

ZHENGHANG XU

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RESEARCH INTERESTS

Methodologies	Machine Learning, Queueing Theory, Causal Modeling, Online Learning
Applications	Service Analytics, Revenue Management, Healthcare

EDUCATION

Rotman School of Management, University of Toronto	<i>2021 - Present</i>
Ph.D. candidate in Operations Management and Statistics	
Advisors: Opher Baron, Dmitry Krass, Philipp Afèche, Arik Senderovich, Mark van der Laan	
The Chinese University of Hong Kong, Shenzhen (CUHKSZ)	<i>2017 - 2021</i>
B.Sc. in Statistical Science	
Rank: 1/151	

SUBMITTED & WORKING PAPERS

Queueing Causal Models: Comparative Analytics in Queueing Systems
with Opher Baron, Dmitry Krass, Mark van der Laan and Arik Senderovich

Minor revision, MSOM, 2025 (third round) [Available at SSRN 5104446]

- **First prize**, CORS 2025 Queueing and Applied Probability SIG
- **Winner**, 2024 Oded Berman Student Paper Competition
- **Finalist**, CORS 2024 Best Student Paper Competition (Open Category)
- Service Management SIG, MSOM 2024
- 2023 Rotman TD MDAL Research Grant

Bayesian Pricing for Impatient Customers with Unknown Valuation
with Philipp Afèche, Opher Baron and Dmitry Krass

Work in progress

- 2024 Rotman TD MDAL Research Grant

Queueing Causal Models for Emergency Department Efficiency
with Opher Baron, Dmitry Krass, Mark van der Laan and Arik Senderovich

Work in progress

- 2025 Rotman TD MDAL Research Grant

Leveraging Advanced Analytics to Streamline the Emergent Dialysis Process at Parkland Hospital

with Olga Bountali, Sila Cetinkaya, Michael Hahsler, Farnaz Nourbakhsh and Henry Quinones

Submitted to Healthcare Analytics [Available at SSRN 5066305]

PUBLICATIONS

- Pan, Y., **Xu, Z.**, Guang, J., Chen, X., Dai, J. G., Wang, C., ... & Pan, H. (2021, December). A high-fidelity, machine-learning enhanced queueing network simulation model for hospital ultrasound operations. In *2021 Winter Simulation Conference (WSC)* (pp. 1-12). IEEE.

HONORS AND AWARDS

First Prize , CORS Queueing and Applied Probability SIG	2025
Winner , Oded Berman Student Paper Competition	2024
Finalist , CORS Best Student Paper Competition (Open Category)	2024
Rotman TD MDAL Research Grant	2023, 2024, 2025
Ph.D. Fellowship, Rotman School of Management	2021 - present
Presidential Award for Outstanding Students (10/900+), CUHKSZ	2021
Undergraduate Research Assitanship, CUHKSZ	2019
First Class Academic Scholarship (top 3%), CUHKSZ	2019, 2020
Third Class Academic Scholarship (top 8%), CUHKSZ	2018
Dean's List, CUHKSZ	2018, 2019, 2020

PROFESSIONAL SERVICES

Session Chair, CORS	2025
Co-organizer, Rotman Young Scholar Seminar	2025 - present

INVITED TALKS & CONFERENCE PRESENTATIONS

Queueing Causal Models: Comparative Analytics in Queueing Systems

*: Talks are co-presented with Opher Baron

Invited Seminars

· Department of Biostatistics, University of California, Berkeley*	Sep 2025 (scheduled)
· Department of Logistics and Maritime Studies, The Hong Kong Polytechnic University*	Sep 2024
· IEDA, The Hong Kong University of Science and Technology*	Sep 2024
· CUHK Business School, The Chinese University of Hong Kong*	Sep 2024
· School of Management and Economics, The Chinese University of Hong Kong, Shenzhen*	Sep 2024
· Antai College of Economics and Management, Shanghai Jiao Tong University*	Sep 2024
· School of Management, Fudan University*	Sep 2024

Conference Presentations

· INFORMS Applied Probability Society	July 2025
· Matrix-Analytic Methods (MAM) 12 Conference (Keynote)*	June 2025
· CORS Queueing and Applied Probability SIG	June 2025
· INFORMS Annual Meeting	Oct 2024
· CORS Student Paper Competition (Open Category)	June 2024
· Rotman TD MDAL Research Round Table	May 2024
· INFORMS Annual Meeting	Oct 2023
· CORS Annual Meeting	June 2023

Bayesian Pricing for Impatient Customers with Unknown Valuation

· Rotman TD MDAL Research Round Table	May 2026 (scheduled)
· INFORMS Annual Meeting	Oct 2025 (scheduled)
· Prof. Huan Zheng's Group, Shanghai Jiao Tong University (Online)	July 2025
· CORS Annual Meeting	June 2025
· INFORMS Toronto Student Chapter Research Talk Series	May 2025

Queueing Causal Models for Emergency Department Efficiency

· Rotman TD MDAL Research Round Table	May 2025
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TEACHING EXPERIENCES

Teaching Assistant, Rotman School of Management, University of Toronto

RSM1240: Statistics for Management (MBA)	<i>Winter 2024, 2025</i>
RSM1282: Operations Management (MBA)	<i>Winter 2025</i>
RSM8414: Tools for Probabilistic Models and Prescriptive Analytics (MMA)	<i>Fall 2024</i>
RSM8432: Management Analytics Practicum (MMA)	<i>Winter 2024</i>
RSM2408: Modeling and Optimization for Decision Making (MMA)	<i>Fall 2023</i>
RSM8415: Service Analytics for Management Analysis (MMA)	<i>Winter 2023</i>
RSM2405: Supply Chain Management (MBA)	<i>Fall 2022</i>

Project Coach, Master of Management Analytics (MMA) Program, Rotman School of Management, University of Toronto

Host companies: Imperial Oil, Ontario Health, Scotiabank	<i>Winter 2024</i>
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Teaching Assistant, CUHKSZ

BIO2001: General Biology (Undergraduate)	<i>Spring 2019</i>
CHM1001: General Chemistry (Undergraduate)	<i>Fall 2019</i>
MAT2040: Linear Algebra (Undergraduate)	<i>Spring 2020</i>
STA2002: Probability and Statistics II (Undergraduate)	<i>Spring 2021</i>

REFERENCES

Prof. Opher Baron

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University of Toronto
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Prof. Philipp Afèche

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Prof. Mark van der Laan

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University of California, Berkeley
Email: laan@stat.berkeley.edu

Prof. Dmitry Krass

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Prof. Arik Senderovich

School of Information Technology
York University
Email: sariks@yorku.ca

Last updated on August 6, 2025