

Hanqi Wen

Stephen M. Ross School of Business
University of Michigan

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Education

University of Michigan

PhD, Technology and Operations
- Advised by Izak Duenyas and Joline Uichanco

Ann Arbor, Michigan

2021 – 2027 (*expected*)

Peking University

Master of Science, Management Science & Engineering
- Advised by Jie Song

Beijing, China

2018 – 2021

Tsinghua University

Bachelor of Engineering, Industrial Engineering

Beijing, China

2014 – 2018

Research Interests

Topics: Platform operations; e-commerce fulfillment; product development and innovation; AI infrastructure operations.

Methods: Dynamic programming; game theory; optimization.

Research

Publications

1. **H. Wen**, I. Duenyas, J. Uichanco, 2026. "The Interplay Between Customer Feedback Solicitation and Product Innovation: A Dynamic Solution", accepted at *Manufacturing & Service Operations Management*. [[SSRN](#)]
2. **H. Wen**, J. Zhao, VA. Truong, J. Song, 2024. "Dynamic Expansions of Social Followings with Lotteries and Give-aways", *IIE Transactions*.
3. J. Zhao, **H. Wen**, 2022. "Dynamic Planning with Reusable Healthcare Resources: Application to Appointment Scheduling", *Flexible Services and Manufacturing Journal*.
4. X. Pan, **H. Wen**, Z. Wang, J. Song, XL Feng, 2021. "Physician Ranking Optimization Based on Patients' Browse Behaviors and Resource Capacities", *Internet Research*.
5. **H. Wen**, X. Pan, J. Song, 2020. "Online Ranking of Physicians with Perishable Resources", 2020 *IEEE 16th International Conference on Automation Science and Engineering (CASE)*.
6. **H. Wen**, J. Song, X. Pan, 2019. "Physician Recommendation on Healthcare Appointment Platforms Considering Patient Choice", *IEEE Transactions on Automation Science and Engineering*.

Working Papers

7. **H. Wen**, I. Duenyas, J. Uichanco, 2025. "Pooling Goods of Different Quality: Platform Design under Inventory Commingling", reject and resubmit at *Management Science*. [[SSRN](#)]

Work In Progress

8. **H. Wen**, I. Duenyas, J. Uichanco, 2025. "Regionalization of E-commerce Fulfillment".
9. **H. Wen**, I. Duenyas, O. Sahin, 2026. "Reliability-Differentiated Contracts for AI Data Centers".
10. **H. Wen**, 2026. "Designing AI Services under Iterative Model Evolution".

Teaching Experience

Sole Instructor - University of Michigan:

- TO 302, Managing Business Operations, Fall 2024.
 - Business minor core course for non-BBA students, class size: 67.
 - Teaching evaluation: 4.6/5.0; response rate: 79% (53/67).
 - Topics: Process analysis, Waiting time analysis, Inventory management, Quality management, Project management, Supply chain management, and Revenue management.

Teaching Assistants - University of Michigan:

- TO 552: Operations Management (MBA), Winter 2026.
- EMBA 611: Managing the Value Chain (EMBA), Winter 2025 - 2026.
- WMBA 623: Applied Analytics for Decision Making (Weekend MBA), Fall 2025.
- TO 534: Introduction to Operations (Online MBA), Instructional Support Specialist, Summer 2025.
- MBAN 552: Probability and Statistics (Master of Business Analytics), Fall 2023.
- TO 621: Logistics (Master of Supply Chain Management), Winter 2022 - 2026.

Teaching Assistants - Peking University:

- Academic writing (Master of Engineering Management). Fall 2020.
- Modeling and Simulation (graduate level), Fall 2019.

Honors and Awards

W. Allen Spivey/Hall Family Fellowship , University of Michigan	2024 - 2025
– For academic and research excellence	
Ross Early PhD Candidacy Award , University of Michigan	2023
Ross School of Business Fellowship , University of Michigan	2021 - 2026
Outstanding Graduate , Peking University	2021
National Scholarship of China	2020
Academic Innovation Award , Peking University	2020
Merit Student , Peking University	2020
Best Student Paper Award Finalist , IEEE CASE conference	2020
Scholarship for Academic Progress , Tsinghua University	2017
Scholarship for Achievement in Arts , Tsinghua University	2016

Conference Talks (* denotes scheduled)

2026	INFORMS Annual Meeting, San Francisco, CA*
2026	INFORMS Revenue Management and Pricing (RMP) Conference, Ann Arbor, MI*
2026	INFORMS MSOM Conference, Boston, MA
2026	POMS Annual Conference, Reno, NV
2026	POMS-HK International Conference, Shenzhen, China
2025	INFORMS Annual Meeting, Atlanta, GA
2025	POMS Annual Conference, Atlanta, GA
2024	INFORMS Annual Meeting, Seattle, WA
2024	INFORMS MSOM Conference, Minneapolis, MN
2023	INFORMS Annual Meeting, Phoenix, AZ
2022	INFORMS Annual Meeting, Indianapolis, IN
2020	INFORMS Annual Meeting, virtual
2020	IEEE 16th International Conference on Automation Science and Engineering (CASE), virtual
2019	The 11th International Workshop on Behavioral Operations Management, Beijing, China
2019	INFORMS Conference on Service Science, Nanjing, China

Service

Ad hoc Reviewer: Manufacturing & Service Operations Management, IIE Transactions, International Journal of Production Research, IEEE Transactions on Automation Science and Engineering, IEEE CASE conference (2021, 2022)

Session Chair: INFORMS Annual Meeting (2022)

Professional Experience

China Galaxy Securities Co., Ltd. <i>Industry Research Intern, Transportation and Logistics Group</i>	Beijing, China 2019
HaoDF Online (a leading online healthcare platform in China) <i>Intern, Data & AI group</i>	Beijing, China 2018

Other Information

Programming: Python, C, SQL, Matlab, R, STATA

Language: Chinese (native), English (fluent)

Others: CFA Level 1