

## Xiaoshan Peng

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CONTACT INFORMATION	Booth School of Business, The University of Chicago 5807 S. Woodlawn Ave, Chicago, IL 60637 Email: x-peng@chicagobooth.edu Website: <a href="https://phd.chicagobooth.edu/xiaoshan.peng/">https://phd.chicagobooth.edu/xiaoshan.peng/</a>
EDUCATION	<b>Booth School of Business, The University of Chicago</b> Ph.D. in Operations Management, Expected June 2017 <ul style="list-style-type: none"><li>Dissertation: Performance Analysis and Control of Queueing Systems with (Endogenous) Abandonments</li><li>Advisor: Baris Ata</li></ul> <b>Kellogg School of Management, Northwestern University</b> M.S. in Operations Management, December 2012 <b>Tsinghua University</b> B. Eng. in Industrial Engineering (with highest honors), June 2010
RESEARCH INTERESTS	Service Operations, Queueing Theory, Applied Probability
TEACHING INTERESTS	Operations Management, Service Operations, Analytical Decision Modeling
RESEARCH ARTICLES	<ul style="list-style-type: none"><li>An Equilibrium Analysis of a Multiclass Queue with Endogenous Abandonments in Heavy Traffic. <i>Operations Research</i>, forthcoming. With B. Ata. -- Honorable mention, 2015 George Nicholson Student Paper Competition</li><li>An Equilibrium Analysis of a Discrete-Time Markovian Queue with Endogenous Abandonments. <i>Queueing Systems</i>, forthcoming. With B. Ata, P. W. Glynn.</li><li>On the Control of a Call Center with the Callback Option. <i>Under review</i>. With B. Ata.</li><li>Optimal staffing of a call center with forecast updates. <i>Work in progress</i>.</li><li>A Fast Signal Timing Algorithm for Individual Oversaturated Intersection. 2011. <i>IEEE Transactions on Intelligent Transportation Systems</i>, <b>12</b>(1) pp. 280-283. With L. Zhao, L. Li, Z. Li.</li></ul>
TEACHING EXPERIENCE	<b>Booth School of Business, The University of Chicago</b> <i>Teaching assistant</i> Executive MBA course: Managerial Decision Modeling ( <i>Ratings: 4.6/5, 4.78/5</i> ) MBA course: Managing Service Operations, Managerial Decision Modeling Ph.D. course: Stochastic Processes <b>Kellogg School of Management, Northwestern University</b> <i>Teaching assistant</i> MBA course: Analytical Decision Modeling

HONORS AND AWARDS	Honorable mention, George Nicholson Student Paper Competition, 2015 President Jiang Nanxiang Scholarship, National Scholarship , Tsinghua University, 2007-2010
PROFESSIONAL SERVICE	Referee for <i>Management Science</i> , <i>Operations Research</i> , <i>Mathematics of Operations Research</i> , <i>Mathematical Methods of Operations Research</i>
CONFERENCE PRESENTATIONS	On the Control of a Call Center with the Callback Option <ul style="list-style-type: none"> <li>• INFORMS Annual Meeting, Nashville, TN, November 2016</li> </ul> An Equilibrium Analysis of a Multiclass Queue with Endogenous Abandonments <ul style="list-style-type: none"> <li>• INFORMS Annual Meeting, San Francisco, CA, November 2014</li> <li>• MSOM Service SIG, Toronto, Canada, June 2015</li> <li>• INFORMS Applied Probability Conference, Istanbul, Turkey, July 2015</li> <li>• INFORMS Annual Meeting, Philadelphia, PA, November 2015</li> </ul>