

Jianfu Wang

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Research Interests

- **Applications** Gig Economy, Information Technology Operations, Service Operations, Queueing Economics, Healthcare Operations
- **Theory** Queueing Theory, Stochastic Processes, Game Theory, Markov Decision Processes

Academic Positions

- 2020 – present Associate Professor of Operations Management
Department of Management Sciences
College of Business, City University of Hong Kong, Hong Kong
- 2014 – 2019 Assistant Professor of Operations Management
Division of Information Technology and Operations Management
Nanyang Business School, Nanyang Technological University, Singapore

Education

- Ph.D. Operations Management, Rotman School of Management, U of Toronto, Canada 2014
- M.Sc. Mathematics, Leiden University, Netherlands 2008
- B.Sc. Mathematics, Southeast University, China 2005

Publications

- **“[Tandem Queues with Impatient Customers](#)”**, with H. Abouee-Mehrizi, O. Baron, and O. Berman (*Forthcoming at Performance Evaluation*)
- **“[Efficient Inaccuracy: User-Generated Information Sharing in a Queue](#)”**, with M. Hu (*Forthcoming at Management Science*)
 - 2018 INFORMS Service Science Best Cluster Paper Competition, Finalist
- **“[Efficient Ignorance: Information Heterogeneity in a Queue](#)”**, with M. Hu and Y. Li (2018) *Management Science* 64(6): 2650-2671.
 - 2016 POMS-HK Best Student Paper Competition, First Place (Yang Li)
 - 2015 INFORMS Service Science Best Student Paper Award Competition, Finalist (Yang Li)
- **“[Strategic Idleness and Dynamic Scheduling in an Open-shop Service Network: Case Study and Analysis](#)”**, with O. Baron, O. Berman, and D. Krass (2017) *Manufacturing & Service Operations Management* 19(1): 52-71.
- **“[M/M/c Queue with Two Priority Classes](#)”**, with O. Baron, and A. Scheller-Wolf (2015) *Operations Research* 63(3):733-749. ([Download](#) MATLAB code)

- 2016 CORS Queueing Theory SIG Student Paper Prize
- [“Using Strategic Idleness to Improve Customer Service Experience in Service Networks”](#), with O. Baron, O. Berman, and D. Krass (2014) *Operations Research* 62(1):123-140.
- 2014 CORS Queueing Theory SIG Student Paper Prize

Working Papers

- [“Food Delivery Service and Restaurant: Friend or Foe?”](#), with M. Chen, and M. Hu (*Working Paper*)
- “Priority, Capacity Rationing, and Ambulance Diversion in Emergency Departments”, with O. Baron, and T. Lu (*Working Paper*)
- “Tipping Point in Service Systems with Sharing Option”, with G. Chua, A. Sainathan, and A. Vijayendiran (*Working Paper*)

Research Grant

- Principal Investigator, Academic Research Fund Tier 1 “Analysis and Design of On-demand Transport Service Platforms with Sharing Option,” S\$48,135 [by MOE] 2017-2020
- Principal Investigator, Start-Up Grant (2014-2019), S\$80,000 [by NBS] 2014-2019

Conference Presentations / Invited Talks

- “Food Delivery Services for Restaurants: Friend or Foe?”, with M. Chen, and M. Hu
 - Presented at: City University of Hong Kong 2019 (Invited)
- “Tipping Point in Ride-Hailing Service Systems with Sharing Option,” with G. Chua, A. Sainathan, A. Vijayendiran
 - Presented at: POMS-HK International Conference 2019 (Invited), INFORMS Annual Meeting 2018 (Invited)
- “Efficient Inaccuracy: User-Generated Information Sharing in a Queue,” with M. Hu (*Forthcoming at **Management Science***)
 - Presented at: MSOM Society Annual Conference 2019, POMS Annual Conference 2019 (Invited), INFORMS Annual Meeting 2018 (Invited), City University of Hong Kong 2018 (Invited), Annual International Conference of CSAMSE 2018 (Invited), MSOM Society Annual Conference 2018, POMS-HK International Conference 2018, INFORMS Annual Meeting 2017 (Invited), MSOM Society Annual Conference 2017
- “Tandem Queues with Impatient Customers,” with H. Abouee-Mehrizi, O. Baron, and O. Berman (*Forthcoming at **Performance Evaluation***)
 - Previously titled “Staffing to Maximize Throughput for a Tandem-Queue System with Impatient Customers”
 - Presented at: European Conference on Queueing Theory 2018*, MSOM Society Annual Conference 2016, INFORMS Annual Meeting 2015 (Invited), MSOM Society Annual Conference 2015, INFORMS Annual Meeting 2014 (Invited), CORS Annual Conference 2014 (Invited)
- “Efficient Ignorance: Information Heterogeneity in a Queue,” with M. Hu and Y. Li (2018) *Management Science* 64(6): 2650-2671.
 - Presented at: MSOM Service SIG Conference 2016*, Singapore University of Technology and Design 2016, Hong

Kong Polytechnic University 2016, POM-HK International Conference 2016*, MSOM Society Annual Conference 2015*, MSOM Society Annual Conference 2014*

- “Strategic Idleness and Dynamic Scheduling in an Open-shop Service Network: Case Study and Analysis,” with O. Baron, O. Berman, and D. Krass (2017) *Manufacturing & Service Operations Management* 19(1): 52-71.
 - Presented at: National University of Singapore 2015, MSOM Service SIG Conference 2014, Nanyang Technological University 2013, Singapore Management University 2013, City University of Hong Kong 2013, INFORMS Annual Meeting 2013 (Invited), INFORMS Healthcare Conference 2011, University of Toronto 2010
- “M/M/c Queue with Two Priority Classes,” with O. Baron, and A. Scheller-Wolf (2015) *Operations Research* 63(3): 733-749.
 - Presented at: INFORMS Annual Meeting 2012 (Invited), CORS Annual Conference 2012 (Invited), University of Toronto 2012, Carnegie Mellon University 2012 (Invited)
- “Using Strategic Idleness to Improve Customer Service Experience in Service Networks,” with O. Baron, O. Berman, and D. Krass (2014) *Operations Research* 62(1): 123-140.
 - Presented at: MSOM Service SIG Conference 2013*, INFORMS Healthcare Conference 2013 (Invited), INFORMS Annual Meeting 2012 (Invited), CORS Annual Conference 2012 (Invited), MSOM Society Annual Conference 2011, INFORMS Applied Probability Society Conference 2011*

*: Presented by co-authors

Teaching Experience

- BT2403 Service Operations Analytics (UG Business Analytics Elective, NBS, NTU) Fall 2017-2019
- BE1401 Business Operations & Process (UG Core, NBS, NTU) Fall 2018
- RSM270 Operations Management (B.Comm Core, University of Toronto) Fall 2014-2016
- RSM270 Operations Management (B.Comm Core, University of Toronto) Fall 2013

Teaching Material

- [“Waiting for Doctor Zhivago”](#), with O. Baron (2018) *Asian Business Case Centre* ABCC-2017-013.

Honors and Awards

- Nomination for Teacher of the Year Award, NBS, NTU 2018
- Teaching Excellence Award, NBS, NTU 2018
- Research Excellence Award, NBS, NTU 2017

Services

Reviewer: Management Science, Manufacturing & Service Operations Management, Productions and Operations Management, Naval Research Logistics

- Research Seminar Coordinator, Division of ITOM, Nanyang Business School, NTU 2015-2018

- Session Chair, International Workshop on Advanced Topics in Operations Management, Shenzhen, China 2019
- Session Co-Chair, M&SOM Service SIG Cluster, INFORMS Annual Meeting, Phoenix 2018
- Session Chair, CSAMSE Conference, Ningbo, China 2018
- Cluster Co-chair of Service Operations, INFORMS International Conference, Hawaii 2016
- Session Chair of Queueing Models in Services, CORS Annual Conference, Niagara Falls, Canada 2012
- Session Co-chair of Operations in Healthcare Applications, INFORMS Annual Meeting 2012

Professional Affiliations

- Institute for Operations Research and the Management Sciences (INFORMS)
- Manufacturing and Service Operations Management (MSOM) Society
- Production and Operations Management (POM) Society