

Wenjun Zhou

Amazon Distinguished Professor, Martin Lee & Carol Fri Robinson Faculty Fellow
Haslam College of Business, The University of Tennessee, Knoxville

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EDUCATION

Ph.D. in Information Technology, Rutgers University, 2011
M.S. in Biostatistics, University of Michigan, Ann Arbor, 2006
B.S. in Information Systems, University of Science and Technology of China, 2004

PROFESSIONAL EXPERIENCE

University of Tennessee Knoxville (UTK), Knoxville, Tennessee
Haslam College of Business (HCB), Department of Business Analytics & Statistics (BAS)
Amazon Distinguished Professor, 2026–present
Lawson Professor of Business, 2023–2026
Ph.D. in Business Analytics Program Director, 2023–present
Professor, 2023–present; *Associate Professor*, 2018–2023; *Assistant Professor*, 2011–2018

IBM Research Almaden Lab, San Jose, California, *Research Intern*, Summer 2010
Yahoo! Labs, Santa Clara, California, *Research Intern*, Summer 2009
Panasonic Inc., Princeton, New Jersey, *Summer Research Co-op*, Summer 2008
Lawrence Berkeley National Lab, Berkeley, California, *Intern*, Summer 2006

RESEARCH (ORCID: 0000-0003-2346-8151)

Research Interests

Knowledge Discovery and Artificial Intelligence
Causal, Interpretable, and Fair Machine Learning
Applications FinTech, Healthcare, and Digital Platforms

Select Journal Publications

- Duan, L., **Zhou**, W., Hu, Y., Xu, L., and Liu, M. (2026). Early detection of adverse drug reactions in post-market monitoring. *INFORMS Journal on Computing (IJOC)*, forthcoming.
- Morris, T., Brown, C., Zhao, X., Nichols, L., Martindale-Adams, J., Bowland, S., and **Zhou**, W. (2026). Transforming dementia caregiver support with AI-powered social robots. *Frontiers of Robotics and AI*, forthcoming.
- Zhang, Z., **Zhou**, W., and Andrews, M. (2026). Displaying the amount of consumption time in online reviews can affect helpful votes. *Journal of Marketing*, 90(1):91–105.
- Jung, J., **Zhou**, W., and Smith, A. (2025). From textual data to theoretical insights: Introducing and applying the word-text-topic extraction approach. *Organizational Research Methods (ORM)*, 28(2):182–209.
- Jiang, S., **Zhou**, W., Guo, Y., and Xiong, H. (2025). Multiple financial analyst opinions aggregation based on uncertainty-aware quality evaluation. *European Journal of Operational Research (EJOR)*, 320(3):720–738.
- Jiang, S., Guo, Y., **Zhou**, W., and Li, X. (2023). Identifying predictors of analyst rating quality: An ensemble feature selection approach. *International Journal of Forecasting (IJF)*, 39:1853–1873.
- Yan, W. and **Zhou**, W. (2023). Is blockchain a cure for peer-to-peer lending? *Annals of Operations Research (ANOR)*, 321:693–716.

- Liu, Z., Paek, E. J., Yoon, S. O., Casenhiser, D., **Zhou**, W., and Zhao, X. (2022). Detecting Alzheimer's disease using natural language processing of referential communication task transcripts. *Journal of Alzheimer's Disease*, 86(3):1385–1398.
- Wu, S., Gao, X., and **Zhou**, W. (2022). COSLE: Cost sensitive loan evaluation for P2P lending. *Information Sciences*, 586:74–98.
- Feng, Y. and **Zhou**, W. (2022). Work from home during the COVID-19 pandemic: An observational study based on a large geo-tagged COVID-19 Twitter dataset (UsaGeoCov19). *Information Processing & Management*, 59(2). 102820.
- Yan, W., Letizia, P., and **Zhou**, W. (2022). Three cobblers worth the mastermind? The potential of ensemble in crowd-sourced classification problems. *Decision Sciences*, 53:223–238.
- Feng, Y., Lu, Z., **Zhou**, W., Wang, Z., and Cao, Q. (2020). New emoji requests from Twitter users: When, where, why, and what we can do about them. *ACM Transactions on Social Computing*, 3(2). Article 8.
- Xiao, K., Ye, Z., Zhang, L., **Zhou**, W., Ge, Y., and Deng, Y. (2020). Multi-user mobile sequential recommendation for route optimization. *ACM Transactions on Knowledge Discovery from Data (TKDD)*, 14(5). Article 52.
- Du, B., **Zhou**, W., Liu, C., Cui, Y., and Xiong, H. (2019). Transit pattern detection using tensor factorization. *INFORMS Journal on Computing (IJOC)*, 31(2):193–206.
- Du, B., Liu, C., **Zhou**, W., Hou, Z., and Xiong, H. (2019). Detecting pickpocket suspects from large-scale transit records. *IEEE Transactions on Knowledge and Data Engineering (TKDE)*, 31(3):465–478.
- Zhou**, W., Xiong, H., Duan, L., Xiao, K., and Mee, R. (2018). Paradoxical correlation pattern mining. *IEEE Transactions on Knowledge and Data Engineering (TKDE)*, 30(8):1561–1574.
- Feng, Y., Lu, Z., **Zhou**, W., Cao, Q., and Li, X. (2018). A multi-granularity perspective for spatial profiling of mobile apps. *Information Sciences*, 430–431:127–141.
- Feng, X., Wu, S., and **Zhou**, W. (2017). Multi-hypergraph consistent sparse coding. *ACM Transactions on Intelligent Systems and Technology (TIST)*, 8(6):Article No. 75.
- Feng, X., Wu, S., **Zhou**, W., and Quan, M. (2017). Efficient locality weighted sparse representation for graph based learning. *Knowledge-Based Systems (KBS)*, 121:129–141.
- Guo, Y., **Zhou**, W., Luo, C., Liu, C., and Xiong, H. (2016). Instance-based credit risk assessment for investment decisions in P2P lending. *European Journal of Operational Research (EJOR)*, 249(2):417–426.
- Zhang, H., **Zhou**, W., and Parker, L. E. (2015). Fuzzy temporal segmentation and probabilistic recognition of continuous human daily activities. *IEEE Transactions on Human-Machine Systems*, 45(5):598–611.
- Zhou**, W. and Zhang, H. (2015). Correlation range query for effective recommendations. *World Wide Web*, 18(3):709–729.
- Wu, S., Feng, X., and **Zhou**, W. (2014). Spectral clustering of high-dimensional data exploiting sparse representation vectors. *Neurocomputing*, 135:229–239.
- Zhou**, W. and Xiong, H. (2011). Checkpoint evolution for volatile correlation computing. *Machine Learning*, 83(1):103–131.
- Ge, Y., Xiong, H., **Zhou**, W., Li, S., and Sahoo, R. (2011). Multi-focal learning for customer problem analysis. *ACM Transactions on Intelligent Systems and Technology (TIST)*, 2(3):Article No. 24.
- Xiong, H., **Zhou**, W., Brodie, M., and Ma, S. (2008). Top-k ϕ correlation computation. *INFORMS Journal on Computing (IJOC)*, 20(4):539–552.

Select Conference Proceedings Papers

Anjum, S., Zhang, H., **Zhou**, W., Paek, E. J., Zhao, X., and Feng, Y. (2025). HALO: Hallucination analysis and learning optimization to empower LLMs with retrieval-augmented context for guided clinical decision making. In *Proceedings of the ACM/IEEE International Conference on Connected Health: Applications, Systems and Engineering Technologies (CHASE '25)*, pages 187–198, Manhattan, New York City, U.S.A.

Peruski, R., Saroj, A., **Zhou**, W., Djouadi, S., and Cao, C. (2025). Edge AI-enhanced traffic monitoring and anomaly detection using multimodal large language models. In *Proceedings of the ASCE International Conference on Transportation and Development 2025*, pages 429–438, Glendale, Arizona, U.S.A.

Liu, Z., Qin, Y., Zou, H., Paek, E. J., Casenhiser, D., **Zhou**, W., and Zhao, X. (2022). Generating natural language responses in robot-mediated referential communication tasks to simulate theory of mind. In *Proceedings of the 14th International Conference on Social Robotics (ICSR 2022), Part I*, pages 100–109, Florence, Italy.

Feng, Y., **Zhou**, W., Lu, Z., Wang, Z., and Cao, Q. (2019). The world wants mangoes and kangaroos: A study of new emoji requests based on thirty million tweets. In *Proceedings of the 28th International Conference on World Wide Web (WWW 2019)*, pages 2722–2728, San Francisco, California.

Du, B., Tong, Y., Zhou, Z., Tao, Q., and **Zhou**, W. (2018). Demand-aware charger planning for electric vehicle sharing. In *Proceedings of the 24th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining (KDD 2018)*, pages 1330–1338, London, United Kingdom. ACM.

Zhou, W., Zhu, Y., Javed, F., Rahman, M., Balaji, J., and McNair, M. (2016). Quantifying skill relevance to job titles. In *Proceedings of the 2016 IEEE International Conference on Big Data (BigData 2016)*, pages 1532–1541, Washington D.C.

Wan, L., Wang, Z., Lu, Z., Qi, H., **Zhou**, W., and Cao, Q. (2014). Towards approximate spatial queries for large-scale vehicle networks. In *Proceedings of the 22nd ACM SIGSPATIAL International Conference on Advances in Geographic Information Systems (GIS 2014)*, pages 505–508, Dallas, Texas.

Zhang, H., **Zhou**, W., Reardon, C., and Parker, L. E. (2014). Simplex-based 3D spatio-temporal feature description for action recognition. In *Proceedings of the 2014 IEEE Conference on Computer Vision and Pattern Recognition (CVPR 2014)*, pages 2067–2074.

Zhang, H., **Zhou**, W., and Parker, L. E. (2014). Fuzzy segmentation and recognition of continuous human activities. In *Proceedings of the 2014 IEEE International Conference on Robotics and Automation (ICRA 2014)*, pages 6305–6312.

Han, X., **Zhou**, W., Jiang, X., Song, H., and Nishida, T. (2013). Impacts of URLs position on estimating query-URL relevance. In *Proceedings of the 13th IEEE International Conference on Data Mining (ICDM 2013)*, pages 251–260.

Zhou, W. and Zhang, H. (2013). Correlation range query. In *Proceedings of the 14th International Conference on Web-Age Information Management (WAIM 2013)*, pages 490–501. **Best Paper Award**

Zhou, W., Jin, H., and Liu, Y. (2012). Community discovery and profiling with social messages. In *Proceedings of the 18th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining (KDD 2012)*, pages 388–396.

Ge, Y., Xiong, H., **Zhou**, W., Sahoo, R. K., Gao, X., and Wu, W. (2009). Multi-focal learning and its application to customer service support. In *Proceedings of the 15th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining (KDD 2009)*, pages 349–358.

Zhou, W. and Xiong, H. (2008). Volatile correlation computation: a checkpoint view. In *Proceedings of the 14th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining (KDD 2008)*, pages 848–856. **Best Student Paper Runner-Up Award**

Hu, T., Xiong, H., **Zhou**, W., Sung, S. Y., and Luo, H. (2008). Hypergraph partitioning for document clustering: A unified clique perspective. In *Proceedings of the 31st SIGIR International Conference on Research and Development in Information Retrieval (SIGIR 2008)*, pages 871–872.

Hu, T., Qu, C., Tan, C. L., Sung, S. Y., and **Zhou**, W. (2006). Preserving patterns in bipartite graph partitioning. In *Proceedings of the 18th IEEE International Conference on Tools with Artificial Intelligence (ICTAI 2006)*, pages 489–496. **Best Paper Runner-Up Award**

Articles and Reports

Fry, M. J., Krishnan, H., Vlasious, M., Warner, B., **Zhou**, W., Robinson, A., and Nuggehalli, R. (2025). Educating in the age of AI: Future-proofing operations research practitioners. *ORMS Today*. <https://pubsonline.informs.org/doi/10.1287/orms.2025.02.02/full/>.

France, S. L., Ringel, D. M., and **Zhou**, W. (2022). Data analytics methods for marketing strategy researchers. In *Celebrating the Past and Future of Marketing and Discovery with Social Impact, Proceedings of the 2021 AMS Virtual Annual Conference and World Marketing Congress*. American Marketing Association. https://dx.doi.org/10.1007/978-3-030-95346-1_102.

Zhou, W., Roy, T. D., and Skrypnik, I. (2020). The KDD Cup 2019 report. *ACM SIGKDD Explorations Newsletter*, 22(1):1–10. <https://dl.acm.org/doi/10.1145/3400051.3400056>.

Zhou, W., Renso, C., Bogorny, V., and Xiong, H. (2012). Modeling tools for extracting useful knowledge and decision making. *International Journal of Knowledge and Systems Science (IJKSS)*, 3(1).

Patent

Jin, H., Liu, Y., and **Zhou**, W. (2014). Community profiling for social media. US Patent No.: US 8,738,628 B2. Full text: <http://www.google.com/patents/US8738628>.

Media Coverage

“UT Haslam Faculty Member’s Research Aims to Improve Drug Safety Monitoring,” covered by AAAS’s *EurekAlert!* (November 19, 2025), HCB (November 14, 2025), *Drug Week* via NewsRx.com (August 15, 2025).

“Haslam Professor Researching Improvements to Tennessee Health Outcomes,” covered by HCB (September 23, 2024).

“Analyzing AI: Q&A with Wenjun Zhou,” *The Haslam Magazine*, Volume 14, Issue 1 (February 2024).

“Why Isn’t There a Sarcasm Emoji?” covered by KPVI TV, HCB and various media, including *PR Newswire*, *Yahoo! Finance*, *Morristown Citizen-Tribune*, *Grainger County Today*, *Business Insider*, and *Financial Times* (July 30, 2020).

“Algorithm reveals which new emoji Twitter users most desire,” *The Next Web* (July 31, 2020).

“KDD Cup 2019 Teams Tap Advanced Data Science to Tackle Challenges in Multimodal Transportation, Malaria in Sub-Saharan Africa and Binary Data Classification,” *PR Newswire* (July 24, 2019).

“Ride-Sharing Linked to Socializing, Cost Savings,” covered by *HCB* (February 5, 2019).

“Cutpurse Capers,” covered by *The Economist* (August 18, 2016)

RESEARCH GRANTS

Robot-Based Information and Support to Enhance Alzheimer’s Caregiver Health (RISE). Funded by NIH.

BEACON: Boosting EHR Analytics through Contrastive Learning and Graph Neural Networks. Funded by Tennessee Biomedical and Clinical Research Collaborative Award.

Edge AI-Enhanced Traffic Monitoring and Anomaly Detection in Remote Areas Using Multimodal Large Language Models. Funded by AI TENNessee Initiative Seed Funds (FY 2025).

“Get Fruved:” A Peer-Led Social Marketing Intervention to Increase Fruit and Vegetable Intake and Prevent Obesity among Older Adolescents. Funded by USDA.

Quantifying Uniqueness and Importance of Skills for Job Titles. Funded by CareerBuilder LLC Academic Research Program.

TALKS & PRESENTATIONS

Invited Talks

Keynote Talk. **Co-Existing with AI: Stories of Adoption.** International Workshop on Talent and Management Computing (TMC 2025), Toronto, Canada. August 2025.

Invited Talk. **Writing Quality and Soft Information in the GenAI Age: Evidence from Online Credit Markets.** The 38th Mitsui Finance Symposium: New Frontiers in Financial Intermediation. Ann Arbor, Michigan, June 12–13, 2025.

Panelist. **Educating in the Age of AI: Future-Proofing OR Practitioners.** INFORMS Annual Meeting, Seattle, Washington. October 2024. Moderators: Ranganath Nugehalli (founder of the UPS George D. Smith Prize) and Anne Robinson (INFORMS President 2013-14).

BA Friday Webinars. **Building Proprietary AI Systems: Why, When, and How.** Online Virtual. September 2024.

Invited Paper Presentation. **Market Segmentation Using Deep Learning.** INFORMS 2023 Annual Meeting Community Committee Choice Session on “Business Analytics with Modern AI/ML.” Phoenix, Arizona. October 2023.

Invited Data Science Talk. **Clustering Categorical Data by Representation Learning.** Mars Petcare. Online Virtual. November 2022.

Seminar Talk. **COSLE: Cost Sensitive Loan Evaluation.** Hong Kong University of Science and Technology (Guangzhou). Online Virtual. September 2022.

Invited Paper Presentation. **Online Word-of-Mouth Segmentation.** The 2021 Academy of Marketing Science (AMS) Annual Conference. Special Session on Data Analytics Methods for Marketing Strategy Researchers. Online Virtual. June 2021.

Seminar Talk. **Transit Pattern Detection Using Tensor Factorization.** University of Iowa. Iowa City, Iowa. November 2019.

Invited Talk. **Seed Stocking Via Multi-Task Learning and Two-Step Allocation.** The NIMBioS-Syngenta Workshop on Mathematical Approaches to Improve Modeling and Decisions for Agricultural Problems. Knoxville, Tennessee. May 2017.

Invited Talk. **Large-Scale Correlation Computing.** CareerBuilder. Atlanta, Georgia. December 2015.

Seminar Talk. **Enhancing Investment Decision in P2P Lending: An Investor Composition Perspective.** Peking University. Beijing, China. August 2012.

Research Talk. **What Have You Been Up To? Community Discovery and Profiling from Social Media.** Business Analytics Forum, UTK. Knoxville, Tennessee. April 2012.

Invited Talk. **Correlation Analysis: From Computational Hardness to Practical Success.** Center for Intelligent Systems and Machine Learning (CISML), UTK. Knoxville, Tennessee. February 2012.

Conference and Workshop Presentations

The *NeurIPS 2025 Workshop on Generative AI in Finance*. “**Deep Heckman for Loan Evaluation.**” San Diego, California. Poster presentation. December 6, 2025.

The *2025 MRS International Risk Conference*. “**Writing Quality and Soft Information in the GenAI Age: Evidence from Online Credit Markets.**” Boston, Massachusetts, July 24–26, 2025.

The *Generative AI in Finance Conference*. “**Writing Quality and Soft Information in the GenAI Age: Evidence from Online Credit Markets.**” Montréal, Canada, October 23–24, 2024.

The 2019 INFORMS Annual Meeting. **Multi-Task Learning for Asset Allocation.** Seattle, Washington. October 20-23, 2019. <https://www.abstractsonline.com/pp8/#!/6818/presentation/9243>

The 2017 INFORMS Annual Meeting. **A Machine Learning Approach to the Syngenta Crop Challenge 2016**. Houston, Texas. October 22-25, 2017.

The 2017 INFORMS Workshop on Data Science. **Carsharing Rental Business Site Selection Leveraging Multi-Source Data**. Houston, Texas. October 21, 2017.

The 2017 INFORMS Conference on Business Analytics & Operations Research. **Seed Stocking via Multi-Task Learning**. Las Vegas, Nevada. April 2-4, 2017.

The 11th INFORMS Data Mining & Decision Analytics (DMDA) Workshop. **Developing A Mentor-Mentee Matching Algorithm Based on Twenty “Fun” Questions**. Nashville, Tennessee. November 2016.

The 2016 INFORMS Annual Meeting. **Catch Me If You Can: Detecting Pickpocket Suspects from Large-Scale Transit Records**. Nashville, Tennessee. November 2016.

The 37th INFORMS Marketing Science Conference. **More Likes, Less Buys? Correlating Social Media Popularity and Marketing Effectiveness**. Baltimore, Maryland. June 2015.

The 2014 Joint Research Conference of SRC and QPRC by American Statistical Association. **Risk-Aware Classification Validation**. Seattle, Washington. June 2014.

The 14th International Conference on Web-Age Information Management (WAIM 2013). **Correlation Range Query**. Beidaihe, China. June 2013.

The 2012 INFORMS Annual Meeting. **Community Discovery and Profiling with Social Messages**. Phoenix, Arizona. October 2012.

The 18th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining (KDD 2012). **Community Discovery and Profiling with Social Messages**. Beijing, China. August 2012.

The 17th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining (KDD 2011). **Enhancing Investment Decision in P2P Lending: An Investor Composition Perspective**. San Diego, California. August 2011.

The 9th IEEE International Conference on Data Mining (ICDM 2009). **Efficient Discovery of Confounders in Large Data Sets**. Miami, Florida. December 2009.

Fall 2008 Northeast DB/IR Day. **Volatile Correlation Computation: A Checkpoint View**. Philadelphia, Pennsylvania. October 2008.

The 2008 INFORMS Annual Meeting. **Volatile Correlation Computation for Business Applications**. Washington, D.C. October 2008.

The 14th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining (KDD 2008). **Volatile Correlation Computation: A Checkpoint View**. Las Vegas, Nevada. August 2008.

COURSES TAUGHT

Machine Learning (Doctoral Level, UTK)

Text Mining (Master's Level, UTK)

Multivariate and Data Mining Techniques (Master's Level, UTK)

Data Mining Methods for Business Applications (Master's Level, UTK)

Data Mining and Business Analytics (Undergraduate Level, UTK)

Introduction to Statistics (Undergraduate Level, UTK)

Business Research Methods (Undergraduate Level, Rutgers University)

UNIVERSITY SERVICES

College and University Level

CECS AI Program Curriculum Committee Member (Fall 2023 – Spring 2024)
 UTK IRB BAS Department Review Committee (Fall 2016 – Spring 2024)
 Dean's Faculty Advisory Council (Fall 2016 – Fall 2019)
 Faculty Advisory Board, UT/JICS Advanced Computing Facility (Fall 2017 – Spring 2019)
 HCB Alternate Senator (Fall 2017 – Spring 2018)

Within BAS Department

BAS Ph.D. Program Director (Fall 2023 – present)
 BAS MSBA Committee (Fall 2017 – present)
 BAS AI/ML Search Committee Chair (Summer–Fall 2025)
 BAS Journal Ranking Committee (Fall 2024 – Spring 2025)
 BAS NTT Search Committee (Spring 2024)
 BAS MSBA Student Academic Advisor (Fall 2019 – Spring 2023)
 BAS Haslam Chair Search Committee Member (Summer – Fall 2021)
 BAS Ph.D. Seminars Committee Chair (Fall 2015 – Fall 2019)
 BAS Ph.D. Committee (Fall 2014 – Spring 2017 and Fall 2019)
 BAS Data Science Search Committee Chair (Fall 2018)
 BAS Department Head Search Committee (Fall 2017 – Spring 2018)
 BAS 2016 Faculty Search Committee (Fall 2016 – Spring 2017)
 BAS Journal Ranking Committee (Spring 2015)
 SOMS MSBA Curriculum Committee (Fall 2011 – Fall 2013)
 SOMS 2013 Faculty Search Committee (Fall 2013)

PROFESSIONAL ACTIVITIES

Journal Editorial

Associate Editor, *Decision Sciences*, 2026–present
 Associate Editor, *INFORMS Journal on Data Science*, 2023–present
 Guest Editor, *International Journal of Knowledge and Systems Science*, Special Issue on Modeling Tools for Extracting Useful Knowledge and Decision Making, Volume 3, Issue 1 (2012)

Review Experience

National Science Foundation (NSF) Panels: 2015, 2017–2020

Journal Paper Review: ACM Transactions on Intelligent Systems and Technology (TIST), ACM Transactions on Management Information Systems (TMIS), ACM Transactions on Knowledge Discovery from Data (TKDD), Decision Sciences, Electronic Commerce Research, Expert Systems with Applications, European Journal of Operational Research (EJOR), Frontiers of Computer Science (FCS), IEEE Intelligent Systems, IEEE Transactions on Big Data, IEEE Transactions on Knowledge and Data Engineering (TKDE), IEEE Transactions on Systems, Man and Cybernetics: Systems, Information & Management, Information Processing & Management, Information Sciences, Information Systems Management, Information Systems Research (ISR), INFORMS Journal on Computing (IJOC), INFORMS Journal on Data Science (IJDS), Journal of Applied Statistics, Journal of Cleaner Production, Journal of Network and Computer Applications, Knowledge and Information System (KAIS), Knowledge-Based Systems (KBS), Management Science, MIS Quarterly (MISQ), Neurocomputing, Pattern Recognition Letters, Production and Operations Management (POM)

Book Proposal Review: *Routledge* (2014), *Springer* (2011)

Conference Organization

Program Co-Chair, Summer Workshop on AI for Business (SWAIB), 2025–26
 Program Co-Chair, Workshop on Information Technologies and Systems (WITS), 2021, 2025
 Area Chair, KDD Applied Data Science Track, 2021–22, 2024–26
 Area Chair, KDD Research Track, 2022–26
 Session Chair and Discussant, MRS International Risk Conference, 2025
 Discussant, Generative AI in Finance Conference, 2024
 Publicity Co-Chair, SWAIB, 2024
 Associate Editor, Design Science Research in IS Track, PACIS 2024
 Post Conference Discussion Facilitator, SNEB 2022 Annual Conference
 Conference Co-Chair, INFORMS Data Science Workshop, 2021
 Program Co-Chair, INFORMS Data Science Workshop, 2020
 Associate Editor, Blockchain, Fintech and Emerging Technologies Track, PACIS 2020
 Cluster Chair, INFORMS AI Cluster, 2019–2020
 Co-Chair of KDD Cup, 2019
 Session Chair, Big Data Analytics, INFORMS Annual Meeting, 2017
 Associate Editor, Data Science and Business Analytics Track, ICIS 2016
 Session Chair, Supervised and Unsupervised Methods, INFORMS Annual Meeting, 2016
 Publicity Co-Chair and Session Chair, ICDM, 2015
 Publicity Co-Chair, WAIM, 2013–2014
 Publicity Co-Chair, WI-IAT, 2013

Conference Program Committee Members

KDD Research Track, 2012, 2014–2021
 WITS, 2018–2019, 2023–2024
 IEEE Int'l Conf. on Data Mining (ICDM), 2013–2018, 2020, 2022–2023
 Data Science in Ecommerce/Retail Workshop at SDM, 2020
 Proposal review for NeurIPS Competitions, 2019
 INFORMS Workshop on Data Science, 2017–2019
 ACM Int'l Conf. on Information and Knowledge Management (CIKM), 2013, 2019
 Conf. on Information Systems and Technology (CIST), 2018
 Int'l Conf. on Information Systems (ICIS) Data Science and Predictive Analytics, 2018
 Int'l Workshop on Organizational Behavior and Talent Analytics at KDD'18
 Data Science for Human Capital Management Workshop at ICDM'17 and ECML-PKDD'18
 SIAM Int'l Conf. on Data Mining (SDM), 2015–2016
 Int'l Joint Conf. on Artificial Intelligence (IJCAI), 2016
 Hawaii Int'l Conf. on System Sciences (HICSS), 2017
 Int'l Conf. on Web-Age Information Management (WAIM), 2013–2015
 Pacific-Asia Conf. on Knowledge Discovery and Data Mining (PAKDD), 2013–2015
 ACM Int'l Conf. on Web Search and Data Mining (WSDM), 2015
 Int'l Conf. on Advances in Social Networks Analysis and Mining (ASONAM), 2015
 Int'l Conf. on Big Data Computing and Communications (BIGCOM), 2015
 Int'l Conf. on Knowledge, Science, Engineering and Management (KSEM), 2011–2014
 Int'l Conf. on Behavioral, Economic, and Socio-Cultural Computing (BESC), 2014
 IEEE Int'l Conf. on Social Computing and Networking (SocialCom), 2014
 Int'l Conf. on Social Computing and Its Applications (SCA), 2011–2012

Professional Membership and Leadership

President, INFORMS College on Artificial Intelligence, 2023–2024
Secretary, INFORMS College on Artificial Intelligence, 2021–2022
Senior Member, INFORMS
Senior Member, ACM
Senior Member, IEEE

HONORS & AWARDS

Amazon Distinguished Professor, HCB, 2026–present
Lawson Professor of Business, HCB, 2023–2026
Martin Lee & Carol Fri Robinson Faculty Fellow, HCB, 2023–2025
Advanced Supply Chain Collaborative (ASCC) Faculty Award, HCB, 2024
Martin & Carol Robinson Excellence in Teaching, Research and Service Award, HCB, 2023
George and Margaret Melton Faculty Fellow, HCB, 2019–2023
Jerry L. Gibbs Faculty Research Fellow, HCB, 2021–2023
Roy & Audry Fancher Faculty Research Fellow, HCB, 2017–2021
Rising Star Research Award, HCB, 2021
Best Paper Award, INFORMS Workshop on Data Science, 2018
Best Student Paper Award, Academy of Management (AOM) Annual Meeting, 2017
Finalist, The Syngenta 2017 Crop Challenge in Analytics, 2017
R. Stanley Bowden II Faculty Research Fellow, HCB, 2016
Alumni Excellence in Academic Research Award, Rutgers Business School, 2014
Best Paper Award, International Conference on Web-Age Information Management (WAIM), 2013
Outstanding Reviewer Award, *Knowledge and Information Systems*, Springer, 2013
SIGKDD Doctoral Dissertation Award Honorable Mention, ACM SIGKDD, 2011
CIMIC Research Award, Rutgers Business School, 2009
NSF Student Travel Award, IEEE ICDM, 2009
Best Student Paper Runner-Up Award, ACM SIGKDD, 2008
IBM Student Travel Award, ACM SIGKDD, 2008
Best Paper Runner-Up Award, IEEE ICTAI, 2006