

Xiaoshan Peng

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| CONTACT INFORMATION | Kelley School of Business, Indiana University 1275 E 10th St, Bloomington, IN 47405 Phone: (812) 855-3486 Email: xp1@iu.edu Website: www.xiaoshanpeng.com |
| EDUCATION | Booth School of Business, The University of Chicago Ph.D. in Operations Management, 2017 Kellogg School of Management, Northwestern University M.S. in Operations Management, 2012 Tsinghua University B. Eng. in Industrial Engineering (with highest honors), 2010 |
| EMPLOYMENT | Kelley School of Business, Indiana University Assistant Professor, July 2017 - |
| RESEARCH INTERESTS | Service Operations, Queuing Theory, Applied Probability Theory |
| RESEARCH ARTICLES | <ul style="list-style-type: none">• An Equilibrium Analysis of a Multiclass Queue with Endogenous Abandonments in Heavy Traffic. <i>Operations Research</i>, 66(1), pp. 163-183, 2018. With Baris Ata.• An Equilibrium Analysis of a Discrete-Time Markovian Queue with Endogenous Abandonments. <i>Queueing Systems</i>, 86(1), pp. 141-212, 2017. With Baris Ata and Peter Glynn.• An Optimal Callback Policy for General Arrival Processes: A Pathwise Analysis. <i>Operations Research</i>, <i>accepted</i>. With Baris Ata.• An Optimal Admission Control Policies for Non-Stationary Arrivals: A Dual Approach. <i>Working paper</i>.• Optimal Staffing of a Call Center with Forecast Updates. <i>Work in progress</i>. With Baris Ata and Guodong Pang. |
| TEACHING EXPERIENCE | Kelley School of Business, Indiana University <i>Instructor</i> Undergraduate, P429 Operations Processes PhD, K635 Special Topics in Decision Sciences: Queuing Theory |

Booth School of Business, The University of Chicago

Teaching assistant

- Executive MBA course, Managerial Decision Modeling
- MBA course, Managerial Decision Modeling
- MBA course, Managing Service Operations
- Ph.D. course, Stochastic Processes

Kellogg School of Management, Northwestern University

Teaching assistant

- MBA course, Analytical Decision Modeling

HONORS AND
AWARDS

- Honorable mention, George Nicholson Student Paper Competition, 2015
- Presidential Scholarship, National Scholarship in Tsinghua University, 2006 – 2010

INVITED
SEMINARS

- Engineering Management, Information, and Systems, Southern Methodist University, Dallas, TX, February 2017
- College of Business Administration, UIC, Chicago, IL, February 2017
- Sauder School of Business, University of British Columbia, Vancouver, BC, February 2017
- Department of Industrial and Enterprise Systems Engineering, UIUC, Urbana, IL, January 2017
- Kelley School of Business, Indiana University, Bloomington IN, January 2017

PROFESSIONAL
SERVICE

Referee for *Management Science*, *Operations Research*, *Mathematics of Operations Research*, *Mathematical Methods of Operations Research*, *Operations Research Letters*, *Production and Operations Management*

CONFERENCE
PRESENTATIONS

- Managing the Callback Option under Arrival Rate Uncertainty
- INFORMS Annual Meeting, Nashville, TN, November 2016
 - INFORMS MSOM Conference, Chapel Hill, NC, June 2017
 - 2017 INFORMS 19th Applied Probability Society Conference, Evanston, IL, July 2017
 - INFORMS Annual Meeting, Houston, TX, October 2017
 - INFORMS Annual Meeting, Phoenix, AZ, November 2018
- An Equilibrium Analysis of a Multiclass Queue with Endogenous Abandonments
- INFORMS Annual Meeting, San Francisco, CA, November 2014
 - MSOM Service SIG, Toronto, Canada, June 2015
 - INFORMS Applied Probability Conference, Istanbul, Turkey, July 2015
 - INFORMS Annual Meeting, Philadelphia, PA, November 2015
 - INFORMS Annual Meeting, Phoenix, AZ, November 2018