You Hui GOH

Research Fellow, Operations Management,
Lee Kong Chian School of Business, Singapore Management University, Singapore

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Research Interests

Data-driven healthcare analytics and operations; interpretable and ethical AI; resource allocation under uncertainty; service systems scheduling.

Research Positions

Research Fellow, Operations Management,
Lee Kong Chian School of Business, Singapore Management University, Singapore, 2025–present
Collaborating with Assistant Professor Zhaowei She and Professor Yun Fong Lim

Postdoctoral Research Fellow, Information Systems & Operations Management,
HEC Paris, France, 2024–2025
Collaborating with Associate Professor Julien Grand-Clément

Education

PhD in Mathematical Sciences, Nanyang Technological University (NTU), Singapore, 2019–2023
Thesis: Balancing waiting times in sequential server appointment systems using distributionally robust optimization
Adviser: Associate Professor Zhenzhen Yan

BSc (Hons) in Mathematical Sciences, Minor in Finance,
Nanyang Technological University (NTU), Singapore, 2015–2019

Publications

Goh, Y. H., Li, Z., & Yan, Z. (2025). Strategic Idling in Appointment Systems with Sequential Servers. ***Manufacturing & Service Operations Management, 27(3), 955-974.***

Working Papers

Interpretable Machine Learning for Resource Allocation with Application to Ventilator Triage *(with Julien Grand-Clément, Carri Chan, Vineet Goyal, Elizabeth Chuang).*
Minor revision, Management Science.

Minimizing the Number of Pieces for Piecewise Linear Approximation in Separable Concave Minimization *(with Zhenzhen Yan).*

Work-in-progress

Causal Inference with Instrumental Variables on Ventilator Usage *(with Julien Grand-Clément)*

Novel Local Gradient Estimation of Learning Curve *(with Zhaowei She, Yun Fong Lim).*

Conference Presentations

Strategic Idling in Appointment Systems with Sequential Servers
- 2022 Manufacturing & Service Operations Management Conference, Munich, Germany, June 2022
- 2021 INFORMS Annual Meeting, Virtual, October 2021
- 2023 Singapore Rising Scholars Conference, Singapore, May 2023

Minimizing the Number of Pieces for Piecewise Linear Approximation in Separable Concave Minimization
- 7th International Conference on Continuous Optimization (ICCOPT), Bethlehem, PA, July 2022

Awards

NTU Nanyang President's Graduate Scholarship, 2019–2023.
NTU Koh Boon Hwee Scholars Award, 2019.
NTU College (Undergraduate) Scholarship, 2015 – 2019.

Teaching Experience

Teaching Assistant, Undergraduate Mathematics and Optimization Courses, Nanyang Technological University, Singapore, 2018–2022.

References

1. Associate Professor Zhenzhen Yan (PhD Adviser)
   School of Physical and Mathematical Sciences, NTU, Singapore
   yanzz@ntu.edu.sg
2. Associate Professor Julien Grand-Clément (Postdoc Adviser)
   Information Systems & Operations Management, HEC Paris, France,
   grand-clement@hec.fr
3. Professor Yun Fong Lim (Postdoc Adviser)
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4. Assistant Professor Zhaowei She (Postdoc Adviser)
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