

YU JIANG

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RESEARCH INTERESTS

Applied Statistics, Business Analytics, Sustainable Operations, Operations-Marketing Interface, Operations-Information Systems Interface, Supply Chain Management, Retail Operations, Customer Product Returns

EDUCATION

University of Tennessee, Knoxville *Aug 2021 - Present*
Ph.D. Student in Business Analytics and Statistics, GPA: 3.50/4.00

North Carolina State University *Aug 2019 - May 2021*
Master of Statistics, GPA: 3.81/4.00

Texas A&M University *Aug 2016 - Dec 2018*
Master of Engineering in Civil Engineering, GPA: 3.36/4.00

Harbin Engineering University *Aug 2012 - Jul 2016*
Bachelor of Engineering in Coastal Engineering, GPA: 3.32/4.00

WORK IN PROGRESS

University of Tennessee, Knoxville Knoxville, Tennessee
The Impact of Return Logistics on Customer Repurchase *Aug 2021 - Present*
Customization and Returns

PRESENTATION

POMS Annual Meeting Orlando, Florida
Track: Retail Operations *May 2023*

- The Impact of Return Logistics on Customer Repurchase: A Service Co-Production Perspective

TEACHING EXPERIENCE

University of Tennessee Knoxville, Tennessee
Teaching Assistant *Aug 2021 - Present*

- BZAN540 Applied Regression Analysis for Business
- BZAN552 Multivariate and Data Mining Techniques
- BZAN535 Statistical Methods for Business
- STAT578 Categorical Data Analysis
- BZAN546 Simulation Modeling
- BZAN548 Time Series Forecasting

SKILLS

Programming skills:

R, SAS, Python, JMP, SQL, Tableau, LaTeX

Languages:

Chinese, English

Certificate:

SAS Certified Base Programmer