Wu Hao

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Education

NUS Business School, National University of Singapore, Singapore
Ph.D., Analytics and Operations 2021 – 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, innovative business models, platform businesses
Methodologies: Large-scale econometric studies, queueing models, field experiments
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]

Working Papers/Research in Progress

"Promoting Equity in Micromobility Sharing Services", with L. He and S. Liu. [link]
"Does Demand Cause Overproduction or Waste? Evidence from a Food-Rescue Platform", 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"
- The 2027 ASCI Conference, Guangzhou, China (invited session) Jan. 2027
- INFORMS Annual Meeting, San Francisco, CA, U.S.A. (invited session) Nov. 2026
- INFORMS MSOM Conference, Boston, MA, U.S.A. (invited session) Jul. 2026
- The 16th POMS-HK International Conference, Shenzhen, China (invited session) Jan. 2026
- The 3rd Workshop on Empirical Operations Management (WEOM), Singapore Jan. 2026

"Promoting 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

Service Operations Management 2026–2027
- Undergraduate (2026) — Guest Lecturer
- MBA, scheduled (2027) — Guest Lecturer

Teaching Assistant
- 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

Skills

Computer: Stata, Python, MATLAB, Simio, Arena, Minitab, R, AMPL, Visio, SketchUp, Creo, CAD
Languages: Mandarin (native), English (fluent), Cantonese (conversational), German (basic)

Services

Session Co-chair with Sidika Tunc Candogan, 2026 INFORMS Annual Meeting
Reviewer, POMS
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
Assistant Industrial Engineer, Guangdong LBest Intelligent Technology Co., Ltd., China 2019
Member of Chinese Students and Scholars Association at UW-Madison 2014-2018

References

- **Dr. Sidika Tunc Candogan**
  Assistant Professor of Analytics and Operations, NUS Business School, National University of Singapore
  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