Zhoupeng Jack Zhang

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August, 2024

Employment

University at Buffalo School of Management, The State University of New York
Assistant Professor of Operations Management and Strategy — Aug 2024-

Education

Rotman School of Management, University of Toronto — 2019 - 2024
Ph.D. in Management (Major: Operations Management and Statistics, Minor: Economics, Data Analytics)
Dissertation: *"Digital Business Models and Data Analytics: Essays on New Paradigms of Business Operations"*

Yale University — Summer 2017
Visiting Student in Economics

School of Management, Fudan University — 2015 - 2019
B.B.A. in Management Science, Magna Cum Laude

Research Interests

Future of Work, Socially Responsible Operations, Digital Platforms, Industrial Organization

Publications & Working Papers

1. Implications of Worker Classification in On-Demand Economy

   Hu M, ZJ Zhang, J Wang (2023) second-round revision at *Management Science*

   - *Winner*, 2023 Inaugural Oded Berman Student Paper Competition
   - *First Place*, 2022 INFORMS Conference on Service Science Best Student Paper Award
   - *Second Prize*, 2022 CSAMSE Best Paper Award
   - *Honorable Mention*, 2023 POMS-HK Best Student Paper Award
   - *Spotlight Paper*, 2022 INFORMS RMP Conference
   - MSOM 2023 Technology, Innovation, and Entrepreneurship (TIE) SIG
   - ACM 2023 Conference on EAAMO Oral Presentation
   - *Finalist*, 2023 CORS Queuing and Applied Probability SIG Student Paper Competition
   - *Finalist*, 2022 CORS Open Student Paper Competition
   - Media coverage: Rotman Insights, Toronto Star

2. Riding Through Rallies: Will You Tip More?

   Zhang ZJ, W Deng, M Hu (2023) R&R at *Manufacturing & Service Operations Management*

   - 2023 Rotman TD Management Data and Analytics Lab Research Grant

3. Seller Competition in Online Marketplace: A Social Comparison Perspective

   Zhou Y, ZJ Zhang, M Hu, TH Cui (2023) major revision at *Production and Operations Management*

4. Subscription vs. Spot Pricing in On-Demand Economy

   Hu M, T Qin, L Wang, ZJ Zhang (2023) R&R at *Manufacturing & Service Operations Management*

5. Traffic Channeling Under Uncertain Conversion Rates on E-Commerce Platforms

   Yu P, ZJ Zhang, Q Li (2022) *Naval Research Logistics* 70(1), 34–52

Work in Progress

6. Share or Solo? Pricing Mechanisms for Ride-sharing
   Hu M, J Wang, H Wen, ZJ Zhang (2023)

7. Optimal Art Collection Design
   Hu M, AD Naby, ZJ Zhang (2024)
   - 2024 Rotman TD Management Data and Analytics Lab Research Grant

8. Improving Patient Waits in the Emergency Department: Lessons from ED at Southlake RHC
   Baron O, D Krass, T Lu, ZJ Zhang, M Duic (2023)
   - 2020 Mitacs Research Training Award

9. Towards Equitable and Balanced Study Groups: An Optimization Approach
   Krass D, ZJ Zhang (2023)

Awards & Grants

Oded Berman Fellowship, Rotman, University of Toronto	2023
First Place, INFORMS Conference on Service Science Best Student Paper Award	2022
Second Prize, CSAMSE Best Paper Award	2022
Honorable Mention, POMS-HK Best Student Paper Award	2023
Finalist, CORS Queuing and Applied Probability SIG Student Paper Competition	2023
Finalist, CORS Student Paper Competition (Open Category)	2022
EAAMO Conference Travel Grant	2023
Rotman Research Traineeship	2023
Rotman TD Management Data and Analytics Lab Research Grant	2024, 2023
Canadian Operational Research Society Graduate Student Funding	2023
Ontario Graduate Scholarship - Rotman UToronto Nomination	2023
UToronto SGS Conference Grant	2022
Mitacs Research Training Award	2020
Director's Fellowship, University of Toronto	2019-21
Travel & Relocation Grant, Rotman, University of Toronto	2019
University of Toronto Fellowship	2019-present
Distinguished Undergraduate Dissertation, Fudan University	2019
Outstanding Graduate, Fudan University	2019
Shanghai Municipal Scholarship	2018

Teaching Experience

Guest Lecturer

Revenue Management (PhD) Session 6 "Pricing in Stochastic Service Systems"	Fall 2022

- Survey Evaluation: 4.8/5.0 (Mean), 5.0/5.0 (Median)

Teaching Assistant

Operations Management (MBA core), Instructors: M. Hu, G. Romero	Spring 2024
Operations Management (MBA core), Instructors: M. Hu, G. Trippen	Spring 2023
Operations Management (Undergraduate), Instructors: N. Barjesteh, D. Hermel, S. Liu	Fall 2022
Service Operations Management (MBA), Instructor: J. Milner	Summer 2022
Statistics for Management (MBA core), Instructor: A. Malekian	Winter 2022
Management Analytics (MBA), Instructor: A. Senderovich	Fall 2021

Services

Ad hoc reviewer: *Management Science, Production and Operations Management, Mathematical Methods of Operations Research*

Session chair & co-chair: INFORMS 2024, 2023; INFORMS RMP 2024; MSOM Conference 22022

Member: INFORMS, MSOM, POMS, CORS, RMP, Service Science, TIMES

Grouping Optimization Administrator, MBA, MFin, MFRM, MMA, GDipPA, Rotman UToronto	2019-2024
Co-organizer, Rotman Young Scholar Seminar	2023-2024
Data Analytics Advisor, Master of Management Analytics (MMA) Program, Rotman UToronto	2023-2024
Elected Graduate Student Union Representative, Rotman UToronto	2022-2023
Co-organizer, INFORMS Rotman Reunion	2022

Conferences & Workshops

Implications of Worker Classification in On-Demand Economy

INFORMS Annual Meeting, Seattle (Scheduled)	2024
CORS Annual Conference, London (Canada)	2024
POMS Conference, Minneapolis	2024
ACM Conference on Equity & Access in Algorithms, Mechanisms, & Optimization, Boston	2023
INFORMS Annual Meeting, Phoenix	2023
CSAMSE, Shenzhen	2023
MSOM Conference (Technology, Innovation, and Entrepreneurship SIG), Montreal	2023
CORS Annual Conference, Montreal	2023
POMS Conference, Orlando	2023
POMS HK, Virtual	2023
INFORMS Annual Meeting, Indianapolis	2022
Rotman Pre-INFORMS Seminar, Toronto	2022
CSAMSE, Virtual	2022
INFORMS Conference on Service Science, Virtual	2022
MSOM Conference, Munich	2022
INFORMS RMP Section Conference (Spotlight presentation), Virtual	2022
CORS Annual Conference, Vancouver	2022
Marketplace Innovation Workshop (Poster), Virtual	2022
POMS Conference, Virtual	2022
INFORMS Annual Meeting, Virtual	2021
Rotman Young Scholar Seminar, Virtual	2021

Riding Through Rallies: Will You Tip More?

INFORMS Annual Meeting, Seattle (Scheduled)	2024
MSOM Conference, Minneapolis	2024
CORS Annual Conference, London (Canada)	2024
Marketplace Innovation Workshop, Virtual	2024
POMS Conference, Minneapolis	2024
Rotman TD MDAL Research Roundtable, Toronto	2024
INFORMS Annual Meeting, Phoenix	2023
Rotman Pre-INFORMS Seminar, Toronto	2023

Subscription vs. Spot Pricing in On-Demand Economy

INFORMS Annual Meeting, Seattle (Scheduled)	2024
INFORMS RMP Section Conference, Los Angeles	2024
CORS Annual Conference, London (Canada)	2024

POMS Conference, Minneapolis	2024
INFORMS Annual Meeting, Phoenix	2023
CSAMSE, Shenzhen	2023
CORS Annual Conference, Montreal	2023
POMS Conference, Orlando	2023
POMS HK, Virtual	2023
INFORMS Annual Meeting, Indianapolis	2022

SKILLS & OTHERS

Programming Languages: Matlab, Python, R, Stata, LATEX
Languages: English (fluent), Mandarin (native)

REFERENCES

Ming Hu (Chair)
Distinguished Professor of Business Operations and Analytics
Rotman School of Management, University of Toronto
Email: mi.hu@rotman.utoronto.ca

Dmitry Krass (Co-Chair)
Professor of Operations Management and Statistics, Sydney C. Cooper Chair in Business and Technology
Rotman School of Management, University of Toronto
Email: dmitry.krass@rotman.utoronto.ca

Opher Baron
Distinguished Professor of Operations Management
Rotman School of Management, University of Toronto
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