

Tong Wang

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

EDUCATION

- **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

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

PUBLICATIONS

- **Publications and Papers under Review**

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

- Shaping Perceptions: The Impact of Ratings Displays on Bias in Service Delivery Evaluations (with Kamalini Ramdas and Monika Heller).
- Learning with Generative AI: The Effects of Chatbot Instruction Styles on Learning Outcomes (with Kamalini Ramdas and Monika Heller).
- Generative AI and Digital Marketing Content Homogenization (with S. Alex Yang and Chaoran Liu).
- Generative Search Engine (with S. Alex Yang and Yiangos Papanastasiou).

- **Selected Working Papers**

- Improved Group Diagnostic Testing in a Pandemic (with Kamalini Ramdas and S. Alex Yang), 2022.
- Multi-period Inventory Policies with Self-built Emergency Channel and Information Update (with Jian Chen), 2019.

TEACHING EXPERIENCE

- **London Business School** London, UK
Teaching Assistant
 - Statistical Research Methods (Doctoral course, **Head TA**) 2022 – 2025
 - 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

- Research Grant from the Wheeler Institute for Business and Development (£16,549),
With Kamalini Ramdas and Monika Heller 2025
- Research Grant from the Institute of Entrepreneurship and Private Capital (£24,000),
With S. Alex Yang and Chaoran Liu 2025
- Research Grant from the Wheeler Institute for Business and Development (£13800),
With Kamalini Ramdas and Monika Heller 2024
- Research Grant from the Wheeler Institute for Business and Development (£7500),
With Kamalini Ramdas and Monika Heller 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

- *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

- **Reviewer** of the MSOM Conference 2025
- **Reviewer** of the INFORMS Behavioral OM Best Working Paper Competition 2024
- **Co-organizer** of the LondOPS Doctoral Seminar 2022
- **Co-organizer** of the LBS Transatlantic Doctoral Conference 2021
- **Reviewer** of the LBS Transatlantic Doctoral Conference 2020, 2021, 2023

OTHER PROFESSIONAL EXPERIENCE

- 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

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

REFERENCES

Kamalini Ramdas

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S. Alex Yang

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Ali Aouad

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Monika Heller

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Centre for Behavioural Medicine
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