Chen Jin

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EDUCATION

Northwestern University, Evanston, IL

Ph.D. in Industrial Engineering and Management Sciences   2012-2016

Dissertation: õObservational Learning in Environment with Multiple Choice Options: Theory and Experimentö

M.S. in Industrial Engineering and Management Sciences   2011-2012

Shanghai Jiao Tong University, Shanghai, China

B.S. in Management Science   2006-2010

The University of Sydney, Sydney, Australia

Exchange Student, Business School   2008

EMPLOYMENT

The Wharton School, University of Pennsylvania, Philadelphia, PA   08/2016-present

Postdoctoral Research Fellow

RESEARCH INTERESTS

Online platforms, rating and feedback systems, digital innovations, ecommerce, service operations, behavioral operations, information systems-operations interface

WORKING PAPERS

1. ***Impact of Bilateral Rating Systems on Online Platforms.*** With Kartik Hosanagar and Senthil Veeraraghavan. (Job Market Paper, under submission)
   Selected for Workshop on Information Systems and Economics (WISE), December 2017
   Selected for NYU-Temple conference on Digital, Mobile, and Social Media Analytics, December 2017

2. ***Observational Learning in Broad Choice Sets.*** With Laurens Debo, Seyed Iravani and Mirko Kremer. (under review in *Management Science*)
   Selected for MSOM Service Special Interest Group (SIG) Conference, June 2015

3. ***Observational Learning in Large-Scale Congested Service Systems.*** With Laurens Debo and Seyed Iravani. (under review in *Operations Research*)

4. ***Pricing Service Systems When Customers Collude.*** With Chenguang (Allen) Wu. (under submission)

RESEARCH IN PROGRESS

1. ***Which One Matters More, Stars Ratings or Text Reviews?*** With Kartik Hosanagar and Senthil Veeraraghavan.

2. ***Pay to "Eavesdrop": A New Money Model for Knowledge-sharing Platforms.*** With Kartik Hosanagar and Senthil Veeraraghavan.

3. ***Social Norm in Customer-Operated Service Systems.*** With Mirko Kremer, Jim Fan and Laurens Debo.

CONFERENCE PRESENTATIONS

"Impact of Bilateral Rating Systems on Online Platforms"
- 2017 INFORMS Annual Conference, Houston, TX
- 2017 Workshop on Information Systems and Economics (WISE), Seoul
- 2017 NYU-Temple conference on Digital, Mobile, and Social Media Analytics

"Pricing Service Systems When Customers Collude"
- 2017 POMS Annual Conference, Seattle, WA

"Observational Learning in Large-Scale Congested Service System"
- 2016 POMS Annual Conference, Orlando, FL

"Observational Learning in Environment with Multiple Choice Options"
- 2016 INFORMS Annual Conference, Nashville, TN
- 2015 INFORMS Annual Conference, Philadelphia, PA
- 2015 MSOM SIG Conference, Toronto
- 2015 POMS Annual Conference, Washington D.C.
- 2014 INFORMS Annual Conference, San Francisco, CA
- 2014 POMS Annual Conference, Atlanta, GA

TEACHING EXPERIENCE

Master of Science in Analytics
- MSIA 420 Predictive Analysis   2015 Winter
- MSIA 421 Data Mining   2015 Winter

Responsibilities: hold office hours and review sessions; prepare and grade assignments, projects and exams

Undergraduate
- IEMS 201-0 Introduction to Statistics   2014 Fall
- IEMS 202-0 Probability   2015 Fall
- IEMS 303-0 Statistics   2015 Fall
- IEMS 304-0 Statistical Methods for Data Mining   2016 Winter

Responsibilities: lectures in class, computer lab, and recitation session, teach R to conduct data analysis and machine learning, hold office hours and review sessions, prepare assignments, projects, and exams

Math Camp (PhD) in Industrial Engineering and Management Sciences   2013
Responsibilities: lectures on measure theory and probability theory

AWARDS AND HONORS

Mack Institute for Innovation Management Fellowship, University of Pennsylvania	2016
Doctoral Scholarship, Northwestern University	2012
University Scholarship, Shanghai Jiao Tong University	2008

PROFESSIONAL SERVICE

Ad hoc Reviewer for *Manufacturing & Service Operations Management*

MEDIA MENTION

Mack Institute for Innovation Management:
How Do Online Rating Systems Impact Service Providers   01/19/2017

REFERENCES

Kartik Hosanagar

John C. Hower, Professor of Operations, Information and Decisions

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