

# Tingliang Huang

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## Academic Appointments

2018- **Associate Professor** (with tenure), Carroll School of Management, Boston College, Chestnut Hill, MA, United States

2015-2018 **Assistant Professor**, Carroll School of Management, Boston College, Chestnut Hill, MA, United States

2015- **Honorary Faculty Member**, UCL School of Management, University College London (UCL), United Kingdom (UK)

2011-2015 **Assistant Professor**, Department of Management Science and Innovation (the founding department of UCL School of Management), University College London, London, UK

- Passed probationary review and was granted permanent appointment (“tenure” in the UK system) in August 2014;
- On leave during September 2014-June 2015 at Rensselaer Polytechnic Institute (RPI), New York.

## Education

2011 Ph.D., Operations Management, Kellogg School of Management, Northwestern University, Evanston, IL, USA  
Dissertation Advisor: **Professor Jan A. Van Mieghem**

2007 M.S., Industrial & Systems Engineering, University of Minnesota, Minneapolis, MN, USA

2005 B.S., University of Science & Technology of China (USTC), China

## Publications

1. Huang, T., Ren, H., and Chen, Y. 2018. Consumer Return Policies in Competitive Markets: An Operations Perspective. *Naval Research Logistics (NRL)* 65(6-7) 462-476.

2. Ren, H., Huang, T., and Arifoglu, K. 2018. Managing service systems with unknown quality and customer anecdotal reasoning. *Production and Operations Management*. Published Online: <http://dx.doi.org/10.1111/poms.12850>  
*Note:* The first author was my PhD student at UCL.
  - **Finalist, 2016 INFORMS IBM Service Science Best Student Paper Award Competition**
3. Huang, T., Liang, C., and Wang, J. 2017. The value of “Bespoke”: Demand learning, preference learning, and customer behavior. *Management Science*. Published Online in Articles in Advance: <https://doi.org/10.1287/mnsc.2017.2771>
4. Huang, T., Yin, Z., and Chen, Y. 2017. Managing posterior price matching: The role of consumer boundedly rational expectations. *Manufacturing & Service Operations Management* 19(3) 385-402.
5. Yang, Y., Yu, Y., and Huang, T. 2017. Myopic analysis for multi-echelon inventory systems with batch ordering and nonstationary/time-correlated demands. *Production and Operations Management* 26(1) 31–46.
6. Huang, T. and Liu, Q. 2015. Strategic capacity management when customers have boundedly rational expectations. *Production and Operations Management* 24(12) 1852-1869.
  - An earlier version of the paper (solo-authored) was a **Semi-Finalist** in the 2013 INFORMS Junior Faculty Interest Group (JFIG) Paper Competition
7. Huang, T. and Yu, Y. 2014. Sell probabilistic goods? A behavioral explanation for opaque selling. *Marketing Science* 33(5) 743-759.
8. Huang, T. and Chen, Y. 2014. Service systems with experience-based anecdotal reasoning consumers. *Production and Operations Management* 24(5) 778–790.
  - **Winner, 2018 Most Influential Service Operations Paper** (out of 61 service operations papers published in *Production and Operations Management* from 2015 to 2016)
9. Huang, T., Allon, G., and Bassamboo, A. 2013. Bounded rationality in service systems. *Manufacturing & Service Operations Management* 15(2) 263-279.
  - **Finalist, 2016 INFORMS Service SIG Best Paper Competition** (among all published papers in service management across all journals in the last three years)

10. Huang, T. and Van Mieghem, J. A. 2013. The promise of strategic customer behavior: On the value of click tracking. *Production and Operations Management* 22(3) 489–502.
11. Huang, T. and Van Mieghem, J. A. 2013. Clickstream data and inventory management: Model and empirical analysis. *Production and Operations Management* 23(3) 333–347.
  - **Winner of the 2015 WICKHAM SKINNER Best Paper Award published in *Production and Operations Management* during 2014** (out of approximately 150 papers published in that journal)
  - This research has been covered by media: *CBS News*: [What a Bricks-and-Mortar Business Can Learn From Website Analytics](#) and *Kellogg Insight*: [From Web Visits to Firm Orders: Analyzing Web Visitor Click Data to Streamline Sales Efforts](#)
12. Benjaafar, S., ElHafsi, M., and Huang, T. 2010. Optimal control of a production-inventory system with both backorders and lost sales. *Naval Research Logistics (NRL)* 57(3) 252-265.

### Invited Review Paper

13. Ren, H. and Huang, T. 2017. Modeling customer bounded rationality in operations management: A review and research opportunities. *Computers & Operations Research*. Published Online in Articles in Advance: <https://doi.org/10.1016/j.cor.2017.11.002> (Invited review paper by the Editor-in-Chief of *Surveys in Operations Research and Management Science*, a continuation of the renowned *Handbooks in Operations Research and Management Science* series, later incorporated to *Computers & Operations Research*).  
*Note*: The first author was my PhD student at UCL.

### Editorial Positions

- **Senior Editor** for *Production and Operations Management*, 2019-
- Editorial Review Board Member for *Production and Operations Management*, 2015-2019
- Invited Special Issue Editor for *Surveys in Operations Research and Management Science*

### Selected Presentations at Conferences and Academic Institutions

(Including presentations by co-authors)

#### Conferences:

- POMS Annual Conference, Washington D.C., May 2019
- POMS Annual Conference, Houston, Texas, May 2018

- INFORMS Annual Meeting in Phoenix, Arizona, November 2018
- INFORMS Annual Meeting in Houston, Texas, October 2017
- POMS Annual Conference, Seattle, WA, May 2017
- The Eighth POMS-HK International Conference, HK, January 2017
- International Conference of Chinese Scholars Association for Management Science and Engineering (CSAMSE), China, July 2016
- INFORMS International Meeting in Hawaii, June 2016
- INFORMS Annual Meeting in Nashville, November 2016
- POMS Annual Meeting in Orlando, FL, May 2016
- INFORMS Annual Meeting in Philadelphia, November 2015
- MSOM Conference at University of Toronto, Canada, June 2015
- POMS Annual Meeting in Washington D.C., May 2015
- INFORMS Annual Meeting in San Francisco, CA, 2014
- POMS Annual Meeting in Atlanta, GA, 2014
- INFORMS Annual Meeting in Minneapolis, MN, 2013
- MSOM & SIG Conference at INSEAD, Fontainebleau, France, 2013
- INFORMS International Meeting in Rome, Italy, 2013
- ISMS Marketing Science Conference, Boston, 2012
- INFORMS Annual Meeting in Phoenix, Arizona, USA, 2012
- MSOM Conference at Columbia University, New York, 2012
- INFORMS Annual Meeting in Charlotte, North Carolina, 2011
- INFORMS Annual Meeting in Austin, Texas, 2010
- INFORMS Annual Meeting in San Diego, California, 2009

### **Academic Institutions:**

- Warrington College of Business, University of Florida, 2019
- Tepper School of Business, Carnegie Mellon University, 2017
- MIT Sloan School of Management (Behavioral Operations Workshop), 2017
- Baruch College, City University of New York, 2017
- Carey Business School, Johns Hopkins University, 2017
- School of Business, Koç University, Istanbul, Turkey, 2017
- UCL School of Management, University College London, UK, 2017
- School of Management, University of Bath, UK, 2017
- Saïd Business School, University of Oxford, UK, 2017
- School of Management, Fudan University, Shanghai, China, 2016
- Carroll School of Management, Boston College, 2015 and 2016
- Lally School of Management, Rensselaer Polytechnic Institute, 2014
- Lancaster University Management School, Lancaster University, UK, 2013
- David Eccles School of Business, University of Utah (Utah Winter Operations Conference), 2011
- Naveen Jindal School of Management, University of Texas at Dallas, 2011
- Department of Management Science and Innovation, UCL, UK, 2011
- Kellogg School of Management, Northwestern University, 2010 and 2011

- Bocconi University, Milan, Italy, 2011
- Leavey School of Business, Santa Clara University, 2011
- LeBow College of Business, Drexel University, 2011
- The Wharton School, University of Pennsylvania (Empirical Operations Workshop), 2008

## Honors & Awards

- **Winner, 2018 POMS WICKHAM SKINNER Early-Career Research Accomplishments Award**
- **Winner**, 2018 Most Influential Service Operations Paper (out of 61 service operations papers published in *Production and Operations Management* from 2015 to 2016)
- 2018 M&SOM Meritorious Service Award
- 2017 M&SOM Meritorious Service Award
- 2017 Outstanding Reviewer Award by the *Production and Operations Management* Journal (only seven reviewers were selected out of all reviewers in that journal)
- **Finalist**, INFORMS 2016 Service SIG Best Paper Competition (among all published papers in service management across all journals in the last three years)
- **Finalist**, INFORMS 2016 IBM Service Science Best Student Paper Award Competition
- **First-Prize Winner** of the **2015 WICKHAM SKINNER Best Paper Award** published in *Production and Operations Management* during 2014 (out of approximately 150 papers published in that journal)
- **Semi-Finalist**, 2013 INFORMS Junior Faculty Interest Group (JFIG) Paper Competition
- Teaching Grant from UCL to enhance e-learning
- Kellogg School of Management PhD Fellowship, Northwestern University, 2007-2011
- Graduate Assistantships, University of Minnesota, 2005-2007
- Guanghua Fellowship, USTC, 2004
- Outstanding Undergraduate Fellowships, USTC, 2002-2003
- Outstanding New Student Fellowship (Top 1% among all new students), USTC, 2001

## Teaching Experience

- **Instructor** for *Modelling for Business Analytics* at the Carroll School, 2015-present
- **Instructor for** *Business Analytics* for the BSc and MSc programs in *Information Management for Business* at UCL, 2013; developed a new course *Supply Chain Analytics* for the MS program in Supply Chain Management at RPI
- **Co-taught** a PhD course in *Research Modeling in Operation Management* at UCL, 2011-2013
- Teaching Assistant for a variety of courses in Operations Management, Supply Chain Management, Operations Strategy, Managerial Economics, and Statistics at undergraduate, MBA, EMBA, and PhD levels, at the Kellogg School of Management, Northwestern University, 2008-2010 and the University of Minnesota, Twin Cities, 2005-2007.

## Other Experience

- **Consulting** for *General Mills* on multi-product scheduling and sequencing with changeover costs, 2005-2007

## Service

### Boston College

- Faculty recruiting committee member, Operations Management Department, Carroll School of Management, Boston College, 2015-present
- Faculty mentoring committee member for assistant professors, Operations Management Department, Carroll School of Management, Boston College, 2018-present
- Operations management research seminars (i.e., the Walter Klein Seminar Series) organizer, Operations Management Department, Carroll School of Management, Boston College, 2016-present

### University College London (UCL)

- Faculty recruiting, research and teaching committees, PhD program admission and interviews, and research seminar invitations at UCL, 2011-2014
- Supervisor for MSc in Management Dissertations and Industry Projects at UCL

## Ph.D. Students

- Principal Advisor for PhD student **Hang Ren** at UCL School of Management, University College London, 2013-present, expected to graduate in June 2018 (One of his dissertation papers is a **Finalist in the 2016 INFORMS IBM Service Science Best Student Paper Award Competition**).
  - Currently Assistant Professor at the School of Business, George Mason University, Virginia, US.
- External Advisor for PhD student **Zhe Yin** at Huazhong University of Science and Technology (graduated in 2015 and placed at School of Management, Shanghai University as an assistant professor)

## Other Professional Activities

- Service Operations Track Chair for POMS 2015 Conference in Washington DC

## Curriculum Vitae

- Session Chairs numerous times at recent INFORMS and POMS conferences
- Frequent Reviewer for numerous journals, conferences and funding agencies including *Marketing Science*, *Management Science*, *Manufacturing & Service Operations Management*, *Production and Operations Management*, *Operations Research*, *Naval Research Logistics*, *Computers and Operations Research*, *European Journal of Operational Research*, *IIE Transactions*, *Omega*, *IEEE Transactions in Engineering Management*, *Journal of the Association for Consumer Research (JACR)*, *International Journal of Information Technology & Decision Making*, *Information Sciences*, *MSOM & SIG Conferences*, *INFORMS Behavioral Operations Management Section Best Working Paper Competition*, *NSF*, among others.
- Memberships: INFORMS, M&SOM Society, POMS, INFORMS Society for Marketing Science