

# Ruomeng Cui

Goizueta Foundation Chair Associate Professor  
Goizueta Business School  
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## ACADEMIC APPOINTMENTS

### Goizueta Business School, Emory University.

- Goizueta Foundation Chair Associate Professor 2024 -
- Associate Professor with Tenure 2021 -
- Assistant Professor 2017 - 2021

### Kelley School of Business, Indiana University.

- Assistant Professor 2014 - 2017

## PROFESSIONAL EXPERIENCE

### Amazon Visiting Academic, Amazon, Inc. 2022 -

Supply Chain Optimization Technologies (SCOT). Build and develop cutting-edge identify-then-optimize, causal machine learning, optimization, and economic techniques to drive supply chain decisions.

### Consultant, JD.com. 2018

Helped the Chief Strategic Officer identify the corporate and operations strategy pillars for JD.com.

### Analyst, PepsiCo, Inc. 2011

Designed forecasting and supply chain models to improve sales forecasts for the demand planning division.

## EDUCATION

Ph.D. in Operations Management, Kellogg School of Management, Northwestern University, 2014

B.Sc. in Industrial Engineering, Tsinghua University, 2009

## RESEARCH INTERESTS

Operations research, Supply chain, Causal machine learning, Causal inference, Optimization

## EDITORIAL POSITIONS

Associate Editor, *Management Science*, 2024 - present.

Associate Editor, *Operations Research*, 2024 - present.

Associate Editor, *Manufacturing & Service Operations Management*, 2021 - present.

Senior Editor, *Production & Operations Management*, 2019 - present.

## HONORS AND AWARDS

- Finalist, 2024 M&SOM Best Paper Award
  - “*Gender Inequality in Research Productivity During the COVID-19 Pandemic*”
- Finalist, 2024 POMS Operational Excellence Best Paper Competition
  - “*Market Thickness and Delivery Efficiency in Food-delivery Platforms*”
- Winner, 2023 MSOM Best OM Paper in Management Science Award
  - “*Reducing Discrimination with Reviews in the Sharing Economy: Evidence from Field Experiments on Airbnb*”
- Winner, 2022 POMS Chelliah Sriskandarajah Early Career Research Accomplishments Award
- Finalist, 2022 MSOM Best OM Paper in Management Science Award
  - “*Learning from Inventory Availability Information: Evidence from Field Experiments on Amazon*”
- Finalist, 2021 MSOM Service Management SIG Best Paper Award
  - “*Value of High-Quality Logistics: Evidence from a Clash between SF Express and Alibaba*”
- Winner, 2021 ICIS Best Paper in Track Awards
  - “*Sooner or Later? Promising Delivery Speed in Online Retail*”
- Honorable Mention (Second Place), 2020 M&SOM Society Award for Responsible Research
  - “*Reducing Discrimination with Reviews in the Sharing Economy: Evidence from Field Experiments on Airbnb*”
- Alibaba Innovative Research Award. \$70K. 2020.
- Second Place, 2019 INFORMS Junior Faculty Interest Group (JFIG) Paper Competition
  - “*Value of High-Quality Logistics: Evidence from a Clash between SF Express and Alibaba*”
- Finalist, 2019 INFORMS Service Science Section Best Paper Competition
  - “*Value of High-Quality Logistics: Evidence from a Clash between SF Express and Alibaba*”
- Honorable Mention (Second Place), 2019 M&SOM Practice-Based Research Competition
  - “*Disclosing Product Availability in Online Retail*”
- Winner, 2017 INFORMS Behavioral Operations Management Section Best Working Paper
  - “*Reducing Discrimination with Reviews in the Sharing Economy: Evidence from Field Experiments on Airbnb*”
- Finalist, 2014 POMS Supply Chain Management Student Paper Competition
  - “*Information Sharing in Supply Chains: An Empirical and Theoretical Valuation*”

## PUBLICATIONS

1. Cui, R., Z. Lu, T. Sun and J. Golden. 2024. [Sooner or Later? Promising Delivery Speed in Online Retail.](#) *Manufacturing & Service Operations Management*.
2. Zheng, Z., S. Jiang and R. Cui. 2024. [Remote Learning and Educational Inequality.](#) *Production & Operations Management*.
3. Zhang, L., R. Cui and O. Yao. 2022. [The Version Effect of Apps and Operating Systems in Mobile Commerce.](#) *Production & Operations Management*.
4. Cui, R., H. Ding and F. Zhu. 2021. [Gender Inequality in Research Productivity During the COVID-19 Pandemic.](#) *Manufacturing & Service Operations Management*, 24(2): 691-1260.
5. Cui, R., M. Li and S. Zhang. 2021. [AI and Procurement.](#) *Manufacturing & Service Operations Management*, 24(2): 691-1260.

6. Calvo, E., **R. Cui** and L. Wagner. 2020. [Disclosing Product Availability in Online Retail](#). *Manufacturing & Service Operations Management*.
7. **Cui, R.**, M. Li, J. Li and L. Yu. 2020. [Wholesale Price Discrimination in Global Sourcing](#). *Manufacturing & Service Operations Management*, 23(5): 1005-1331.
8. **Cui, R.**, M. Li and Q. Li. 2019. [Value of High-Quality Logistics: Evidence from a Clash between SF Express and Alibaba](#). *Management Science*, 66(9): 3879-3902.
9. **Cui, R.**, J. Li and D. Zhang. 2019. [Reducing Discrimination with Reviews in the Sharing Economy: Evidence from Field Experiments on Airbnb](#). *Management Science*, 66(3): 1071-1094.
10. Calvo, E., **R. Cui** and J. Serpa. 2019. [Oversight and Efficiency on Public Projects: A Regression Discontinuity Analysis](#). *Management Science*, 65(12): 5651-5675.
11. **Cui, R.**, D. Zhang and A. Bassamboo. 2019. [Learning from Inventory Availability Information: Evidence from Field Experiments on Amazon](#). *Management Science*, 65(3): 1216-1235.
12. **Cui, R** and H. Shin. 2018. [Sharing Aggregate Inventory Information with Customers: Strategic Cross-Selling and Shortage Reduction](#). *Management Science*, 64(1): 381-400.
13. **Cui, R.**, S. Gallino, A. Moreno and D. Zhang. 2018. [The Operational Value of Social Media Information](#). *Production & Operations Management*, 27(10): 1749-1769.
14. **Cui, R.**, G. Allon, A. Bassamboo and J. Van Mieghem. 2015. [Information Sharing in Supply Chains: An Empirical and Theoretical Valuation](#). *Management Science*, 61(11): 2803-2824.

## PRACTITIONER PUBLICATIONS

15. **Cui, R.** [Logistics Strategy on Retail Platforms](#). *Harvard Business Review China*, Magazine Article, 2018, November: 046-047.
16. **Cui, R.**, J. Li and D. Zhang. 2017. [A Better Way to Fight Discrimination in the Sharing Economy](#). *Harvard Business Review*, Digital Article.

## PAPERS UNDER REVIEW AND WORKING PAPERS

17. Lu, Z., **R. Cui**, T. Sun and L. Wu. 2023. [The Value of Last-mile Delivery in Online Retail](#). Major revision at *Management Science*.
18. Zhang, W., Z. Zheng and **R. Cui**. 2023. [Market Thickness and Delivery Efficiency in Food-delivery Platforms](#). Reject and Resubmit revision at *Operations Research*.
19. Ding, H., M. Armony, A. Bassamboo and **R. Cui**. 2022. [Are Buyers Strategic in Online B2B Reviews?](#) Under review at *Production & Operations Management*.
20. Long, Y., W. Wang, **R. Cui**, Z. Zheng and X. Tian. 2024. [Online-offline Synergy: Impact of Food Delivery Services on Convenient Stores](#).
21. Lu, Z., W. Zhang and **R. Cui**. 2023. [Food Delivery Platform Expansion Strategies: A Structural Approach](#).
22. **Cui, R.**, H. Ding, G. Wang and M. Wang. 2023. [Fixed Effect Causal Forests: Impact of Medicaid Expansion on Discharge](#).

23. Ding, H., **R. Cui** and D. K. K. Lee. 2023. [On state- and time-dependent service processes in healthcare.](#)
24. Bassamboo, A., **R. Cui** and A. Moreno. 2018. [Wisdom of Crowds in Operations: Forecasting Using Prediction Markets.](#) Major revision at *Production & Operations Management*.
25. **Li, Q.**, R. Cui, M. Li and H. Xu. 2021. [Environmental Responsibility: Impact of Waste-Sorting Regulation on Secondary Markets.](#)

## TEACHING CASES

1. **Cui, R.**, J. Li and X. Luo. 2021. [111 Inc.: Envisioning the Future of Healthcare.](#) Ivey Publishing product no. 9B21D007.
2. **Cui, R.**, J. Li and X. Luo. 2021. [111 Inc.: Envisioning the Future of Healthcare, Teaching Note.](#) Ivey publishing product no. 8B21D007.

## INVITED RESEARCH SEMINARS

### Industry Seminars

2022 Amazon, 2021 Cainiao, 2019 Alibaba Group, 2019 Roadie, The Home Depot, 2018 JD.Com, 2017 Didi Chuxing Corp

### Conference Presentations

Keynote Talk at KDD 2023 Workshop on Causal Inference and Machine Learning in Practice

Keynote Talk at KDD 2023 Workshop on End-End Customer Journey Optimization

INFORMS Annual Conference 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021

MSOM Society Annual Meeting 2013, 2017

MSOM Special Interest Group (SIG) 2013, 2017

POMS Conference, 2012, 2014, 2015, 2016, 2017

### Academic Seminars

2024: Georgia Institute of Technology, Wash U Olin, Ohio State U

2020-2023: UC Berkeley Haas (remote), Fordham University (remote), Georgia Institute of Technology, Kellogg (remote), UT Dallas (remote)

2019: HBS, LBS, NYU, Imperial College London

2018: HBS, McGill, Cornell, UNC, Kellogg, Maryland, IESE, University of Notre Dame, University of Minnesota, HKU, CUHK

2017: Emory University, Duke University, UCSD, University of Washington, University of Rochester, NYU Stern, Tsinghua University, Shanghai Jiaotong University, Fudan University, Shanghai University of Finance and Economics, Cheung Kong Graduate School of Business

2016: UVA Darden, Boston University, Ghent University, Tsinghua University

2014: Stanford, INSEAD, UIC, Rutgers

2013: Wharton, HKUST, Indiana University

## TEACHING

Process and Systems Management, 2020 - 2022 (MBA Core)  
Operations Strategy, 2019 - 2022 (MBA Elective)  
Operations Strategy, 2018 - 2022 (MBA Elective, BBA Elective)  
Causal Inference in Operations Management, 2015 - 2017 (Ph.D. Elective)  
Supply Chain Management, 2014 - 2016 (MBA Elective, MBA Core, Undergraduate Elective)

## PH.D. STUDENT SUPERVISION

Zhikun Lu, Goizueta Business School, Emory University, 2019 - present  
Peibo Zhang, Goizueta Business School, Emory University, 2022 - present  
Zhanzhi Zheng, UNC Kenan-Flagler Business School, 2020 - present  
Hao Ding, Goizueta Business School, Emory University (2018 - 2024, Placement: Auburn University)

## MEDIA COVERAGES

1. Goizueta Faculty Member Uncovers Impact of Remote Learning on Educational Inequality. 28-Dec-2022. Emory University
2. Business over Breakfast Webinar Series with Emory Executive Education. 7-Apr-2022. Emory University
3. The Covid shift to remote work is placing another burden on women: Housecleaning. 18-Mar-2021. NBC News.
4. Researchers: Women shouldering the burden of pandemic life more than men. 16-Jul-2020. Fox23 News.
5. Do Wholesalers Discriminate Against AI in Procurement Practices? 10-Mar-2021. Emory Business.
6. Optimizing the delivery speed promise can boost sales 9-Oct-2020. Emory Business.
7. Is AI taking over traditional procurement practices? 15-May-2020. Emory ExpertFile.
8. How to sell products in a flash. 6-May-2020. IESE Business School Insight.
9. Does Jetblack's E-Commerce Failure Spell Trouble for Walmart Stock? 20-Feb-2020. Investorplace.
10. From apple juice to antibiotics: Coronavirus epidemic could cause U.S. shortages. 15-Feb-2020. Fortune.
11. Coronavirus likely to affect timing of phase one trade deal. 14-Feb-2020. NPR Marketplace.
12. Coronavirus poses risks for Georgia port traffic 20-Feb-2020. The Atlanta Journal-Constitution.
13. How you can benefit from a shorter shopping calendar on Cyber Monday. 1-Dec-2019. WXIA-TV, NBC channel 11.
14. Several great deals still up-for-grabs on Cyber Monday. 1-Dec-2019. WGCL-TV, CBS channel 46.
15. Morning News. 29-Nov-2019. WAGA-TV, Fox channel 5.
16. Alibaba Aims to Deliver with \$16bn Courier Venture. 11-Nov-2019. Financial Times.
17. Reducing Discrimination in the Sharing Economy with Reviews: Evidence from Field Experiments on Airbnb. 6-Nov-2019. Cato Institute, Research Briefs in Economic Policy No.188
18. Consumer Confidence in Package Delivery Services Vital for Online Retailers. 15-Oct-2019. Phys.org.
19. The Surprise of e-Commerce Delivery. 22-Sep-2019. The Robin Report.
20. Online shopping and fast shipping, what happens when things go south? 20-Sep-2019. INFORMS Resoundingly Human Podcast Series.

21. Delivery partnerships key for online sellers. 3-Apr-2019. Emory Business.
22. Businesses that Experience Delivery Outages Feel Long-term Impact. 25-Mar-2019. Atlanta Business Chronicle.
23. 3 Questions to Answer Before Shopping on Super Saturday. 12-Dec-2017. NerdWallet.
24. Want to Improve Your Sales Forecast? Check Your Company's Facebook Feed. 6-Sep-2017. Kellogg Insight.
25. What Makes an Online Flash Sale Successful? 6-Jun-2017. Kellogg Insight.
26. No Simple Fix to Weed Out Racial Bias in the Sharing Economy. 4-Mar-2017. Globe And Mail.
27. Posting Reviews May Discourage Sharing Economy Discrimination. 3-Mar-2017. Consumeraffairs.
28. New Research Looks At Ways To Help Stop Airbnb Racial Discrimination. 2-Mar-2017. U.S. National Public Radio.

## PROFESSIONAL SERVICE

**Service Awards.** *Management Science* Service Award (2019, 2018); *Management Science* Distinguished Service Award (2020, 2017); *M&SOM* Meritorious Service Award (2020, 2019, 2018, 2017, 2016).

**Treasurer.** INFORMS Junior Faculty Interest Group (JFIG), 2019 - 2022

**Junior VP of Communications.** INFORMS Women in OR/MS, 2019 - 2020

**Track Chair.** 2019 POMS Conference, Empirical Research in Operations Management Track Chair

**Judge.** POMS College of Service Operations Management Competition (2023); POMS College of Behavior in OM Junior Scholar Paper Competition (2021, 2022, 2023, 2024); INFORMS Behavioral Operations Best Working Paper Competition (2017, 2020, 2021, 2022, 2023, 2024); INFORMS TIMES Working Paper Competition (2020); iFORM SIG of MSOM (2020); POMS Product Innovation and Technology Management College Student Paper Competition (2020); MSOM Student Paper Competition (2017, 2018, 2019); POMS Supply Chain Management College Best Student Paper Competition (2016, 2017, 2018, 2020, 2024); Service SIG of MSOM (2018, 2019, 2020, 2021); Supply Chain Management SIG of MSOM (2017, 2018, 2020).

**Session Chair.** INFORMS Annual Conferences (2017, 2019, 2020, 2021); POMS Conferences (2015, 2016, 2017, 2018, 2019, 2020)

**Ad-hoc Referee.** *Management Science*, *Manufacturing and Service Operations Management*, *Production and Operations Management*, *Information Systems Research*, *Journal of Operations Management*, *Decision Science*, *Research Grants Council of Hong Kong*, *Journal of Housing Economics*, *IIE Transactions*

## SERVICE TO EMORY UNIVERSITY

**Honor Council.** 2019 - 2021 and 2024 - present

**Research Committee.** 2021 - 2022

**Seminar Series Co-organizer.** ISOM Hightower Lecture Series, 2019 - 2021

**Conference Co-organizer.** Information Systems and Operations Management Research Workshop in 2018, 2019, 2020, Goizueta Business School, Emory University

**Academic Advisor.** Supervise Ph.D. student Hao Ding, 2018 - 2024

**Academic Advisor.** Supervise Ph.D. student Zhikun Lu, 2021 - present

**Academic Advisor.** Supervise Ph.D. student Peibo Zhang, 2022 - present

**Mentor.** Quantitative Theory and Methods (OTM) undergraduate fellow, 2019 - 2020

TED talk at Bi-annual Deloitte Meeting at Goizueta in 2019

## **CERTIFICATIONS**

Coursera Verified Certificates: R Programming, License 53C8Y6QY7T; Statistical Inference, License 32APEUP4WG; Regression Models, License AXLJ2CQTYX; Exploratory Data Analysis, License WMBSCFYVSV; Getting and Cleaning Data, License 3BEMS3QBKF; The Data Scientist's Toolbox, License WWRV2T8TK7; Practical Machine Learning, License WQDJJAKQ8Y; Reproducible Research, License 7RMG7L5HWX; Developing Data Products, License M8HKRSUBVC.