

MING CHEN

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College of Business Administration, California State University Long Beach
1250 Bellflower Blvd, Long Beach, CA 90840

EDUCATION

**Robert H. Smith School of Business,
University of Maryland, College Park** *August 2011*
Ph.D. in Operations Management & Management Science
Minor in Finance
Overall GPA: 4.0
Doctoral Dissertation: Solving practical dynamic pricing problems with limited demand information

University of Maryland, College Park *July 2005*
M.S. in Transportation Engineering

Tsinghua University, Beijing, China *July 2003*
M.S. in Civil Engineering

Tsinghua University, Beijing, China *July 2001*
B.S. in Structuring Engineering

PROFESSIONAL EXPERIENCE

California State University Long Beach *August 2011-present*
Assistant Professor

Sabra, Wang & Associates, Inc. Baltimore, MD *October 2005-August 2006*
Traffic Engineer

Tsinghua University, Beijing, China *July 2003 -December 2003*
Research Associate

RESEARCH

Research Interest

Revenue Management • Dynamic Pricing • Supply Chain Management • Consumer Behavior • Resource Allocation • Simulation

Publication

- M. Chen and Z.L. Chen (2015) *Recent developments in dynamic pricing research: multiple products, competition, and limited demand information*. **Production and Operations Management**, 24(5), 704-731.
- M. Chen, Z.L. Chen, G. Pundoor, S. Acharya, and J. Yi (2015) *Markdown optimization at multiple stores*. **IIE Transactions**, 47(1), 84-108.
- W. Shi and M. Chen (2015) *Would you snap up the deal? A study of consumer behavior under flash sales*. **International Journal of Market Research**, 57(6), 931-957.
- P. Chong, M. Chen and X. Su (2014) *Comparative study of behavioral mindsets in team decision*. **International Journal of Educational Management**, 28(5), 578-589.
- P. Chong, M. Chen and X. Su (2013) *Identifying team behavioural mindset to improve consensus decision*. **International Journal of Services and Standards**, 8(3), 278-294.

- W. Zhong, Z.L. Chen, and M. Chen (2010) *Integrated production and distribution scheduling with committed delivery dates*. **Operations Research Letters**, 38(2), 133-138.
- M. Chen, L. Chen, and E. Miller-Hooks (2007) *Traffic signal timing for urban evacuation*. **ASCE Journal of Urban Planning and Development**, 133(1), 33-42.
- J. Dong, N. Yang, and M. Chen. (2007) *Heuristic approaches for a TSP variant: The automatic meter reading shortest tour problem*. **Extending the Horizons: Advances in Computing, Optimization, and Decision Technologies**, 145-163.

Working Paper

- *Robust dynamic pricing with two substitutable products*. **Manufacturing & Service Operations Management**, under review. With Z.L. Chen.
- *Uncertain about your travel plan? Lock it and decide later: dynamic pricing with a fare-lock option*. Ready for submission. With Z.L. Chen.
- *Optimal pricing to minimax regret, parametric approach*. Work in progress. With Z. Chen.
- *Dynamic pricing in a shared economy*. Work in progress. With Z. Chen.
- *Same-day standby fee, does it benefit or hurt the airline?*. Work in progress. With M. Yang.
- *Best Rate Guarantee? Insights and implications*. Work in progress.

TEACHING

Teaching Interest

Operations Management • Supply Chain Management • Service Management • Revenue Management
• Decision Analysis • Operations Research • Simulation

Teaching Record

California State University Long Beach

Spring 2016	SCM 614 Supply Chain Management (graduate course) 4.60/5.0 MGMT 300-07 Principles of Management and Operations 5.39/6.0 MGMT 300-08 Principles of Management and Operations (117 students) 5.59/6.0
Fall 2015	MGMT 300-04 Principles of Management and Operations 5.73/6.0 MGMT 300-06 Principles of Management and Operations (150 students) 5.49/6.0
Spring 2015	MGMT 456-01 Service Management 5.79/6.0 MGMT 456-02 Service Management 5.77/6.0 CBA 494B Short-term Study Abroad
Fall 2014	MGMT 456 Service Management 5.72/6.0 MGMT 455-01 Managerial Decision-making processes 5.66/6.0 MGMT 455-02 Managerial Decision-making processes 5.50/6.0
Spring 2014	SCM 414 Supply Chain Management 5.92/6.0 MGMT 455-01 Managerial Decision-making processes 5.89/6.0 MGMT 455-02 Managerial Decision-making processes 5.63/6.0
Fall 2013	SCM 414-01 Supply Chain Management 5.54/6.0 SCM 414-02 Supply Chain Management 5.75/6.0 MGMT 455-01 Managerial Decision-making processes 5.59/6.0
Spring 2013	SCM 414-01 Supply Chain Management (not evaluated due to administrative error) SCM 414-02 Supply Chain Management 5.59/6.0 SCM 414-03 Supply Chain Management 5.51/6.0

- Fall 2012** SCM 414-04 Supply Chain Management 5.75/6.0
 SCM 414-05 Supply Chain Management 5.44/6.0
 MGMT 455-02 Managerial Decision-making processes 5.51/6.0
- Spring 2012** SCM 414-01 Supply Chain Management 4.52/5.0
 SCM 414-02 Supply Chain Management 4.79/5.0
 MGMT 455-02 Managerial Decision-making processes 4.34/5.0
- Fall 2011** SCM 414-01 Supply Chain Management 3.63/5.0
 SCM 414-02 Supply Chain Management 5.00/5.0

University of Maryland College Park

- Spring 2009** BMGT 332 Operations Research for Management Decisions 4.67/5.0

RECENT CONFERENCE PRESENTATION

- *Dynamic Pricing with a Fare-lock Option*, POMS Annual Conference, 2016, Orlando.
- *Dynamic Pricing with a Fare-lock Option*, INFORMS Annual Meeting, 2015, Philadelphia.
- *Recent Developments of Dynamic Pricing Research in Revenue Management*, INFORMS Annual Meeting, 2013, Minneapolis.
- *Survey of Dynamic Pricing Research in Revenue Management*, INFORMS Annual Meeting, 2012, Phoenix.
- *Robust Dynamic Pricing with Two Substitutable Products*, INFORMS Revenue Management and Pricing Section Meeting, 2012, Berlin.

UNIVERSITY & COMMUNITY SERVICE

University Level Committee

- General Education Governing Committee.
- International Education Committee.
- University Library Committee
- Chair, East Asia Subcommittee, Center of International Education

College Level Committee

- Graduate Program Committee
- Chair, Faculty Activities Committee
- Instructional Technology/Lottery Committee

Department Level Committee

- Co-chair of OSCM undergraduate program
- Chair of Social Committee
- Chair of Instructional Technology/Lottery Committee
- Faculty Activities Committee
- Strategic Planning and Assessment Committee
- Operations and Supply Chain Management Advisory Board

Curriculum Developments

- Developed new course MGMT 456 Service Management
- Developed new graduate level course SCM 614 Supply Chain Management

- Significantly revamped the course content of MGMT 455 Managerial Decision-making Processes
- Significantly revamped the course content of SCM 414 Supply Chain Management
- Participated in the proposal of the master program in Supply Chain Management

Student Advising

- Faculty-in-residence, CSULB
- Faculty adviser, Delta Sigma Pi business fraternity
- Faculty adviser, SAM, OSCM subcommittee

Community Service

- Session chair, INFORMS Annual Meeting 2013, 2012
- Reviewer, Production and Operations Management, Omega, Cornell Hospitality Quarterly, Journal of the Operational Research Society, International Journal of Educational Management, WDSI.

AWARDS

Summer Stipend Recipient	California State University Long Beach, 2015
Goldhaber Travel Grant	University of Maryland, 2010
Top 15% Teaching Award	Robert H. Smith School of Business, 2009
MITACS Student Grant	Revenue Management and Pricing Conference, 2008
Graduate Research Assistantship	Robert H. Smith School of Business, 2006-2011
Dean’s Fellowship for summer research	Robert H. Smith School of Business, 2006-2011
First Prize Scholarship (top 2-5%)	Tsinghua University, China, 1998,1999,2000,2002
Excellent Graduate (top 10%)	Tsinghua University, China, Jul, 2001