Bingnan (Luke) Lu

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EMPLOYMENT

NUS Business School — National University of Singapore
Visiting Assistant Professor of Analytics & Operations — *Jan 2022 - Present*

Institute of Operations Research and Analytics — National University of Singapore
Research Fellow — *Dec 2021 - Present*

EDUCATION

University of Minnesota - Twin Cities — Minneapolis, United States
Ph.D. Candidate in Industrial and Systems Engineering — *Sept 2015 - Dec 2021*
> **Dissertation Title:** "Essays on Stochastic Service Systems"
> **Committee:** Saif Benjaafar (advisor), William Cooper, Alireza Khani and Kevin Leder

Singapore University of Technology and Design — Singapore
B.E. in Engineering Systems and Design, with Honors (Summa Cum Laude) — *May 2012 - Aug 2015*
> **Specialization Track:** Economics & Operations Research

RESEARCH INTERESTS

Service Operations, Stochastic Modeling, Queueing Theory, Healthcare Operations, On-demand Service Platforms

PUBLICATIONS

Published & Under review

- Jouini, O., Benjaafar, S., **Lu, B.**, Li, S., & Legros, B. (2022). Appointment-driven Queueing Systems with Non-punctual Customers. *Forthcoming in Queueing Systems.*
- Lim, Y. F., **Lu, B.**, Wang, R., and Zhang, W. (2020). Flexibly Serving A Finite Number of Heterogeneous Jobs in A Tandem System. *Production and Operations Management*, **29**(6), 1431-1447.

Working Papers

- Benjaafar, S. and **Lu, B.** Pooled Testing in the Presence of Congestion. *Work in Progress.*
- Benjaafar, S., **Lu, B.**, Wang, Z., Yang, X., Dynamic Matching in a Supply-Demand System with Multiple Classes and Abandonment. *Work in Progress.*

TEACHING EXPERIENCE

NUS Business School — National University of Singapore
Instructor — *Spring 2022 - Present*
> **DOS 3713 Project Management:** Spring 2022

Industrial and Systems Engineering — University of Minnesota - Twin Cities
Teaching Assistant — *Jan 2016 - Spring 2021*
> **IE 3521 Statistics, Quality, and Reliability:** Summer 2017
> **IE 4551 Production & Inventory Control:** Spring 2017/2018
> **IE 5545 Decision Analysis:** Spring 2021
> **IE 5541 Project Management:** Spring 2019/2020, Summer 2020, Fall 2017/2018/2019/2020
> **IE 5113 Systems Engineering II:** Spring 2016
> **IE 5513 Engineering Safety:** Fall 2016

Engineering Systems and Design — Singapore University of Technology and Design
Teaching Assistant — *Apr - Aug 2014*
> **10.013 Modelling and Analysis:** Summer 2014

Conference Presentations

"Appointment-driven Queueing Systems with Non-punctual Customers"

- INFORMS Healthcare Conference, Virtual *2021*

- INFORMS 2021 Annual Meeting, Virtual *2021*

"Flexibly Serving A Finite Number of Heterogeneous Jobs in A Tandem System"

- CORS Annual Conference, Virtual *2021*

- POMS 30th Annual Conference, Washington, D.C., USA *2019*

- MSOM Annual Conference, Singapore *2019*

- POMS International Conference, Tianjin, China *2019*

"Dynamic Server Assignment for Finite Arrival Service Systems"

- INFORMS International Conference, Hawaii, HI, USA *2016*

Skills

Programming/Software: Matlab, Mathematica, Python, R, LaTeX, Microsoft Project

Language: English (fluent), Chinese (native)

Honors and Awards

University of Minnesota, Second Place in the Initiative on the Sharing Economy Student Competition ($500) *2019*

University of Minnesota, Department of Industrial and Systems Engneering Merit Fellowship ($3,000) *2015-2016*

Singapore Ministry of Education, GLC-SM2 PRC Student Scholarship ($235,000) *2011-2015*

Professional Activities

INFORMS Student Chapter at University of Minnesota Minneapolis, MN
Event Coordinator *Jan 2016 - Jan 2020*

- Organized regular workshops and programs for industrial engineering graduate students and postdoctoral researchers with a focus on career preparation and professional development

- Coordinated with alumnus, professionals from local companies and faculty members from other university departments regarding potential talks and workshops

- Initiated and organized INFORMS networking events involving professionals from local companies including Delta Airlines, Target, and General Mills