

CHENHAO ZHOU

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EDUCATION

Rutgers Business School, Rutgers University, NJ Ph.D. in Management — Supply Chain Management <i>Dissertation Committee:</i> Chair: Dean Lei Lei Members: Dr. Weiwei Chen, Dr. Xin Ding, Dr. David Dreyfus External: Dr. Keith Skowronski (University of South Carolina) <i>Awards & Fellowships:</i> Graduate School Academic Excellence Scholarship (2025) Alfred J. Battaglia Memorial Fellowship (2024, 2025) Summer Research Grant Competition (2022, 2023, 2024)	Expected 05/2026 GPA: 4.0/4.0
Tandon School of Engineering, New York University, NY M.S. in Engineering/Industrial Management	09/2021 GPA: 3.7/4.0
Questrom School of Business, Boston University, MA B.S. in Business Administration	09/2019 GPA: 3.5/4.0

RESEARCH INTERESTS

Healthcare operations; Human resource operations; Organizational learning and team coordination; Population health; Service operations; Appointment scheduling and machine learning

JOURNAL ARTICLES

Accepted / Forthcoming

Zhou, C.*; Ding, X.; Chen, W.; Lei, L.; Norrell, J.; Tray, A.; Evens, A. M. *Enhancing Efficiency and Workflow in Oncology Outpatient Services by Simulation-Based Optimization*. Forthcoming, **Annals of Operations Research**.

Under Review

Zhou, C.; Dreyfus, D.*; Bagchi, A. *Exploring the Triple Aim Through Clinician Empowerment: The Role of Resources and Health Disparities on Quality Outcomes*. **Journal of Operations Management**. R&R (Round 1). Revision submitted.

Zhou, C.*; Lin, T.; Ding, X.; Chen, W.; Lei, L. *Balancing Workforce Fissuring and Service Quality: Evidence from Healthcare Operations*. **Journal of Operations Management**. R&R (Round 2). Resubmitted Sep 2025.

Dreyfus, D.; Zhou, C.*; Lin, T. *Enhancing Healthcare Operation in Disadvantaged Communities*. **Health Care Management Science**. Under review. Submitted Feb 2025.

Working Papers

Zhou, C.*; Li, W. *Engagement Without Responsibility: Ownership Transitions and Stakeholder Welfare in U.S. Nursing Homes*. Target: **Journal of Business Ethics**. Preparing for submission.

Zhou, C.* *Private Equity in Healthcare: Ownership Transitions and Operational Performance in Global South Health Systems*. Target: **Organization Science** (Special Issue). Draft complete. Deadline Apr 2026.

Zhou, C.* *Chain-Level Quality Competition Under Yardstick Incentives: Market Concentration, Strategic Investment, and Health Equity in the U.S. Dialysis Industry*. Target: **Management Science**. Draft complete.

Zhou, C.* *When Stars Fall: Quality Instability, Consumer Choice, and the Demand for Long-Term Care*. Target: **Journal of Operations Management**. Draft complete.

Zhou, C.* *When the Scorecard Changes: Quality Measurement Redesign and Operational Resource Reallocation in Nursing Homes*. Target: **Production and Operations Management**. Draft complete.

Zhou, C.* *Extension Services, Market Remoteness, and Agricultural Productivity: Evidence from Ethiopian Smallholder Farms*. Target: **Manufacturing & Service Operations Management** (Special Issue). Deadline Jun 2026.

Zhou, C.* *Deep Reinforcement Learning for Forward-Looking Chemotherapy Appointment Scheduling*. Target: **Production and Operations Management** (Special Issue). Deadline Jun 2026.

Zhou, C.*; Wang, P.; Dreyfus, D.; Ding, X.; Lin, T. *From Triple Aim to Quadruple Aim*. Target: **Organizational Management Journal**. Draft nearing completion.

Lim, J. M.*; Olaleye, T.; Zhou, C. *Systems Approach to Addressing ED Congestion*. Target: **Management Science**. Data processing.

Early-Stage / Data Collection

Zhou, C.* *Do Cross-Level Staffing Patterns Influence Clinician Turnover and Care Operations*. Target: **Decision Sciences Journal**. Data collection & analysis.

Olaleye, T.*; Zhou, C.; Dreyfus, D.; Muckey, E.; Rosania, A.; Nelson, L.; Dym, A. *Improving Emergency Department Flow*. IRB approved. Data collection in progress.

Note: * denotes corresponding author.

PUBLISHED PROCEEDINGS

Zhou, C. (2021). House price prediction using polynomial regression with Particle Swarm Optimization. *Journal of Physics: Conference Series*, 1802(3), 032034. doi:10.1088/1742-6596/1802/3/032034

Zhou, C. (2020). Quantitative investment strategy analysis based on machine learning for share dealing. *2020 7th International Conference on Information Science and Control Engineering (ICISCE)*, 1051–1057. IEEE. doi:10.1109/ICISCE50968.2020.00214

Overall: 23 citations (Google Scholar); 1,784 downloads (IEEE/IOP).

BOOKS

Hui, J.; Liu, J.; Zhou, C.; Zhou, W. (Eds.) *Strategies for Enhancing the Effectiveness of Internal Audit and Risk Control*. Chapters I, II, IX, X, XI. China Modern Economic Publishing House, 2025. ISBN:

978-7-5119-3474-1.

Adopted as a course textbook by Shanxi University of Finance and Economics.

CONFERENCE PRESENTATIONS

INFORMS Service Science, <i>Resilience in Health Care Operations</i> .	2025
Decision Sciences Institute, <i>Healthcare Operating in Fissured Workforce</i> .	2025
Decision Sciences Institute, <i>Clinician Empowerment and the Triple Aim</i> .	2024
INFORMS Annual Meeting, <i>Optimizing Oncology Outpatient Flow</i> .	2024
INFORMS Annual Meeting, <i>ED Crowding and Diversion Operations</i> .	2023

WORKSHOPS & INVITED TALKS

Invited Presenter, CHOM Synapse: Healthcare Operations Engagement (Orlando, FL). 2023
Perspectives on patient-centered appointment scheduling; practitioner–scholar dialogue.

PROFESSIONAL SERVICE

Session Co-Chair, INFORMS Service Science Conference.	2025
Ad-hoc Reviewer, Decision Sciences Institute — Project Management; Gig Economy & Social Media.	2025
Ad-hoc Reviewer, Decision Sciences Institute — Healthcare.	2024
Member, INFORMS; POMS; DSI.	2022–present

TEACHING

Instructor of Record

Supply Chain Analytics (52:620:326) — Camden	Spring 2026
Demand Planning & Fulfillment (29:799:310) — Newark	Spring 2026
Demand Planning & Fulfillment (29:799:310) — Newark	Summer 2025
Introduction to Six Sigma and Lean Manufacturing (33:799:460) — Livingston	Winter 2025

Course Evaluations

Dimension	Section	Dept Avg	School Avg
Overall effectiveness	4.91	4.47	4.33
Course quality	5.00	4.29	4.30
Response rate	85%	—	—

Teaching Assistant

Demand Planning & Fulfillment (33:799:310)	2021FA, 2022SP, 2022FA, 2023FA, 2024SP, 2025SP
Project Management (22:799:691)	2022SP
Supply Chain Analytics, MS (22:799:601)	2023SP
Operations Analysis (22:799:580)	2023SU

Supply Chain Analytics Essentials (33:799:475)	2023SP
Global Procurement & Supply, MS (22:799:618)	2023FA, 2024SP
Supply Chain Finance, MS (22:799:694)	2024FA
Process & Operations Management (29:623:311)	2024FA

RESEARCH EXPERIENCE

Cancer Institute of New Jersey, NJ <i>Research Collaborator</i> (with Prof. Weiwei Chen and Prof. Xin Ding)	2022–2024
<ul style="list-style-type: none"> • Identified and addressed bottlenecks in hospital daily operations. • Constructed discrete-event simulation models for oncology outpatient flow. • Implemented agent-based modeling for emergency department congestion patterns. 	
Pre-Doctoral Research , New York University <i>Mentored by Prof. Thomas Mazzone</i> (Director, Industrial Engineering Program)	2020–2021
<ul style="list-style-type: none"> • Developed graduate research proposal and pre-Ph.D. research pathway. 	

INDUSTRY EXPERIENCE

Lujiazui International Trust Co., Ltd. , Shanghai <i>Investment Researcher</i>	Fall 2020
<ul style="list-style-type: none"> • Managed trust fund client relationships and initiated new investment projects. • Developed algorithmic revenue forecasting model using MATLAB and Wind Database. 	
Evergreen , Beijing <i>Resource Development Team Manager</i>	Summer 2018
<ul style="list-style-type: none"> • Led design and distribution of outreach materials across the Beijing region. • Conducted strategic analyses of business initiatives. 	
Rural China Education Foundation , Shanxi <i>Intern</i>	Summer 2017
<ul style="list-style-type: none"> • Coordinated recruitment events and logistics across departments. • Documented meetings and facilitated networking among stakeholders. 	
China Securities Co., Ltd. , Beijing <i>Intern</i>	Summer 2016
<ul style="list-style-type: none"> • Researched margin trading and securities lending in China’s secondary market. • Collected and presented securities data in daily research briefings. 	

SKILLS

- **Methods:** Panel data econometrics; Instrumental variables; Simulation modeling; Stochastic frontier analysis; DEA; IRB protocol.
- **Software:** Stata, Python, R, AMPL, Gurobi, MATLAB, Tableau.
- **Languages:** English (fluent); Mandarin Chinese (native).

REFERENCES

Lei Lei, Ph.D.

Distinguished Professor and Dean, Rutgers Business School

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Dissertation Advisor; Committee Chair

Weiwei Chen, Ph.D.

Professor; Senior Director of MBA Programs, Rutgers Business School

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Committee Member

Xin Ding, Ph.D.

Dean's Research Professor; Interim Vice Chair, Dept. of SCM, Rutgers Business School

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Committee Member

David Dreyfus, Ph.D.

Associate Professor; Director, MS in Healthcare Analytics, Rutgers Business School

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Committee Member

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Department Chair

Dissertation advisor listed first; remaining references in alphabetical order.