15, 2016.
- Track co-chair for Pricing and Revenue Management (36 sessions in total), INFORMS 2012 Annual Meeting, Phoenix, October 14-17, 2012.
- Session chair at many INFORMS Annual Meetings.

## Professional Membership

- INFORMS
- INFORMS Revenue Management and Pricing Section
- Manufacturing and Service Operations Management Society
- INFORMS Computing Society

## Internal Service

### The Graduate School, University of Colorado Boulder

- Member, Data Science Steering Committee, 2020 - 2021

### Leeds School of Business, University of Colorado Boulder

- Associate Dean for Research and Academics, January 2024 -
- Faculty Director, Master of Business Analytics, January 2019 - June 2020, July 2023 - June 2024.
- Member, LSPAC (Tenure and Promotion Committee), July 2017 - June 2018, July 2023 - June 2024.
- Interim Division Chair, Strategy, Entrepreneurship, and Operations. January 2022 - June 2023.
- Chair, Full Professors' Committee, August 2020 - June 2021.
- Member, Faculty Conduct Committee, August 2020 - June 2021.
- Member, Division Executive Committee, Strategy, Entrepreneurship, and Operations Division, 2019 -
- Member, LSPAC (Tenure and Promotion Committee), August 2017 - August 2018
- Operations management faculty search committee, 2019, 2018, 2017 (chair), 2016



- Primary Unit Evaluation Committees
  - Full promotion of Philip Fernbach, 2023
  - Reappointment of Ovunc Yilmaz, 2023
  - Full promotion of Stephen Billings, 2022.
  - Reappointment of Rui Zhang, Fall 2019 (chair)
  - Reappointment of Tracy Jennings, Fall 2016
  - Reappointment of Lori Seward, Fall 2016
  - Reappointment of Lauran Ramsey, Spring 2015
  - Reappointment of Keith Stockton, Fall 2014 (chair)
- Co-organizer, summer all faculty brown-bag seminar series, 2015, 2016, 2017
- Organizer, Operations Management Reading Workshop, Fall 2016, Spring 2017
- PhD Director, Operations and Information Management, 2014 - 2017
- Leeds Executive Committee, 2013 - 2015, 2021 -
- Technology Committee, 2012 - 2014

## **Desautels Faculty of Management, McGill University**

- Undergraduate Committee, 2007 - 2008
- Associate Director, Management Science Research Center, 2009 - 2011
- Research Committee, 2010 - 2011

## **Industry/Consulting Experience**

- Co-founder, pricingservice.ai. September 2021 -
  - Winner, 2023 E20X People's Choice Award, HITEC Toronto
  - Third Place (out of more than 90+ teams), New Venture Challenge, CU Boulder, 2024
  - Finalist, New Venture Challenge Deep Tech Competition, 2024
  - Feature article: PricingService.ai Democratizes Dynamic Pricing in the Hospitality Industry
  - 2024 Top Revenue Management Solutions Provider, Travel and Hospitality Tech Outlook
- Alibaba, Hangzhou, China. E-Commerce pricing. 2021 - 2022.
- Stratom, Boulder, Colorado. Large scale optimization, 2020.
- Didi Chuxing, Beijing, China. Pricing and revenue management strategy, 2019.
- Tech Valley Inc., Xiamen, China, advisory board member, 2015 - 2017.
- The Walt Disney Company, Orlando, Florida. Resort hotel pricing. 2012.
- Lufthansa, Frankfurt, Germany. Network revenue management optimization, 2010.
- Transat A.T. Inc., Montreal, Canada. Current practice and trends in revenue management, 2008.
- PROS Revenue Management, Houston, Texas, Scientist, 2006 - 2007.
- Analyst, Chang'an Automobile Corporation, Chongqing, China, 1997 - 2000.

## Invited Talks

- School of Business, George Washington University, February 2025. (Scheduled)
- Johnson Graduate School of Management, Cornell University, October 2024
- John Molson School of Business, Concordia University, September 2023.
- Darla Moore School of Business, University of South Carolina, April 2023.
- School of Management, Hefei University of Technology, July 2022. (virtual)
- School of Management, Xi'an Jiaotong University, July 2022. (virtual)
- Fuqua School of Business, Duke University, February 2022. (virtual)
- School of Business, UC Riverside, January 2022. (virtual)
- Smith School of Business, Queen's University, January 2022. (virtual)
- Renmin Business School, Renmin University, December 2021. (virtual)
- School of Management, University of Texas Dallas, November 2021.
- Ivey Business School, Western University, October 2021. (virtual)
- School of Business, George Mason University, September 2021. (virtual)
- School of Business, Nanjing University, August 2021 (virtual)
- School of Business Administration, Northeastern University of China, August 2021. (virtual)
- College of Transportation Engineering, Dalian Maritime University, July 2021 (virtual).
- School of Management, University of Science and Technology of China, July 2021. (virtual)
- A series of talks on revenue management, Alibaba, June 2021. (virtual)
- School of Management, University of Science and Technology of China, May 2021. (virtual)
- Carroll School of Management, Boston College, April 2021 (virtual).
- School of Management and Economics, Beijing Institute of Technology, January 2021 (virtual).
- College of Transportation Engineering, Dalian Maritime University, August 2020 (virtual).
- School of Business, Qingdao University, August 2020 (virtual).
- Department of Management Sciences and Engineering, Nanjing University, June 2020 (virtual).
- School of Business Administration, Northeastern University of China, June 2020 (virtual).
- Research Group, kuaishou.com, Beijing, China, November 2019.
- A series of talks on revenue management, Didi Chuxing, Beijing, China, October 2019.
- Revenue Management Group, Spring Airlines, Shanghai, China, September 2019.
- Revenue Management Group, Didi Chuxing, Beijing, China, September 2019.
- School of International Business Administration, Shanghai University of Finance and Economics, China, September 2019.
- School of Business Administration, Northeastern University of China, September 2019.

- Institute of Industrial and Systems Engineering, Northeastern University of China, September 2019.
- Donlinks School of Economics and Management, University of Science and Technology Beijing, September 2019.
- School of Economics and Management, Tsinghua University, September 2019.
- Sauder School of Business, University of British Columbia, June 2019.
- School of Economics and Management, Dalian University of Technology, May 2019.
- College of Transportation Engineering, Dalian Maritime University, May 2019.
- Renmin Business School, Renmin University, May 2019.
- International School, Beijing University of Posts and Telecommunications, May 2019.
- Donlinks School of Economics and Management, University of Science and Technology Beijing, May 2019.
- Department of Applied Mathematics, University of Colorado Boulder, January 2019.
- Didi Chuxing Research, Beijing, China, May 2018.
- Invited speaker, Mostly OM Workshop, Tsinghua University, June 2018.
- School of Business Administration, Northeastern University of China, May 2018.
- Institute of Industrial and Systems Engineering, Northeastern University of China, May 2018.
- Speaker, Leeds Business Insight Event, Chicago, Illinois, May 3, 2018.
- College of Business, City University of Hong Kong, April 2018.
- CUHK Business School, The Chinese University of Hong Kong, March 2018.
- Department of Logistics and Maritime Studies, The Hong Kong Polytechnic University, March 2018.
- Labovitz School of Business and Economics, University of Minnesota Duluth, March 2018.
- Statistics, Optimization and Machine Learning Seminar, University of Colorado Boulder, February 2018.
- Smeal College of Business, Penn State University, January 2018.
- Guanghua School of Management, Peking University, June 2017.
- School of Economics and Management, Tsinghua University, June 2017.
- School of Management, Shanghai University, June 2017.
- Antai College of Economics and Management, Shanghai Jiao Tong University, June 2017.
- Invited plenary speaker, 2017 International Workshop on Supply Chain Management, Shanghai, June 2017.
- School of Management and Economics. University of Electronic Science and Technology of China, June 2017.
- School of Economics and Management, Xinan Jiao Tong University, June 2017.
- Katz Graduate School of Business, University of Pittsburgh, April 2017.
- Department of Industrial and Enterprise Systems Engineering, University of Illinois at Urbana-Champaign, March 2017.

- Operations Management Workshop, Leeds School of Business, University of Colorado Boulder, February 2017.
- School of International Business Administration, Shanghai University of Finance and Economics, China, May 2016.
- School of Management, University of Science and Technology of China, May 2016.
- Institute of Industrial Engineering and Logistics Optimization, Northeastern University of China, May 2016.
- CUHK Business School, Chinese University of Hong Kong, China, May 2016.
- AGIFORS Revenue Management 2015 and 2nd Chinese Airline Revenue Management Summit Joint Conference, Shanghai, China, May 2015.
- School of Management, Xiamen University, May 2015.
- Antai School of Management, Shanghai Jiao Tong University, May 2015.
- College of Business, City University of Hong Kong, May 2015.
- Rocky Mountain INFORMS Chapter Seminar Series, September 2014.
- School of Business, Sichuan University, June 2013.
- School of Business, University of Miami, May 2013.
- School of Business, University of Alberta, May 2013.
- Leeds School of Business, University of Colorado Boulder, Faculty summer research seminar series, June 2012.
- Choice-based Revenue Management Conference, Georgia Institute of Technology, May 2012.
- 2nd Annual Operations Management Research Symposium for Junior Faculty, University of North Carolina, March 2012.
- Leeds School of Business, University of Colorado Boulder, Marketing Division Seminar, January 2012.
- Division of Economics and Business, Colorado School of Mines, November 2011.
- Leeds School of Business, University of Colorado Boulder, Management Division Seminar, November 2011.
- College of Business, City University of Hong Kong, February 2011.
- Department of Industrial Engineering and Logistics Management, Hong Kong University of Science and Technology, February 2011.
- HP Labs, Palo Alto, California, February 2011.
- Lee Kong Chian School of Business, Singapore Management University, Singapore, February 2011.
- Leavey School of Business, Santa Clara University, Santa Clara, California, January 2011.
- College of Business, University of Wyoming, Laramie, Wyoming, January 2011.
- Krannert School of Management, Purdue University, West Lafayette, Indiana, January 2011.
- Leeds School of Business, University of Colorado Boulder, Boulder, Colorado, January 2011.
- Invited tutorial lecture on “Dynamic Pricing in Revenue Management”, SOCCER 2010, University of Heidelberg, Germany, July 2010.

- GERAD, University of Montreal, Canada, March 2010.
- Smith School of Business, University of Maryland, February 2010.
- Transat A.T. Inc., Montreal, Canada, September 2008.
- School of Management, Southwest Jiao Tong University, China, January 2008.
- Desautels Faculty of Management, McGill University, Montreal, Canada, January 2007.
- Department of Mechanical and Industrial Engineering, University of Illinois at Chicago, Chicago, Illinois, February 2006.
- Graduate School of Business, University of Chicago, Chicago, Illinois, March 2005.
- NUS Business School, National University of Singapore, Singapore, February 2005.
- Department of Industrial Engineering, Texas A&M University, College Station, Texas, February 2005.
- Department of Industrial and Manufacturing Systems Engineering, University of Texas at Arlington, Arlington, Texas, February 2005.

## Conference Presentations

(\* indicates presentations made by co-authors)

- “Approximate Linear Programming for A Queueing Control Problem.”
  - INFORMS Annual Meeting, October 20–23, 2019, Seattle, Washington\*
- “Service Product Design and Consumer Refund Policies.”
  - INFORMS Annual Meeting, October 20–23, 2019, Seattle, Washington\*
- “Reformulations of Approximate Linear Programs.”
  - INFORMS Annual Meeting, November 4–7, 2018, Phoenix, Arizona\*
- “Approximate Dynamic Programming for Medical Appointment Scheduling”
  - INFORMS Annual Meeting, November 4–7, 2018, Phoenix, Arizona\*
- “Finite-Horizon Approximate Linear Programs for an Infinite-Horizon Revenue Management Problem.”
  - INFORMS Annual Meeting, November 4–7, 2018, Phoenix, Arizona\*
- “Approximate Dynamic Programming for a Queueing Control Problem.”
  - INFORMS Annual Meeting, November 4–7, 2018, Phoenix, Arizona\*
  - INFORMS RM Section Conference, Toronto, Canada, June 19–20, 2018\*
- “Managing Hotel Cancellations”
  - INFORMS Annual Meeting, November 7–13, 2020\* (virtual)
  - INFORMS Annual Meeting, November 4–7, 2018, Phoenix, Arizona\*
  - INFORMS RM Section Conference, Toronto, Canada, June 19–20, 2018\*
  - INFORMS Annual Meeting, October 22–25, 2017, Houston, Texas

- “Service Product Design and Consumer Refund Policies”
  - INFORMS Annual Meeting, October 22-25, 2017, Houston, Texas\*
  - IFORS Annual Conference, July 17-21, 2017, Quebec City, Quebec, Canada\*
- “Some Recent Results on Linear Programming Based Approximate Dynamic Programming” (plenary)
  - International Workshop on Supply Chain Management, June 23–25, 2017, Shanghai, China
- “An Origin-Destination Decomposition Method for Network Revenue Management”
  - INFORMS Annual Meeting, October 22-25, 2017, Houston, Texas\*
  - POMS 28th Annual Conference May 5-8, 2017, Seattle, WA\*
- “Approximate Dynamic Programming for Network Pricing Problems”
  - INFORMS Annual Meeting, November 4–7, 2018, Phoenix, Arizona
  - INFORMS Annual Meeting, October 22-25, 2017, Houston, Texas\*
  - POMS 28th Annual Conference May 5-8, 2017, Seattle, WA\*
- “An Approximate Dynamic Programming Approach to a Rolling-horizon Appointment Scheduling Problem”
  - INFORMS RM Section Conference, Toronto, Canada, June 19–20, 2018\*
  - INFORMS Annual Meeting, October 22-25, 2017, Houston, Texas\*
  - 2013 INFORMS Annual Meeting, Minneapolis, Minnesota, October 6–9, 2013
- “A Model of Consumer Loyalty Reward Programs”
  - 2016 INFORMS International Meeting, Kona, Hawaii, June 12–15, 2016
  - 2014 INFORMS Annual Meeting, San Francisco, California, November 9–12, 2014
  - INFORMS RM Section Conference, Istanbul, Turkey, June 4–6, 2014
- “Service Encounters at an Outpatient Care Clinic”
  - 2015 INFORMS Annual Meeting, Philadelphia, PA, November 1–4, 2015 \*
- “Solving Large-Scale Network Revenue Management Problems: An Aggregation Perspective”
  - 2014 INFORMS Annual Meeting, San Francisco, California, November 9–12, 2014 \*
- “A Markov Chain Model of Military Personnel Dynamics”
  - 7th Annual Meeting of Midwest Economics Association, Evanston, Illinois, March 21 – 23, 2014 \*
- “The Promise and Peril of Dynamic Targeted Pricing”
  - Frank M. Bass ?UT Dallas Frontiers of Research in Marketing Science (UT Dallas FORMS) Conference, Dallas, Texas, February 27 – March 1, 2014 \*
  - 2013 INFORMS Annual Meeting, Minneapolis, Minnesota, October 6–9, 2013
  - 35th ISMS Marketing Science Conference, Istanbul, Turkey, July 11–13, 2013 \*
- “Reductions of Approximate Linear Programs for Network Revenue Management”
  - AGIFORS Revenue Management 2015 and 2nd Chinese Airline Revenue Management Summit Joint Conference, Shanghai, China, May 13–16, 2015
  - INFORMS RM Section Conference, Istanbul, Turkey, June 4–6, 2014 \*
  - 2013 INFORMS Annual Meeting, Minneapolis, Minnesota, October 6–9, 2013 \*

- 6th CSAMSE Annual Conference, Peking University, June 30–July 2, 2013
  - POMS Annual Conference, Denver, May 3–6, 2013
- “A New Approach to Hotel Pricing”
  - 2012 INFORMS Annual Meeting, Phoenix, Arizona, October 14–17, 2012
- “A Dynamic Disaggregation Approach to Approximate Linear Programs for Network Revenue Management”
  - 2012 INFORMS Annual Meeting, Phoenix, Arizona, October 14–17, 2012
  - 2012 INFORMS MSOM Conference, Columbia Business School, June 17–19, 2012
  - Second Annual Operations Management Research Symposium, UNC Kenan-Flagler Business School, March 24, 2012
- “Markdown Pricing under Uncertain Strategic Customer Behavior”
  - INFORMS Annual Meeting, Charlotte, NC, November 13–16, 2011
  - “Supplier Alliances under Default Risk”
  - 2014 INFORMS Annual Meeting, San Francisco, California, November 9–12, 2014 \*
  - 2013 INFORMS Annual Meeting, Minneapolis, Minnesota, October 6–9, 2013 \*
  - 6th CSAMSE Annual Conference, Peking University, June 30–July 2, 2013 \*
  - INFORMS Annual Meeting, Charlotte, NC, November 13–16, 2011 \*
  - IMST, Montreal, QC July 2011 \*
  - POMS Annual Meeting, Reno, NV, May 2011 \*
  - INTRIM, Syracuse, NY, August 2010 \*
  - OCSAMSE, Beijing, China, July 2010 \*
  - POMS Annual Conference, Vancouver, BC, Canada, May 2010 \*
  - POMS Annual Conference, Denver, May 3–6, 2013 \*
- “Admission Policies in a Neurological Hospital Ward”
  - 2014 INFORMS Annual Meeting, San Francisco, California, November 9–12, 2014
  - 2013 INFORMS Annual Meeting, Minneapolis, Minnesota, October 6–9, 2013 \*
  - INFORMS Healthcare 2013, Chicago, IL, June 23–26, 2013 \*
  - 2012 INFORMS Annual Meeting, Phoenix, Arizona, October 14–17, 2012 \*
  - INFORMS Annual Meeting, Charlotte, NC, November 13–16, 2011 \*
  - INFORMS Healthcare Conference 2011, Montreal, Canada, June 20–22, 2011 \*
  - POMS Annual Conference, Denver, May 3–6, 2013 \*
- “Dynamic Pricing Competition with Strategic Customers under Vertical Product Differentiation”
  - INFORMS Annual Meeting, Charlotte, NC, November 13–16, 2011
  - INFORMS Annual Meeting, Austin, TX, November 7–10, 2010
  - INFORMS RM Section Conference, Cornell University, June 16–18, 2010
  - Mostly OM 2010, Tsinghua University, May 26–28, 2010 \*
  - INFORMS Annual Meeting, San Diego, CA, October 11–14, 2009
- “Does the Opaque Channel Increase Revenues? Empirical Evidence from the Airline Industry”
  - INFORMS RM Section Conference, Cornell University, June 16–18, 2010
- “An Improved Dynamic Programming Decomposition Approach for Network Revenue Management”
  - Choice-based Revenue Management Conference, Georgia Institute of Technology, May 21–22, 2012
  - INFORMS Annual Meeting, San Diego, CA, October 11–14, 2009
  - MSOM 2009 Conference, MIT, June 28–30, 2009

- INFORMS RM Section Conference, Northwestern University, June 22–23, 2009
- AGIFORS RM and Cargo 2009, Amsterdam, Netherlands, May 17–18, 2009
- “Estimation, Pricing, and Strategic Customer Behavior”
  - INFORMS Annual Meeting, San Diego, CA, October 11–14, 2009
  - MSOM 2009 Conference, MIT, June 28–30, 2009 \*
  - INFORMS Annual Meeting, Washington DC, October 12–15, 2008
- “Incorporating Competitive Price Information in Revenue Management”
  - PROS 13th Annual RM Conference, Houston, Texas, April 22–25, 2007
  - AGIFORS RM and Cargo 2007, Jeju Island, South Korea, May 14–17, 2007 \*
- “Pricing and Capacity Management for Multi-Class Stochastic Service Systems”
  - MSOM 2008 Conference, University of Maryland, June 5–6, 2008.
- “Price and Quantity Competition in Dynamic Revenue Management”
  - INFORMS Annual Meeting, Washington DC, October 12–15, 2008
  - INFORMS RM Section Conference, Montreal, Canada, June 18–20, 2008.
- “An Approximate Dynamic Programming Approach to Network Revenue Management with Customer Choice”
  - INFORMS RM Section Conference, New York, June 5, 2006
  - INFORMS Annual Meeting, Pittsburgh, November 7, 2006
- “Managing Clearance Sales in the Presence of Strategic Customers”
  - INFORMS Annual Meeting, San Francisco, CA, November 13, 2005
- “Revenue Management for Parallel Flights with Customer Choice Behavior”
  - INFORMS Annual Meeting, Atlanta, October 19, 2003
  - INFORMS Revenue Management and Pricing Section Conference, New York, June 5–6, 2003 \*

## Personal Interests

- Kids, Snowboarding/Skiing, Hiking, Reading, Investing.

## Personal

- Born in October 1978. Naturalized citizen of the United States. Married with two sons.