

Luyi Yang

CONTACT INFORMATION	100 International Drive Baltimore, MD, USA 21202	Phone: 410-234-9238 Email: luyi.yang@jhu.edu
EMPLOYMENT	Johns Hopkins University, Carey Business School , Baltimore, MD, USA Assistant Professor of Operations Management and Business Analytics	2017-
EDUCATION	The University of Chicago, Booth School of Business , Chicago, IL, USA Ph.D. , Management Science and Operations Management Support Area: Economics M.B.A. Tsinghua University , Beijing, P. R. China B.S. , Industrial Engineering (with honors) B.A. , English Language	2017 2016 2012 2012
RESEARCH INTERESTS	Consumer-driven service operations Digital marketplace Sustainable operations	Business model innovation Sharing economy Operations-marketing interface
PUBLICATIONS	<ol style="list-style-type: none">Trading Time in a Congested Environment (2017) <i>Management Science</i> 63(7):2377-2395 with L. Debo and V. Gupta 2015 INFORMS IBM Service Science Section Best Student Paper Award, Third Place 2015 CSAMSE/Columbia Business Initiative Best Paper Award, Third Place Selected into 2015 MSOM Service Special Interest Group (SIG) Conference, June 2015 Featured in Forbes.com, Capital Ideas BlogReferral Priority Program: Leveraging Social Ties via Operational Incentives (2019) <i>Management Science</i> 65(5): 2231-2248, with L. Debo Selected into 2017 MSOM Service Special Interest Group (SIG) Conference, June 2017 Featured in Tuck News, JHU Hub, Carey News, NewsWise.com, PRWeb.com, StreetInsider.com, Phys.org, Benzinga.com, WebsiteMagazine.com, Post Online Media, Changing BusinessSearch Among Queues Under Quality Differentiation (2019) <i>Management Science</i> 65(8):3605-3623, with L. Debo and V. Gupta Featured in <i>Capital Ideas</i> MagazineThe Economics of Line-Sitting (2019) <i>Management Science</i> (Article in Advance) https://doi.org/10.1287/mnsc.2018.3212, with S. Cui and Z. WangInvite Your Friend and You'll Move up in Line: Optimal Design of Referral Priority Programs <i>Manufacturing & Service Operations Management</i> (Forthcoming), solo-authored	
WORKING PAPERS	<ol style="list-style-type: none">A Model of Queue-Scalping, with S. Cui and Z. Wang. 2019 INFORMS Junior Faculty Interest Group (JFIG) Paper Competition, Honorable Mention 2018 INFORMS Service Science Section Best Cluster Paper Award, FinalistTo Brush or Not to Brush: Product Rankings, Customer Search, and Fake Orders with C. Jin and K. Hosanagar. 2019 INFORMS Service Science Best Paper Award Competition, Finalist	

2019 NET Institute Summer Research Grant
 2019 INFORMS Revenue Management & Pricing Conference Spotlight Presentation

3. Bundle Pricing of Congested Services, with C. Wu.
4. On the Equilibrium Structure of Dynamic In-Queue Priority-Purchasing Behavior with Z. Wang, S. Cui, J. Wang.
5. Slugging: Casual Carpooling for Urban Transit, with S. Cui, K. Li, J. Wang.
6. Right to Repair: Pricing, Profit, Welfare and Environmental Implications, with C. Jin and C. Zhu
 Selected into 2020 Early-career Sustainable Operations Workshop

**WORKS IN
 PROGRESS**

1. An E-O-Queue Model of Recycling Centers, with S. Cui
2. Service Offering and Bundling at a Congested Facility, with C. Wu and C. Jin
3. Pricing Services with Group Sessions, with S. Cui and Z. Wang
4. Help and Hagggle: Social Promotion with Randomized Price Cuts, with Z. Shao

**HONORS AND
 AWARDS**

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| 2019 INFORMS Junior Faculty Interest Group (JFIG) Paper Competition, Honorable Mention | 2019 |
| 2019 INFORMS Service Science Best Paper Award Competition, Finalist | 2019 |
| 2019 NET Institute Summer Research Grant | 2019 |
| 2019 Management Science Distinguished Service Award | 2019 |
| 2018 INFORMS Service Science Section Best Cluster Paper Award, Finalist | 2018 |
| Dean's Award for Faculty Excellence | 2018, 2019 |
| Wesley C. Pickard PhD Fellowship | 2016-2017 |
| 2015 INFORMS IBM Service Science Section Best Student Paper Award, Third Place | 2015 |
| 2015 CSAMSE/Columbia Business Initiative Best Paper Award, Third Place | 2015 |
| Selected to Purdue CIBER Doctoral Consortium | 2015 |
| INFORMS Doctoral Colloquium Nominee | 2015 |
| Katherine Dusak Miller PhD Fellowship | 2015-2016 |
| Chicago Booth Doctoral Fellowship | 2012-2016 |
| Joseph A. and Susan E. Pichler PhD Fellowship | 2013 |
| Waived from the first-year qualifying exam, Chicago Booth | 2013 |
| First Place, 2012 INFORMS RAS Problem Solving Competition | 2012 |
| ETS TOEFL First Prize Scholarship | 2012 |
| – The exclusive winner among Chinese TOEFL test takers pursuing studies in the US | |
| First Prize, 29th Tsinghua Challenge Cup Research and Innovation Contest | 2011 |
| Suchow Industrial Park Scholarship, Tsinghua University | 2011 |
| Tsinghua Science and Technology Scholarship | 2009, 2011 |
| Shuping Outstanding Scholarship | 2010, 2011 |
| Boeing Scholarship, Tsinghua University | 2011 |
| 26th China's National Physics Contest for College Students, Third Prize | 2010 |
| Changhong Scholarship, Tsinghua University | 2010 |
| Outstanding Award, 2009 China's National English Contests for College Students | 2009 |
| Yongwang Scholarship, Tsinghua University | 2009 |
| Tsinghua Academic Excellence Scholarship | 2009 |

**INVITED SEMINARS
 & WORKSHOPS**

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| Uber Technologies, Inc. | Dec. 2019 |
| Genesys Telecommunications Laboratories, Inc. | Nov. 2019 |
| New York University, Stern School, NET Institute Conference on Network Economics | Nov. 2019 |
| CUHK, Shenzhen, Workshop on Data Analytics in Healthcare and Service Operations | June 2019 |

Shanghai Jiaotong University, Workshop on Innovative and Data-Driven Operations	June 2019
Shanghai University of Finance and Economics, School of Info. Mgt. and Eng.	June 2019
University of Science and Technology of China, School of Management, The 5th International Workshop on Supply Chain Management and Express Logistics, Keynote Speaker	June 2019
Fudan University, School of Management	June 2019
University of Hong Kong, Faculty of Business and Economics	June 2019
Hong Kong Polytechnic University, Department of Logistics and Maritime Studies	June 2019
Hong Kong University of Science and Technology Business School	June 2019
University of Chicago, Booth School of Business, PhD Alumni Insight	April 2019
IBM Research - Almaden	May 2018
University of Rochester, Simon Business School	April 2018
Wilfrid Laurier University, Lazaridis School of Business and Economics	Feb. 2017
Vanderbilt University, Owen Graduate School of Management	Jan. 2017
Singapore Management University, Lee Kong Chian School of Business	Jan. 2017
University of California, Berkeley, Haas School of Business	Jan. 2017
Pennsylvania State University, Smeal College of Business	Jan. 2017
Boston College, Carroll School of Management	Jan. 2017
Johns Hopkins University, Carey Business School	Jan. 2017
San José State University, Lucas College and Graduate School of Business	Jan. 2017
San Francisco State University, College of Business	Nov. 2016
University of Pittsburgh, Joseph M. Katz Graduate School of Business	Dec. 2016
University of Illinois at Chicago, College of Business Administration	Sep. 2016

**CONFERENCE
PRESENTATIONS**

To Brush or Not to Brush: Product Rankings, Customer Search, and Fake Orders

INFORMS Revenue Management & Pricing Conference (Spotlight Presentation), Stanford, CA, June 2019
POMS Annual Conference, Washington DC, May 2019

A Model of Queue-Scalping

INFORMS Annual Meeting, Seattle, WA, Oct. 2019
MSOM Annual Conference, Singapore, July 2019
POMS Annual Conference, Washington DC, May 2019
INFORMS Annual Meeting, Phoenix, AZ, Nov. 2018

Bundle Pricing of Congested Services

INFORMS Annual Meeting, Seattle, WA, Oct. 2019
POMS Annual Conference, Washington DC, May 2019

The Economics of Line Sitting

INFORMS Annual Meeting, Phoenix, AZ, Nov. 2018
POMS Annual Conference, Houston, TX, May 2018

Invite Your Friend and You'll Move up in Line: Optimal Design of Referral Priority Programs

INFORMS Annual Meeting, Seattle, WA, Oct. 2019
INFORMS Annual Meeting, Phoenix, AZ, Nov. 2018
MSOM Annual Conference, Dallas, TX, July 2018
POMS Annual Conference, Houston, TX, May 2018
Johns Hopkins Conference on Crowdsourcing in the Sharing Economy, Baltimore, MD, April 2018
INFORMS Annual Meeting, Houston, TX, Oct. 2017

Referral Priority Program: Leveraging Social Ties via Operational Incentives

INFORMS Annual Meeting, Houston, TX, Oct. 2017
Third Workshop on Marketplace Innovation, Stanford, CA, June 2017

MSOM Service SIG Conference, Chapel Hill, NC, June 2017
POMS Annual Conference, Seattle, WA, May 2017
INFORMS Annual Meeting, Nashville, TN, Nov. 2016
MSOM Annual Conference, Auckland, New Zealand, June 2016
POMS Annual Conference, Orlando, FL, May 2016

Trading Time in a Congested Environment

INFORMS Annual Meeting, Nashville, TN, Nov. 2016
INFORMS Annual Meeting, Philadelphia, PA, Nov. 2015
CSAMSE Annual Conference, Shenyang, China, July 2015
MSOM Service SIG Conference, Toronto, Canada, June 2015
POMS Annual Conference, Washington D.C., May 2015
INFORMS Annual Meeting, San Francisco, CA, Nov. 2014

Search Among Queues Under Quality Differentiation

INFORMS Annual Meeting, Houston, TX, Oct. 2017
MSOM Annual Conference, Chapel Hill, NC, June 2017
INFORMS Annual Meeting, Nashville, TN, Nov. 2016
MSOM Annual Conference, Auckland, New Zealand, June 2016
INFORMS Annual Meeting, Philadelphia, PA, Nov. 2015
POMS Annual Conference, Washington D.C., May 2015
MSOM Annual Conference, Seattle, WA, June 2014
POMS Annual Conference, Atlanta, GA, May 2014

Mixed-integer Programming Approach for the Train Dispatching Problem: Model, Heuristics and Decomposition

INFORMS Annual Meeting, Phoenix, AZ, Oct. 2012

TEACHING

Johns Hopkins University, Carey Business School

Instructor

Operations Management (MBA/MS core)

Spring I, 2018-

Healthcare Textile Transportation Pathogen Containment Storage System (Ind. Study) Fall I, 2019

The University of Chicago, Booth School of Business

Teaching Assistant

Operations Management: Business Process Fundamentals (MBA core) 2014-2016

Healthcare Management Analytics Lab (MBA experiential learning) 2014-2015

Scoped and mentored two data-driven projects (both sponsored by University of Chicago Medicine):

[1] "Assessing the Impacts of Keeping Surgical Teams Intact" (2014 Spring)

[2] "A Strategic Plan for Optimizing the Surgical Case Mix" (2015 Spring)

—Featured in *Crain's Chicago Business*

SERVICES

Journal reviewer: *Management Science, Operations Research, Manufacturing & Service Operations Management, Production and Operations Management, Mathematical Methods of Operations Research, European Journal of Operational Research, Naval Research Logistics*

Conference reviewer: 2018 MSOM Service SIG Conference

Grant reviewer: GRF System of Research Grants Council, Hong Kong

Competition reviewer: 2019 POM College of Behavioral Operations Management (CBOM) Junior Scholar Paper Competition

Co-chair of Service Management SIG Meeting at 2019 MSOM Conference, Singapore

Session chair: INFORMS Annual Meeting 2016, 2017, 2018, 2019; POMS Annual Conference 2017, 2018; Johns Hopkins Symposium of Data-Driven Decision Making

Invited speaking engagements: Panelist at 2017 POMS Doctoral Consortium, Faculty Panelist at 2018 MS BARM Program Orientation

School Committees: Faculty Diversity Initiative Action Plan Committee (2018-), OMBA tenure-track faculty recruiting committee (2017-2018, 2018-2019), OMBA practice-track faculty recruiting committee (2019), OMBA postdoctoral fellow recruiting committee (2019)

Co-organizer of the OM/IS seminar series at Carey (2019-)

MEDIA MENTIONS Changing Business: Hurry up and Wait, 4/6/2018
Post Online Media: How to use people in line as sales agents, 1/22/2018
JHU Hub: As VIP online waiting lists gain in popularity, study finds potential pitfalls, 1/10/2018
Prweb.com: "Referral Priority" Waiting Lists Can Backfire, 1/10/2018
Websitemagazine.com: You Might Want to Wait on That Waitlist, 1/10/2018
Forbes.com/Entrepreneurs: What's Your Approach to Your Queuing Experience? 2/28/2016
Tuck News: Refer a Friend, Jump the Line, 11/14/2016
Capital Ideas: Why attempts to cut medical wait times can backfire, pp 39, Spring 2016
Crain's Chicago Business: Amputations are expensive. U of C has an unusual solution, 6/27/2015
Capital Ideas Blog: Restaurant wait too long? Someone should build an app for that, March 2015
Chicago Business: PhD Student Wins Operations Research Competition, Nov. 2012, Issue 1

Last updated: December 2019