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EDUCATION

Ph.D., National University of Singapore,
October 2008

S.M., High Performance Computing for Engineering Systems (HPCES),
Singapore-MIT Alliance under National University of Singapore,
July 2003

B.Sc. (Hon), Mathematics, National University of Singapore,
July 2002

B.Sc., Mathematics, National University of Singapore,
July 2001

EMPLOYMENT HISTORY

Associate Professor (Education),
Operations Management Department,
Lee Kong Chian School of Business, Singapore Management University,
Jan 2017 to present

Assistant Professor (Education),
Operations Management Department,
Lee Kong Chian School of Business, Singapore Management University,
August 2013 to Dec 2016

JOURNAL ARTICLES (REFEREED)

1. Wang, S., Li, J., Ang, M. and Ng, T.S., 2023, "Appointment Scheduling with Delay-Tolerance Heterogeneity.", *accepted in* **INFORMS Journal on Computing**.

2. Dang, Y., Ang, M. and Sun, J., 2023, " An Inertial triple-projection algorithm for solving the split feasibility problems", **Journal of Industrial and Management Optimization**, 19(3), 1813-1826.

3. Lim, Y.F., Song, J. and Ang, M., 2021, "Integrating Anticipative Replenishment Allocation with Reactive Fulfillment for Online Retailing Using Robust Optimization", **Manufacturing** & **Service Operations Management**, 23(6), 1616-1633.

4. Xie, J., Zhuang, W., Ang, M., Chou, M.C., Li, L. and Yao, D.D., 2021, "Analytics for Hospital Resource Planning - Two Case Studies", **Production and Operations Management**, 30(6), 1863-1885.

5. Ang, M. and Lim, Y.F., 2019, "How to Optimize Storage Classes in A Unit-Load Warehouse ", **European Journal of Operational Research**, 278(1), 186-201.

6. Ang, M., Sun, J. and Yao, Q., 2018, "Constrained dual representation of coherent risk measures", **Annals of Operations Research**, 262(1), 29-46.

7. Ang, M., Sigman, K., Song, J.S. and Zhang, H., 2017, "Closed-form approximations for optimal (r, q) and (S,T) policies in a parallel processing environment", **Operations Research**, 65(5), 1414-1428.

8. Han, D., Sun, J. and Ang, M., 2014, "New bounds for the price of anarchy under nonlinear and asymmetric cost", **Optimization**, 63(2), 271-284.

9. Ang, M., Song, J.S., Wang, M. and Zhang, H., 2013, "On properties of discrete (r,q) and (s,T) inventory systems", **European Journal of Operational Research**, 229, 95-105.

10. Ang, M., Lim, Y.F. and Sim, M., 2012, "Robust Storage Assignment in Unit-Load Warehouses", **Management Science**, 58(11), 2114-2130.

CASE STUDIES

1. Lim, Y.F., Ang, M. and Koh, K.C., 2023, "To Build or Not to Build: The Real Estate Dilemma and the Rapid Rise of China's Cold Chain Industry", **Singapore Management University Case Series**.

2. Ang, M., Bhattacharya, L. and Grayson, B., 2022, " Inn or Out - Yield Management Simulation", **Singapore Management University Case Series**.

3. Ang, M., Chen, Y.C. and Darendeli, S.P., 2022, "Getting the Next Swipe: Improving Customer Loyalty for OCBC Bank Credit Cards", **Singapore Management University Case Series**.

4. Ang, M., Hu, R.H. and Lam, S.W., 2020, "Too Long for Comfort: Tackling Consultation Wait Time at a Hospital Emergency Department", **Singapore Management University Case Series**.

5. Ang, M., Chen, Y.C. and Foo, Y.L., 2020, "Where Next? Identifying New Supermarket Locations for the Dairy Farm Group", **Singapore Management**

University Case Series.

6. Ang, M, and Chen, Y.C., 2020, "Amazon: Facing Low Customer Satisfaction in Singapore", **Singapore Management University Case Series**.

7. Ang, M. and Hu, R.H., 2018, "Cafe Betterfield: Optimizing the Food Menu", **Singapore Management University Case Series**.

8. Ang, M. and Lam, S.W., 2018, "Using Data Analytics to Manage Bed Capacity at LCX Hospital", **Singapore Management University Case Series**.

9. Lim, Y.F. and Ang, M., 2016, "KYY: Storage Assignment in a Unit-load Warehouse", **Singapore Management University Case Series**, *Finalist in INFORMS Case Study Competition 2014*.

EXECUTIVE TEACHING EXPERIENCE	• Singapore Management University Executive Development, 2022 SMU-MINDEF Management Science Module Topic: *Quantitative Analysis and Decision Sciences*

• Singapore Management University Executive Development, 2022
Executive Programme in Digital Leadership
Topic: *Big Data : Tools and Techniques*

• Singapore Management University Executive Development, 2022
Ortho Clinical Diagnostics - Get Set Go For Next Gen in Healthcare Delivery
Topic: *Supply Chain Inventory Management*

• Singapore Management University Executive Development, 2021 - 2023
SMU-MINDEF Management Science Module
Topic: *Quantitative Analysis and Decision Sciences*

• Singapore Management University Executive Development, 2021
SMU-Qatar Development Bank International Trade Workshop
Topic: *Understanding Logistics*

• Singapore Management University Executive Development, 2019
Ortho Clinical Diagnostics - Healthcare Management in a Digital World
Topic: *Operational Efficiency in Healthcare*

• Singapore Management University Executive Development, 2018
Go with Maersk
Topic: *Port and Terminal Operations*

TEACHING EXPERIENCE (POSTGRADUATE)

- Singapore Management University, Lee Kong Chian School of Business,
  Master of Science in Management,
  Instructor, *OPIM 618, Decision Analysis*

TEACHING EXPERIENCE (UNDERGRADUATE)

- Singapore Management University, Lee Kong Chian School of Business,
  Instructor, *MGMT108, Introduction to Business Analytics*

- Singapore Management University, Lee Kong Chian School of Business,
  Instructor, *OPIM 311, Service Processes*

- Singapore Management University, Lee Kong Chian School of Business,
  Instructor, *OPIM 101, Decision Analysis*

- Singapore University of Technology and Design,
  Instructor, *01.001, Introduction to Probability and Statistics*

- Singapore University of Technology and Design,
  Instructor, *10.004, Math 2 (Linear Algebra / Vector Calculus)*

- Singapore University of Technology and Design,
  Instructor, *10.007, Modelling the Systems World (Differential Equations / Optimization)*

- National University of Singapore,
  Tutor, *DSC2003, Management Science*, 2007

- Singapore-MIT Alliance, National University of Singapore,
  Tutor, *SMA 5213, Optimization Methods*, 2005

- National University of Singapore,
  Tutor, *MA1101, Linear Algebra*, 2003

HONORS

- *Maritime and Port Authority of Singapore* (MPA) Research Fellow, 2022/2023, 2021/2022 and 2019/ 2020.
- Nominee of the *SMU Undergraduate Innovative Teacher Award 2022* (university-level).
- Nominee of the *SMU Undergraduate Innovative Teacher Award 2021* (university-level).
- Winner of the *SMU Undergraduate Excellent Teacher Award 2020* (university-level)

- Masters in Management (MIM) Excellent Teacher Award 2020
- Masters in Management (MIM) Excellent Service Award 2020
- Winner of the *SMU Undergraduate Innovative Teacher Award 2018* (university-level).
- Five-Year Long Service Award, Singapore Management University, 2018.
- On *Dean's Teaching Honour List* for Faculty (Undergraduate Programmes) Lee Kong Chian School of Business, SMU, in Academic Years

  - 2022/2023 (Term 1, Term 2)
  - 2021/2022 (Term 1, Term 2)
  - 2020/2021 (Term 1, Term 2)
  - 2019/2020 (Term 1, Term 2)
  - 2018/2019 (Term 1, Term 2)
  - 2017/2018 (Term 1, Term 2)
  - 2016/2017 (Term 1, Term 2)
  - 2014/2015 (Term 2)
  - 2011/2012 (Term 2)

- On *Dean's Teaching Honour List* for Faculty (Postgraduate Programmes) Lee Kong Chian School of Business, SMU, in Calender Years

  - 2022/2023
  - 2021/2022
  - 2018/2019

- Finalist in INFORMS Case Study Competition 2014.
- NUS Doctoral Scholarship, 2003 - 2008
- Singapore MIT Alliance (NUS) Masters Scholarship, 2002 - 2003
- On the Dean's list for Semester 1 and 2 of 1998/1999, Semester 1 and 2 of 1999/2000, Semester 1 of 2000/2001 (Department of Mathematics, National University of Singapore)

GRANTS

- SMU, Center of Teaching Excellence,Technology Enhanced Learning (TEL) Fund, 2019, "Yield Management Game-Airline".

- SMU, MOE Tier 1 Research Grant, 2013.

RESEARCH INTERESTS

- Inventory Management
- Stochastic Models
- Robust Optimization

COMPUTER SKILLS

- Matlab, Java

PERSONAL

- Nationality: Singaporean
- Fluent in English and Mandarin Chinese