

ZHOUPENG (JACK) ZHANG

University at Buffalo School of Management, The State University of New York

Email: zhoupeng@buffalo.edu

Webpage: <https://sites.google.com/view/zjackzhang>

July, 2025

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. [Shared or Solo? Platform Pricing and Rider Choices in Ridehailing](#)

Hu M, Wang J, Wen H, Zhang ZJ (2025) Minor Revision at *Management Science*

3. [Gig Platforms: Self-Scheduling Capacity, Worker Classification, and a Future of AI-Empowered Operations](#)

Hu M, Zhang ZJ (2025)

- Invited chapter in *Cambridge Handbook on Digital Platforms* (Dukes A, Sokol D, Sun T, Zhu F ed.)

4. [Sellers' Peer Comparison Under Uncertainty in Online Marketplace](#)

Zhou Y, ZJ Zhang, M Hu, TH Cui (2024) *Production and Operations Management* Article in Advance

5. [Riding Through Rallies: Will You Tip More?](#)

Zhang ZJ, W Deng, M Hu (2024) R&R at *Manufacturing & Service Operations Management*

- 2023 Rotman TD Management Data and Analytics Lab Research Grant

6. [Subscription vs. Spot Pricing in On-Demand Economy](#)

Hu M, T Qin, L Wang, ZJ Zhang (2024) R&R at *Manufacturing & Service Operations Management*

7. [Traffic Channeling Under Uncertain Conversion Rates on E-Commerce Platforms](#)

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

8. [Cloud or On-Premise? A Strategic View of Large Language Model Deployment](#)

Zhang ZJ, J Shi, S Tang (2025)

WORK IN PROGRESS

9. Incentivizing Service Efforts: A Customer-Oriented Informational Approach

Zang L, Zhang ZJ (2024)

10. Optimal Art Collection Design

Hu M, AD Naby, ZJ Zhang (2024)

- 2024 Rotman TD Management Data and Analytics Lab Research Grant

11. Improving Patient Waits in the Emergency Department: Lessons from ED at Southlake RHC

Baron O, D Krass, T Lu, ZJ Zhang, M Duic (2025) Under review at *Health Care Management Science*

- 2020 Mitacs Research Training Award

12. Towards Equitable and Balanced Study Groups: An Optimization Approach

Krass D, ZJ Zhang (2023)

AWARDS & GRANTS

Oded Berman Fellowship, Rotman, University of Toronto	2023
<i>First Place</i> , INFORMS Conference on Service Science Best Student Paper Award	2022
<i>Second Prize</i> , CSAMSE Best Paper Award	2022
<i>Honorable Mention</i> , POMS-HK Best Student Paper Award	2023
<i>Finalist</i> , CORS Queuing and Applied Probability SIG Student Paper Competition	2023
<i>Finalist</i> , 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

INSTRUCTOR

Production and Operations Management (Undergraduate) Spring 2025

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

Conference reviewer: MSOM 2025

Research grant reviewer: Hong Kong RGC 2025

Session chair & co-chair: INFORMS 2025, 2024, 2023; INFORMS RMP 2024; MSOM Conference 2024, 2022

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

Committee member, Inaugural NYON Operations Workshop 2025

Ph.D. recruiting interviewer, University at Buffalo School of Management 2025

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, Atlanta (Scheduled) 2025

INFORMS Annual Meeting, Seattle 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
Shared or Solo? Platform Pricing and Rider Choices in Ridehailing	
INFORMS Annual Meeting, Atlanta (Scheduled)	2025
CSAMSE, Chengdu	2025
MSOM Conference, London	2025
POMS Conference, Atlanta	2025
INFORMS Annual Meeting, Seattle	2024
Gig Platforms: Self-Scheduling Capacity, Worker Classification, and A Future of AI-Empowered Operations	
USC Cambridge Handbook on Digital Platforms Symposium	2024
Riding Through Rallies: Will You Tip More?	
POMS Conference, Atlanta	2025
INFORMS Annual Meeting, Seattle	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	
POMS Conference, Atlanta	2025
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
Optimal Art Collection Design	
POMS Conference, Atlanta	2025

SKILLS & OTHERS

Programming Languages: Matlab, Python, R, Stata, L^AT_EX
 Languages: English (fluent), Mandarin (native)