CHENHAO ZHOU

Ph.D. Candidate, Department of Supply Chain Management
Rutgers, The State University of New Jersey
100 Rockafeller Road | Piscataway, NJ 08854
chenhao.zhou@rutgers.edu · in · (929) 314–1613
Homepage: www.chenhaozhou.me

EDUCATION

Rutgers Business School, Newark and New Brunswick, NJ — Expected: 05/2026
Ph.D. in Management with a concentration in Supply Chain Management — GPA: 4.0/4.0

- ***Dissertation Committee***
  Supervised by Dean Lei Lei
  Members: Dr. Weiwei Chen, Dr. Xin Ding, Dr. David Dreyfus
  External: Dr. Keith Skowronski (University of South Carolina)

- ***Awards & Fellowships***
  Summer Research Grant Competition (2022, 2023, 2024)
  Alfred J. Battaglia Memorial Fellowship (2024, 2025)
  Graduate School Academic Excellence Scholarship (2025)

Tandon School of Engineering, New York University, Brooklyn, NY — 09/2021
M.S. Engineering/Industrial Management

Questrom School of Business, Boston University, Boston, MA — 09/2019
B.S. Business Administration

CERTIFICATION

University of Maryland Robert H. Smith School of Business, MD — 10/2025
AI and Career Empowerment Certificate

RESEARCH INTERESTS

- Healthcare operations
- Organizational learning and team coordination
- Population health
- Appointment scheduling and ML

JOURNAL ARTICLES

UNDER REVIEW

Zhou, C.; Dreyfus, D.*; Bagchi, A.
Exploring the Triple Aim Through Clinician Empowerment
Journal of Operations Management
Major revision (Round 1). Revision deadline: Nov 30, 2025.

Zhou, C.*; Lin, T.; Ding, X.; Chen, W.; Lei, L.
Balancing Workforce Fissuring and Service Quality: Evidence from Dialysis Operations
Journal of Operations Management
Major revision (Round 2). Revision deadline: Feb 2026.
SI targets on: May 2026.

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
Major revision (Round 1). Revision deadline: January 31, 2026.

Dreyfus, D.; Zhou, C.*; Lin, T.
Enhancing Healthcare Operation in Disadvantaged Communities
Health Care Management Science
Under review. Submitted: February 3, 2025.
SI targets on: Feb 2026.

IN PROGRESS

Zhou, C.*; Dreyfus, D.; Wang, P.; Ding, X.; Lin, T.
From Triple Aim to Quadruple Aim
Target: *Production and Operations Management* or *Journal of Operations Management*.
Draft nearing completion. Expected submission: December 2025.

Zhou, C.*; Chen, W.; Ding, X.; Lei, L.
Patient-Centered Scheduling in Oncology Treatment: A Deep Reinforcement Learning Approach
Target: *Management Science*.
Preliminary results. Integrates patient preferences with dynamic appointment scheduling.

Zhou, C.* - Look for collaboration
Workforce Fissuring Interdependencies: Cross-Functional Spillover Effects on Healthcare Service Quality
Target: *Journal of Operations Management*.
Preliminary results. Examining diffusion effects of workforce instability across interdependent clinical roles.

Lim, J. M.*; Zhou, C.; Olaleye, T.
Systems Approach to Addressing Emergency Department Congestion
Target: *Management Science*.
In progress. Advancing from conceptual framework to empirical analysis.

EARLY-STAGE / DATA COLLECTION

Zhou, C.* - Look for collaboration
Cross-Level Staffing Patterns and Their Influence on Clinician Turnover and Care Operations
Target: *Decision Sciences Journal*.
Data preprocessing and exploratory analysis.

Olaleye, T.*; Zhou, C.; Dreyfus, D.; Muckey, E.; Rosania, A.; Nelson, L.; Dym, A.
Improving Emergency Department Flow and Ambulance Diversion Operations
Early-stage. IRB approved. Data feedback ongoing.

PROCEEDINGS

Zhou, C. (2021). House price prediction using polynomial regression with particle swarm optimization. *Journal of Physics: Conference Series, 1802*(3), 032034. https://doi.org/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. https://doi.org/10.1109/ICISCE50968.2020.00214

Overall Proceedings Metrics: Citations: 23 (Google Scholar) | Downloads: 1,784 (IEEE and 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, and XI.
Publisher: China Modern Economic Publishing House, 2025. ISBN: 978-7-5119-3474-1.
Adoption: Recommended as a course textbook by Shanxi University of Finance and Economics in China.

PRESENTATIONS

Annual POM *TBA.*	2026
Annual INFORMS Service Science *Resilience in Health Care Operations.*	2025
Annual DSI *Healthcare Operating in Fissured Workforce.*	2025
Annual DSI *Clinician Empowerment and the Triple Aim.*	2024
Annual INFORMS *Optimizing Oncology Outpatient Flow.*	2024
Annual INFORMS *ED Crowding and Diversion Operations.*	2023

WORKSHOPS & DIALOGUES

Invited Presenter — CHOM Synapse: Healthcare Operations Engagement (Orlando, FL). Shared perspectives on patient-centered appointment scheduling; engaged in practitioner–scholar feedback; contributed to program development discussions with healthcare leaders. Flyer: CHOM 2023 Flyer

PROFESSIONAL SERVICES

SESSION LEADERSHIP

Session Chair, POMS Healthcare Analytics Track.	2026, 2025
Session Chair, INFORMS Service Science *Smart Resource Allocation Under Uncertainty.*	2025

EDITORIAL & REVIEW

Reviewer, *Health Care Management Science.*	2024–present
Reviewer, Annual DSI — Project Management; Gig Economy & Social Media.	2025
Reviewer, Annual DSI — Healthcare.	2024

PROFESSIONAL MEMBERSHIP

Member, INFORMS; POMS; DSI.	2022–present

TEACHING

INSTRUCTOR

Demand Planning & Fulfillment (29:799:310), 2025SU
Introduction to Six Sigma and Lean Manufacturing (33:799:460), 2025WN
Supply Chain Analytics (52:620:326:90), 2026SP

COURSE DEVELOPMENT & PEDAGOGICAL INNOVATION

Machine Learning Course Platform (chenhaozhou.me/ml-course)

- Designed module curriculum bridging theory and business applications with Python codes.
- Created interactive capstone projects using real-world and predictive datasets.

Developed comprehensive textbook materials

- *Data-Driven Analysis Manual* (analytical thinking foundations)
- *Business ML Guide* (data-driven analysis for business value)

COURSE EVALUATIONS (SUMMARY)

Dimension	Section	Dept	School
Overall effectiveness	**4.91**	4.47	4.33
Course quality	**5.00**	4.29	4.30
Percentage of responses	**85%**	-	-

Selected student comments —

- "Professor Zhou explained difficult concepts with clarity."
- "Quick to respond and tailored the course."
- "Integrated Stata and Colab into projects."
- "Respectful, encouraging, made learning fun."

TEACHING ASSISTANT

Demand Plan & Fulfil (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 ...

MILESTONES

Simulation Model Development 2022–2024
Collaboration with Prof. Weiwei Chen and Prof. Xin Ding
- Built discrete-event simulation models for oncology outpatient flow analysis.
- Implemented agent-based modeling for emergency department congestion patterns.
- Created optimization algorithms integrating simulation with machine learning techniques.

Pre-Doctoral 2020–2021
Mentored by Prof. Thomas Mazzone, Director of I.E. in NYU; Ph.D. referee
- Developed graduate research proposal, specialization pathway, and pre-Ph.D. studies.

INDUSTRY EXPERIENCE

Cancer Institute of New Jersey, New Brunswick NJ 2022–2024
Research Collaborator
- Identified and addressed bottlenecks in hospital daily operations.
- Pre-processed industries data for analysis.
- Constructed a process simulation model to support decision-making.

Lujiazui International Trust Co., Ltd., Shanghai 2020
Investment Researcher
- Managed key trust fund client relationships and initiated new investment projects.

- Developed an algorithmic revenue forecasting model using MATLAB and the Wind Database.

China Securities Co., Ltd., Beijing 2016
Data Analyst
- Researched margin trading and securities lending in China's secondary market.
- Collected, recorded, and presented securities data in daily research briefings.

SKILLS

- **Research & Methods:** Training - IRB; Data Processing; Simulation Modeling.
- **Programming & Tools:** Python3; R; Stata; Ampl; Gurobi; Html; Tableau; MS Office;
- **Teaching:** Practical instructions; Curriculum Development; Advising; Class Facilitation.
- **Languages:** English (fluent) & Mandarin (native).