

# Tong Wang

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London Business School, Sussex Place  
Regent's Park, London, NW1 4SA, UK

## EDUCATION

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- **London Business School** London, UK  
*Ph.D. in Management Science and Operations* 2019 – 2025 (Expected)
- **Tsinghua University** Beijing, China  
*M.S. in Management Science and Engineering* 2016 – 2019
- **Renmin University of China** Beijing, China  
*B.A. in Management Science* 2012 – 2016  
*B.A. in Finance (Minor)* 2013 – 2016

## RESEARCH INTERESTS

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Social Impact Operations, Diversity, Equity, and Inclusion, Education, Generative AI, Applied Econometrics including Experiments, Applied Game Theory

## PUBLICATIONS

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### • Publications and Papers under Review

- The Ratings Trap: Prior Ratings, Gender and Instructor Outcomes in Higher Ed (with Kamalini Ramdas and Monika Heller; submitted to *Operations Research*; available upon request).

**Job market paper.** Upcoming presentation: *The 2024 INFORMS Annual Meeting (Seattle)*, on Oct. 20 at 4:00 PM (Room Summit – 330).

- Selling to Customers with Both Veblen and Network Effects (with Xiaofang Wang and Guoming Lai), 2017, *Operations Research Letters*. 45(1): 25–29.

### • Work in Progress

- Gender Bias in Online Learning: A Field Experiment (with Kamalini Ramdas and Monika Heller).
- Shaping Perceptions: The Impact of Ratings Displays on Bias in Service Delivery Evaluations (with Kamalini Ramdas and Monika Heller).
- Improved Group Diagnostic Testing in a Pandemic (with Kamalini Ramdas and S. Alex Yang).
- Learning with Generative AI: The Effects of Chatbot Instruction Styles on Learning Outcomes in Higher Ed (with Kamalini Ramdas and Monika Heller).
- The Impacts of Generative AI Adoption on Restaurant Digital Marketing (with S. Alex Yang and Chaoran Liu).

- **Selected Working Papers**

- Multi-period Inventory Policies with Self-built Emergency Channel and Information Update (with Jian Chen), 2019.

## TEACHING EXPERIENCE

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- **London Business School** London, UK  
*Teaching Assistant*
  - Statistical Research Methods (Doctoral course, **Head TA**) 2022 – 2024
  - Data Science for Business (Master course, **Head TA**) 2021 – 2023
  - Managerial Statistics (EMBA course) 2022, 2024
  - Data Analytics for Managers (MBA course) 2020 – 2022
- **London School of Economics** London, UK  
*Guest Teacher*
  - Operations Management (Master course) 2023

## GRANTS AND AWARDS

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- Research Grant from the Wheeler Institute for Business and Development (£13800), London Business School 2024
- Research Grant from the Wheeler Institute for Business and Development (£7500), London Business School 2023
- Full Scholarship and Tuition Waiver, London Business School 2019 – 2024
- Fei Hsiao-Tung Scholarship (top 10%), Tsinghua University 2018
- Fu Laichun Scholarship (top 10%), Tsinghua University 2017
- Outstanding Graduate, Renmin University of China 2016
- Grant from the National Undergraduate Innovation Program, Renmin University of China 2014 – 2016
- Member of the Siyuan Program (only 30 students are selected each year in the university), Renmin University of China, China Guanghua Foundation 2013 – 2016
- Scholarship for Excellent Academic Performance (top 5%) Renmin University of China 2013 – 2015
- Scholarship for Excellent Social Work Performance, Renmin University of China 2013

## CONFERENCE AND WORKSHOP PRESENTATIONS

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- *The Ratings Trap: Prior Ratings, Gender and Instructor Outcomes in Higher Ed*
  - MSOM Conference, Minneapolis, MN, USA 2024
  - 17th Annual Behavioral Operations Conference, Boulder, CO, USA 2024
  - 5th European Technology & Operations Management (TOM) Day, Cambridge, UK 2024
  - 1st London Operations Researchers Day (LORD), London, UK 2024
- *Gender Bias in Teaching Ratings*
  - POMS-Paris International Conference, Paris, France 2023
- *Improved Group Diagnostic Testing in a Pandemic*
  - INFORMS Annual Meeting, Phoenix, AZ, USA 2023
  - INFORMS Healthcare Conference, Toronto, Ontario, Canada 2023
  - POMS-Paris International Conference, Paris, France 2023
  - INFORMS Annual Meeting, Indianapolis, IN, USA 2022
  - 32nd Annual POMS-Conference, Virtual 2022
  - INFORMS Annual Meeting, Virtual 2021

## LEADERSHIP AND SERVICE

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- **Co-organizer** of the LondOPS Doctoral Seminar 2022
- **Co-organizer** of the LBS Transatlantic Doctoral Conference 2021

## OTHER PROFESSIONAL EXPERIENCE

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- The Council of Lin-Gang Special Area of China Pilot Free Trade Zone  
*Intern in the Department of Institutional Innovation and Risk Management* Shanghai, China  
2020
- Beijing Air Catering Co. Ltd  
*Member of the Consulting Group* Beijing, China  
2017 – 2018
- Intel China Ltd. Beijing Branch  
*Intern in the Online Sales Group* Beijing, China  
2016
- SPD Bank, Beijing Branch  
*Intern in the Personal Banking Division* Beijing, China  
2014

## MISCELLANEOUS

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- **Programming:** Stata, R, Matlab, Maple, Python, SQL
- **Languages:** Chinese (Native), English
- **Interests:** Psychology, Chinese Literature, Art Movies, Playing Piano, Museums, Football

## REFERENCES

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**Kamalini Ramdas**

Professor  
Management Science and Operations  
London Business School  
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**S. Alex Yang**

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**Ali Aouad**

Assistant Professor  
Operations Management  
MIT Sloan School of Management  
[maouad@mit.edu](mailto:maouad@mit.edu)

**Monika Heller**

Visiting Researcher  
Centre for Behavioural Medicine  
University College London  
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