

Wu Hao

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Education

NUS Business School, National University of Singapore, Singapore

Ph.D., Analytics and Operations 2027 (Expected)
Thesis: Operational Design in Platform Systems: Sustainability, Equity, and Performance
Supervisor: Sidika Tunc Candogan

Georgia Institute of Technology, Atlanta, U.S.A.

M.S., Operations Research 2020

University of Wisconsin-Madison, Wisconsin, U.S.A.

B.S., Industrial Engineering (Dean's Honor List) 2018
Study Abroad, Munich University of Applied Sciences, Munich, Germany Mar – Jul 2017

Research Interests

Topics: Socially responsible operations; platform businesses

Methodologies: Empirical analysis; analytical modeling

Application domains: Food-rescue platforms; micromobility sharing systems; gig service platforms

Research Papers

Published/Submitted Papers

"Revisiting the Role of Voucher and Referral Programs: Evidence from a Food-Rescue Platform" with S. Candogan. Under major revision at *Management Science*. [\[link\]](#)

"Prohibiting cherry-picking: Regulating vehicle sharing services who determine fleet and service structure" with L. Martin. 2022. *Transportation Research Part E: Logistics and Transportation Review*, 161, 102692. [\[link\]](#)

Research in Progress

"Promoting Mobility Equity in Micromobility Services", with L. He and S. Liu.

"Operations in Food Rescue Platforms" with S. Candogan and D. Bhardwaj.

"Platform Operations and Worker Outcomes in the Gig Economy".

Selected Presentations

"Revisiting the Role of Voucher and Referral Programs: Evidence from a Food-Rescue Platform"

- INFORMS Annual Meeting, San Francisco, CA, U.S.A. (invited session) Nov. 2026
- INFORMS MSOM Conference, Boston, MA, U.S.A. Jul. 2026
- The 16th POMS-HK International Conference (invited session) Jan. 2026
- The 3rd Workshop on Empirical Operations Management (WEOM), Singapore Jan. 2026

"Promoting Mobility Equity in Micromobility Sharing Services"

- INFORMS International Meeting, Singapore (invited session) Jul. 2025
- INFORMS Annual Meeting, Seattle, WA, U.S.A. (invited session) Oct. 2024
- INFORMS Annual Meeting, Phoenix, AZ, U.S.A. (invited session) Oct. 2023

Teaching Experiences

NUS Business School, National University of Singapore, Singapore

Guest speaker

- Service Operations Management (Undergraduate)	2026
Teaching Assistant for undergraduate, masters, MBA, and EMBA courses	
- Service Operations Management (Undergraduate)	2026
- Data Science for Online Marketplaces (Masters)	2025
- Social Purpose Marketing (EMBA)	2025
Led refinement of translated lecture slides and translated supplementary course materials.	
Supported in-class discussions.	
- Global Operations Strategy in the Digital Economy (MBA)	2023
Designed quizzes/exams; graded assessments	
- Managerial Operations and Analytics (MBA)	2022

Computer Skills

Stata, Python, MATLAB, Simio, Arena, Minitab, R, AMPL, Lingo, Visio, SketchUp, Creo, CAD

Services

Session Co-chair with Sidika Tunc Candogan, 2026 INFORMS Annual Meeting

Mentor to first-year PhD students at NUS Business School

Member of INFORMS, TIMES, MS, TSL

Other Experiences

Member of Team Nila, Singapore's national sport volunteerism movement	2025-Present
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Assistant Industrial Engineer, Guangdong LBest Intelligent Technology Co., Ltd., China	2019
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Member of Chinese Students and Scholars Association at UW-Madison	2014-2018
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References

- **Dr. Sidika Tunc Candogan**
Assistant Professor of Analytics and Operations, NUS Business School
Email: sidika.c@nus.edu.sg
- **Dr. Long He**
Associate Professor of IT, Analytics, and Operations, Mendoza College of Business, University of Notre Dame
Email: lhe6@nd.edu
- **Dr. Sheng Liu**
Assistant Professor of Operations Management and Statistics, Rotman School of Management, University of Toronto
Email: shg.liu@rotman.utoronto.ca