

# CHENHAO ZHOU

Ph.D. Candidate | Graduate Instructor  
Dept. of Supply Chain Management | Rutgers Business School  
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## EDUCATION

### Rutgers Business School, Rutgers University

Ph.D. in Management | Concentrain: Supply Chain Management | GPA: 4.00/4.00

May 2026

Expected

*Dissertation committee:* Chair: [Lei Lei<sup>ref</sup>](#);

Members: [Weiwei Chen<sup>ref</sup>](#), [Xin Ding<sup>ref</sup>](#), [David Dreyfus<sup>ref</sup>](#), [Keith Skowronski](#)

*Reference contact details.* [Click](#)

*Awards:* Graduate School Academic Excellence Award (2025)

Alfred J. Battaglia Memorial Fellowship (2024–2025)

Summer Research Grant (2022–2024)

### Tandon School of Engineering, New York University

2021

M.S. in Engineering/Industrial Mgmt; Mentor: [Thomas Mazzone](#)

### Questrom School of Business, Boston University

2019

B.S. in Business Administration

*Professional Development*

### Robert H. Smith School of Business, University of Maryland (Online)

2025

AI & Career Empowerment Certificate

DataCamp Track: Data Scientist & Deep Learning in Python

2024

## RESEARCH & TEACHING INTERESTS

### Research Areas

Healthcare operations; Appointment scheduling;

Population health; Sustainability & Equity

*Causal inference:* Team Dynamics; Fissuring

Workforce design & Satisfaction

*Modeling:* AI-driven Simulation

### Teaching Areas

Operations & Supply Chain Analytics;

Business Stats & Data Analytics

Lean & Six Sigma; Project Mgmt.

Business Intelligence (ML/AI);

Elective: Healthcare Information System

## TECHNICAL SKILLS

Programming

Optimization & Simulation

Econometric Methods

ML/AI Methods

Daily Office & Visualization

Languages

HTML, MATLAB, Python, R, SQL, Stata,  $\LaTeX$

AMPL, AnyLogic, CPLEX, Gurobi, OptQuest

DEA, DID, GMM, IV-2SLS/LIML/CF, SEM

Causal ML, Deep RL, Prediction

Microsoft 365, Power BI, SAP, Tableau

English (fluent), Mandarin (native)

## PUBLICATIONS & RESEARCH

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### Manuscripts Under Review

- [1] **Zhou, C.\***; Lin, T.; Ding, X.; Chen, W.; Lei, L. "Balancing Workforce Fissuring and Service Quality." *Journal of Operations Management* (SI). R3: Under review (R2: Major Revision; resubmitted).
- [2] Zhou, C.; **Dreyfus, D.\***; Bagchi, A. "Exploring the Triple Aim Through Clinician Empowerment." *Journal of Operations Management*. R2: Under review (R1: Major Revision; resubmitted).
- [3] **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." *Annals of Operations Research*. R3: Under review (R2: Minor Revision; resubmitted).
- [4] Dreyfus, D.; **Zhou, C.\***; Lin, T. "Enhancing Healthcare Operations in Disadvantaged Communities." *Health Care Management Science* (SI). Under review (submitted Feb 2025).

### Working Papers (full drafts available upon request)

- [5] **Zhou, C.\***; Li, W.; Wang, P.; Dreyfus, D. "Engagement Without Responsibility: Ownership Transitions and Stakeholder Welfare in U.S. Nursing Homes." Target: *Journal of Business Ethics*. Ready to submit.
- [6] **Zhou, C.\***; Ding, X.; Chen, W.; Lei, L. "Deep Reinforcement Learning for Forward-Looking Chemotherapy Appointment Scheduling." Target: *Production and Operations Management* (SI). Draft complete; deadline June 2026.
- [7] **Zhou, C.\*** "Stay, Straddle, or Exit: How Regulatory Seams Shape Organizational Responses to Institutional Disruption." Target: *Organization Science* (SI). Draft complete.
- [8] **Li, W.\***; Zhou, C. "Extension Services, Market Remoteness, and Agricultural Productivity: Evidence from Ethiopian Smallholder Farms." Target: *Manufacturing & Service Operations Management* (SI). Draft complete; deadline June 2026.

### Research in Progress (preliminary results; drafts in preparation)

- [9] **Zhou, C.\*** "Heteroscedasticity-Based Identification in Management Research: A Review, Tutorial, and Guidelines." Target: *Academy of Management Journal*.
- [10] **Zhou, C.\*** "When Stars Fall: Quality Instability, Consumer Choice, and the Demand for Long-Term Care." Target: *European Journal of Operational Research* or *Production and Operations Management*.
- [11] **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*.
- [12] Dreyfus, D.; **Zhou, C.\***; Wang, P.; Ding, X.; Lin, T. "From Triple Aim to Quadruple Aim." Target: *Journal of Operations Management* or *Production and Operations Management*.
- [13] **Lim, J.M.\***; Zhou, C.; Olaleye, T. "Systems Approach to Addressing Emergency Department Congestion." Target: *Management Science*.

### Conference Proceedings

**Zhou, C.** (2021). "House price prediction using polynomial regression with Particle Swarm Optimization." *Journal of Physics: Conference Series*, 1802(3), 032034.

**Zhou, C.** (2020). "Quantitative investment strategy analysis based on machine learning for share dealing." *ICISCE 2020*, 1051–1057.

### Books

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

\* indicates corresponding author.

## TEACHING EXPERIENCE

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### Instructor of Record

|  |            |
|--|------------|
| SP2026 52:620:326 Supply Chain Analytics             | Camden     |
| SP2026 29:799:310 Demand Planning & Fulfillment      | Newark     |
| SU2025 29:799:310 Demand Planning & Fulfillment      | Newark     |
| TBA Introduction to Six Sigma and Lean Manufacturing | Livingston |

### Course Development & Pedagogical Innovation

Public versions: [chenhaozhou.me/teaching](https://chenhaozhou.me/teaching) (selected modules; partial demos for demonstration purposes)

- **Business Analytics & ML Course Platform** — Modular curriculum (10+ modules; 3 capstones) integrating theory, business applications, and Python labs.
- Authored guides: *Data-Driven Analysis Manual*; *Business ML Guide*.
- Authored open-access research notes: *Endogeneity and Causal Inference Methods: Introduction and Recent Applications*.

### Interactive Teaching Materials (Selected)

- M/M/c Queue Model
- Port Management (AI Recommendations)
- Hospital Infusion Center Scheduling (AnyLogic)
- Newsvendor Model
- Vehicle Routing (TSP)
- Facility Location

### Teaching Evaluations (Summary)

Overall effectiveness: 4.91 (Dept 4.47; School 4.33)

Course quality: 5.00 (Dept 4.29; School 4.30)

Response rate: 85%

Report: [Teaching Evaluations \(PDF\)](#)

### Teaching Assistant (Selected)

#### Undergraduate

- Demand Planning & Fulfillment (2021–2025)
- Process & Operations Management (2024)
- Supply Chain Analytics Essentials (2023)
- Six Sigma and Lean Manufacturing (2023)

#### Graduate

- Supply Chain Finance (2024)
- Global Procurement & Supply (2023–2024)
- Supply Chain Analytics (2023)
- Operations Analysis (2023)
- Project Management (2022)

### Certification Examination Support

|   |           |
|---|-----------|
| Lean Six Sigma Green Belt Technical Certificate (Rutgers Business School) | 2022–2025 |
| Advanced Certification in Procurement (Rutgers Business School)           | 2025      |

## PROFESSIONAL & INDUSTRY EXPERIENCE

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### Conference Presentations

- POMS Annual: “How Community Health Disparities Affect Dialysis Facility Performance” (2026).
- POMS Annual: “Team Continuity Amid Workforce Fissure” (2026).
- DSI Doctoral Research Showcase: “Healthcare Operating in Fissured Workforce” (2025).
- DSI Healthcare Management: “Empowering Clinicians in Resource-Constrained Dialysis Care” (2025).
- DSI SCM: “Organizational Learning in a Fissured Healthcare Workforce” (2025).
- INFORMS Service Science: “Resilience in Health Care Operations” (2025).
- DSI Healthcare Management: “Clinician Empowerment and the Triple Aim” (2024).
- INFORMS Annual: “Optimizing Oncology Outpatient Flow” (2024).
- INFORMS Annual: “ED Crowding and Diversion Operations” (2023).

### Service & Leadership

- Session Chair, POMS Healthcare Analytics (2025, 2026).
- Session Chair, INFORMS Service Science: “Smart Resource Allocation Under Uncertainty” (2025).
- Reviewer, *Health Care Management Science* (2024–present).
- Reviewer, Annual DSI (Project Management; Gig Economy & Social Media) (2025).
- Reviewer, Annual DSI (Healthcare) (2024).
- Member: DSI; INFORMS; POMS; IEEE; AOM (new).

### Workshops & Invited Talks

**Invited Speaker**—CHOM Synapse: Healthcare Operations Engagement (2023). [Program](#).

- Shared perspectives on patient-centered appointment scheduling
- Engaged in practitioner–scholar feedback
- Contributed to program development discussions

### Industry Experience

**Cancer Institute of New Jersey**, New Brunswick, NJ 2022–2024

*Research Collaborator*

- Directed simulation-based optimization for a 2-year grant-funded project; redesigned outpatient workflows in collaboration with clinical leadership.
- Engineered agent-based models reducing patient wait times by 30% (deployed); currently developing deep reinforcement learning (DRL) models for Phase II.

**Lujiazui International Trust Co., Ltd.**, Shanghai 2020

*Investment Research Collaborator*

- Developed PSO-optimized machine learning frameworks for trust fund valuation and real estate forecasting; results published in IEEE and J. Phys.

**China Securities Co., Ltd.**, Beijing 2016  
*Summer Data Analyst*

- Analyzed margin trading and securities lending data; delivered daily strategic briefings to the research team.

## REFERENCES

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**Lei Lei, Ph.D.** (Advisor)

Distinguished Professor & Dean  
Rutgers Business School  
[llei@business.rutgers.edu](mailto:llei@business.rutgers.edu)

**Xin Ding, Ph.D.**

Dean's Research Professor; Interim Vice Chair  
Dept. of Supply Chain Management, Rutgers Business School  
[xding@business.rutgers.edu](mailto:xding@business.rutgers.edu)

**Lian Qi, Ph.D.**

Professor & Department Chair  
Dept. of Supply Chain Management, Rutgers Business School  
[lianqi@business.rutgers.edu](mailto:lianqi@business.rutgers.edu)

*Advisor listed first; remaining references in alphabetical order.*

**Weiwei Chen, Ph.D.**

Professor; Senior Director, MBA Programs  
Rutgers Business School  
[wchen@business.rutgers.edu](mailto:wchen@business.rutgers.edu)

**David Dreyfus, Ph.D.**

Associate Professor; Director, MS in Healthcare Analytics  
Rutgers Business School  
[ddreyfus@business.rutgers.edu](mailto:ddreyfus@business.rutgers.edu)