

# Chen Yan



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## Academic Qualification

2002-2006	Ph.D.	Arizona State University	Industrial Engineering
1996-1999	Master	Xiamen University	Systems Engineering
1992-1996	Bachelor	Xiamen University	Systems Engineering

## Working Experience

2013-Present	Associate Professor / Macao University of Science and Technology
2006-2013	Assistant Professor / Macao University of Science and Technology

## Teaching Activities

Business Forecasting, Research Methodology, Advanced Operations Management, Quality Management

## Research Interest

Digital Platform Operations, Consumer Behavior and Operations, Routing and Scheduling, Modeling and Simulation

## Selected Journal Papers (*corresponding author indicated with \* and students with <sup>s</sup>*)

- Li, X., Balasubramanian, H., **Chen, Y.** \*, & Pang, C. (2024). Managing conflicting revenue streams from advertisers and subscribers for online platforms. *European Journal of Operational Research*, 314(1), 241-254.

- Li, X., Wu, M. <sup>s</sup>, Shi, C., & **Chen, Y.** \* (2023). Impacts of green credit policies and information asymmetry: From market perspective. *Resources Policy*, 81, 103395.
- Zhang, J. <sup>s</sup>, Kuo, Y.H., Li, X., & **Chen, Y.**\* (2021). Coordinating Supply Chain Financing for E-commerce Companies through a Loan Contract. *SAGE Open*, 11(4), 21582440211065455.
- **Chen, Y.**, Tang, T. <sup>s</sup>, Li, Y., & Fan, D.\* (2021). Does Interest Alignment between Hotels and Online Travel Agencies Intensify Review Manipulations? *Industrial Management & Data Systems*, 121(6), 1435-1456.
- Kuo, Y. H., Balasubramanian, H., & **Chen, Y.**\* (2020). Medical Appointment Overbooking and Optimal Scheduling Tradeoffs between Schedule Efficiency and Accessibility to service. *Flexible Services and Manufacturing Journal*, 1-30.
- **Chen, Y.**, Kuo, Y. H.\*, Fan, P.<sup>s</sup>, & Balasubramanian, H. (2018). Appointment overbooking with different time slot structures. *Computers & Industrial Engineering*, 124, 237-248.
- **Chen, Y.**, Tang, H.\*, Nie, T., & Lin, X. <sup>s</sup> (2015). Integration of Congestion-related Emissions in a Transit Bus Scheduling Problem During Rush Hours. *Environmental Engineering & management Journal*, 14(8).
- **Chen, Y.**\*, Pfund, M.E., Montgomery, D.C. and Fowler, J.W. (2010). Robust Scaling Parameters for Composite Dispatching Rules, *IIE Transactions* · 42(11), 842-853
- Pfund, M.E., Fowler, J.W.\*, Gadkari, A., and **Chen, Y.** (2008). Scheduling jobs on parallel machines with ready times and setup times, *Computers & Industrial Engineering*, 54, 764-782.
- **Chen, Y.**, Toni, F. and Ye, N.\* (2004). Quality of service requirements of network applications on the internet, *Information · Knowledge · Systems Management*, 4, 55-76

### Major Conference Papers (students indicated with <sup>s</sup>)

- Li, Y. <sup>s</sup>, **Chen, Y.**, Guo, G. <sup>s</sup>, Wu, H. <sup>s</sup>, & Yuan, Z. (2022). Integrated routing for a vehicle-robot pickup and delivery system with time constraints. arXiv preprint arXiv:2202.04550, Best Oral Presentation.
- Li, C. N. <sup>s</sup>, **Chen, Y.**, Luan, H. J. <sup>s</sup>, Wang, L. S. <sup>s</sup>, Sun, L. X. <sup>s</sup>, Wang, T. X. <sup>s</sup>, & Li, X. (2020, December). Launch Strategies for Upgraded Products with Consideration of Self cannibalization. In 2020 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 166-170). IEEE, shortlisted for the best paper (top 3%).
- Tang, T. <sup>s</sup>, Huang, L. <sup>s</sup>, & **Chen, Y.** (2020, December). Evaluation of Chinese Sentiment Analysis APIs Based on Online Reviews. In 2020 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 923-927). IEEE.
- Liu, Y. <sup>s</sup>, Li, Q. Y. <sup>s</sup>, & **Chen, Y.** (2020, December). What Makes Consumers More Strategic? Evidence

from an Experimental Study. In 2020 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 660-664). IEEE.

- Fang, Y. <sup>s</sup>, **Chen, Y.**, & Li, X. (2017, December). Joint decision making about price and duration of discount airfares. In 2017 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 31-34). IEEE.
- Fan, P., Fan, D. <sup>s</sup>, Kuo, Y. H., & **Chen, Y.** (2016, December). Modeling and evaluation of overbooking rules for primary health care clinic with different patient behavior. In 2016 IEEE International Conference on Industrial Engineering and Engineering Management (IEEM) (pp. 861-865). IEEE.
- **Chen, Y.**, Kuo, Y. H., Balasubramanian, H., & Wen, C. (2015, December). Using simulation to examine appointment overbooking schemes for a medical imaging center. In Proceedings of the 2015 Winter Simulation Conference (pp. 1307-1318). IEEE Press.
- **Chen, Y.**, Zhang, J. <sup>s</sup>, Yang, Y. <sup>s</sup>, Li, X., & Kuo, Y. H. (2014, July). 3-Party Loan Contract Based Purchase-Order Financing. In 2014 Seventh International Joint Conference on Computational Sciences and Optimization (pp. 163-167). IEEE.
- **Chen Y.**, Chow K.H. , and Nie T. (2012). The ways for improving the operations of hospital industry- The case in Macau. International Conference on Low-carbon Transportation and Logistics, and Green Buildings, Beijing, China, 2012
- **Chen Y.**, Fowler, J.W., Wu T., Callarman T., Ambrose E. and Hargaden V. (2006). An adaptive distributed simulation framework for a server fulfillment supply chain. The 2nd IEEE Conference on Automation Science and Engineering (CASE 2006), Shanghai, China, October, 2006

### ***Research Projects***

2019 - 2021	Service Operations Management with Bounded Rational Consumers under Sharing Economy
2020 - 2020	新冠肺炎疫情對澳門居民生活模式的影響
2018 - 2019	就社會須具備什麼條件才能開展工會法的討論調研服務
2014 – 2017	Simulation Optimization for Health-care Management: A Polyhedral Investigation
2013 – 2015	Travel Demand Survey of Residents in Public Housings
2010 - 2015	Annual survey on taxi service level and passenger satisfaction in Macau
2009 – 2011	Evaluate economic impacts of MICE (meetings, incentives, conventions and exhibitions) tourism on Macao
2009 – 2010	Evaluation of Socioeconomic Impacts of Macao LRT
2005 – 2006	Distributed Decision Support Framework for Adaptive Supply Chain
2004 - 2005	Dynamic Business Rules for Supply Chain Optimization
2003 – 2004	Scheduling of Semiconductor Wafer Fabrication Facilities