

Bingnan (Luke) Lu

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EMPLOYMENT

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|---|---|
| NUS Business School <i>Visiting Assistant Professor of Analytics & Operations</i> | National University of Singapore <i>Jan 2022 - Present</i> |
| Institute of Operations Research and Analytics <i>Research Fellow</i> | National University of Singapore <i>Dec 2021 - Present</i> |

EDUCATION

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|--|---|
| University of Minnesota - Twin Cities <i>Ph.D. Candidate in Industrial and Systems Engineering</i> Dissertation Title: "Essays on Stochastic Service Systems" Committee: Saif Benjaafar (advisor), William Cooper, Alireza Khani and Kevin Leder | Minneapolis, United States <i>Sept 2015 - Dec 2021</i> |
| Singapore University of Technology and Design <i>B.E. in Engineering Systems and Design, with Honors (Summa Cum Laude)</i> Specialization Track: Economics & Operations Research | Singapore <i>May 2012 - Aug 2015</i> |

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. *Queueing Systems*, **101**, 1-56.
- 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., **Lu, B.**, Legros, B. and Jouini, O. Pooled Testing in the Presence of Congestion. *Work in Progress*.
- Benjaafar, S., **Lu, B.**, Wang, Z. and Yang, X., Dynamic Matching in a Supply-Demand System with Multiple Classes and Abandonment. *Work in Progress*.

TEACHING EXPERIENCE

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|---|--|
| NUS Business School <i>Instructor</i> | National University of Singapore <i>Spring 2022 - Present</i> |
| DOS 3713 Project Management: Spring 2022 | |
| DAO 1704 Decision Analytics Using Spreadsheet: Fall 2022 | |

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| Industrial and Systems Engineering <i>Teaching Assistant</i> | University of Minnesota - Twin Cities <i>Jan 2016 - Spring 2021</i> |
| 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

Teaching Assistant

Singapore University of Technology and Design

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, L^AT_EX, 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 Engineering 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