

Fei Gao

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EDUCATION

The Wharton School, University of Pennsylvania

Ph.D. Operations Management 2012 – 2017

- Dissertation: “Omnichannel Operations Management”
- Committee: Prof. Xuanming Su (advisor), Prof. Gérard Cachon, Prof. Morris Cohen

Tsinghua University

M.S. Management Science and Engineering 2010 – 2012

B.S. Information Management and Information Systems 2006 – 2010

University of Hong Kong

Exchange student, School of Business 2008

RESEARCH INTERESTS

Omnichannel management, marketing-operations interface, behavioral operations

PUBLICATIONS

Gao, F. and Su, X. (2016). Online and Offline Information for Omnichannel Retailing. *Manufacturing & Service Operations Management*, forthcoming, **Job Market Paper**.

- *Finalist, MSOM Student Paper Competition, 2015*

Gao, F. and Su, X. (2016). Omnichannel Retail Operations with Buy-Online-and-Pick-up-in-Store. *Management Science*, forthcoming.

Gao, F. and Chen, J. (2015) The Role of Discount Vouchers in Market with Customer Valuation Uncertainty. *Production and Operations Management*, 24(4), pp.665-679.

WORKING PAPERS

Gao, F. and Su, X. (2016) Omnichannel Service Operations with Online and Offline Self-Order Technologies. *Major revision at Management Science*.

Gao, F. and Su, X. (2016) Dynamics of Trust in Forecast Information Sharing.

WORK IN PROGRESS

Gao, F. Management Social Network and Firm Operational Performance: An Empirical Study.

Cohen, M., Cui, S. and **Gao, F.** New Drug Design and FDA Approval.

AWARDS AND HONORS

Paul R. Kleindorfer Scholar award, Wharton OID Department, 2015
Finalist, MSOM Student Paper Competition, 2015
Baker Retail Center Research Grant, 2015-2016
Wharton Doctoral Student Fellowship, 2012-2017
Jiang Zhen Scholarship, Tsinghua University, 2011
Barclays Capital Scholarship, Tsinghua University, 2009
Zeng Fancheng Scholarship, Tsinghua University, 2008
Li & Fung Scholarship, University of Hong Kong, 2008
Excellent Leader of the Student Union of Tsinghua University, 2008

CONFERENCE PRESENTATIONS

Online and Offline Information for Omnichannel Retailing

2016 INFORMS Annual Conference, Nashville, TN

2016 POMS Annual Conference, Orlando, FL

2015 INFORMS Annual Conference, Philadelphia, PA

Omnichannel Service Operations with Online and Offline Self-Order Technologies

2016 POMS Annual Conference, Orlando, FL

Omnichannel Retail Operations with Buy-Online-and-Pick-up-in-Store

2015 INFORMS Annual Conference, Philadelphia, PA

2015 POMS Annual Conference, Washington, DC

2014 INFORMS Annual Conference, San Francisco, CA

Supply Chain Management for Omnichannel Excellence

2015 SAP Supply Chain Forum, Philadelphia, PA

TEACHING EXPERIENCE

The Wharton School, University of Pennsylvania

Instructor

- Wharton Math Camp (PhD) 2016

Teaching Assistant

- Introduction to Operations Management (undergraduate) 2015
- Quality and Productivity (MBA, Executive MBA) 2014, 2015
- Operations Strategy (MBA, Executive MBA) 2014
- Introduction to Operations and Information Management (undergraduate) 2013

PROFESSIONAL SERVICE

Ad hoc reviewer for *Management Science*

Session Chair, 2016 POMS Annual Conference

PROFESSIONAL AFFILIATIONS

Institute for Operations Research and Management Sciences (INFORMS)
Manufacturing and Service Operations Management Society (MSOM)
Production and Operations Management Society (POMS)

REFERENCES

Prof. Xuanming Su (advisor)

Professor of Operations, Information and Decisions
The Wharton School, University of Pennsylvania
Philadelphia, PA, 19104
Phone: (215) 898-5506
Email: xuanming@wharton.upenn.edu

Prof. Gérard P. Cachon

Fred R. Sullivan Professor of Operations, Information and Decisions
Professor of Marketing
Vice Dean of Strategic Initiatives
The Wharton School, University of Pennsylvania
Philadelphia, PA, 19104
Phone: (215) 573-8743
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Prof. Morris A. Cohen

Panasonic Professor of Manufacturing & Logistics
Professor of Operations, Information and Decisions
Co-Director, Fishman-Davidson Center for Service and Operations Management
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