

Chen-An (Andy) Lin

CONTACT INFORMATION	Daniels School of Business Purdue University 403 Mitch Daniels Blvd, West Lafayette, IN 47907	<i>Phone:</i> +1 (765) 496-4239 <i>E-mail:</i> lin1800@purdue.edu
ACADEMIC APPOINTMENT	Assistant Professor of Management Department of Supply Chain & Operations Management Daniels School of Business, Prudue University	August 2023-Present
EDUCATION	Ph.D. Operations Management The Fuqua School of Business, Duke University	2017-2023
	B.B.A Accounting School of Management, National Taiwan University	2011-2016
RESEARCH INTERESTS	Dynamic Programming and Optimal Control, Wait-Time Based Queueing Systems, Mechanism Design, Service Operations, Stochastic Modeling	
REFEREED PUBLICATIONS	“Wait-Time Based Pricing for Queues with Customer-Chosen Service Times,” with K. Shang & P. Sun, <i>Management Science</i> , 2023. <ul style="list-style-type: none">• Honorable Mention of POMS College of Sustainable Operations Student Paper Award 2021	
WORKING PAPERS	“Dynamic Assortment in Queueing Systems,” with Y. Guo. Under major revision in <i>Manufacturing and Service Operations Management</i> . “Dynamic Pricing and Release Time Control for Service Systems,” with K. Shang & P. Sun. Under major revision in <i>Management Science</i> . “Wait-Time-Based Control of Single-Server Queues,” with K. Shang & P. Sun. Under reject and resubmission in <i>Operations Research</i> . “Congestion-Aware LLM Routing: Analysis of a Steady-State Framework,” with Y. Guo & S. Jasin. Ready for submission to <i>Management Science</i> .	
WORK IN PROGRESS	“Rationing in Make-to-Stock Queues: Conservation Laws and Operational Exchange Rates,” with P. Aféche & R. Roet-Green. “Dynamic Incentive Design in Algorithmic Over-Reliance,” with S. Wang & S. Jiang.	
CONFERENCE PRESENTATIONS	Dynamic Assortment in Queueing Systems <ul style="list-style-type: none">– INFORMS Annual Meeting, Atlanta, Georgia– Purdue SCOM Conference, West Lafayette, Indiana– INFORMS RMP Conference, New York, New York– INFORMS Conference on Service Science, Oxford, United Kingdom– INFORMS MSOM 2025 Conference, London, United Kingdom– INFORMS Annual Meeting, Seattle, Washington	October 2025 August 2025 July 2025 July 2025 June 2025 October 2024
	Wait-Time-Based Control of Single-Server Queues <ul style="list-style-type: none">– INFORMS Annual Meeting, Seattle, Washington– Purdue Operations Conference, West Lafayette, Indiana	October 2024 August 2024

– INFORMS Annual Meeting, Indianapolis, Indiana October 2022

Dynamic Pricing and Release Time Control for Service Systems

– INFORMS Annual Meeting, Atlanta, Georgia October 2025
– MSOM 2024 Conference, Minneapolis, Minnesota July 2024
– POMS 2024 Annual Conference, Minneapolis, Minnesota April 2024
– Purdue Operations Conference, West Lafayette, Indiana September 2023
– INFORMS Annual Meeting, Indianapolis, Indiana October 2022
– MSOM 2022 Conference, Munich, Germany June 2022

Wait-Time Based Pricing for Queues with Customer-Chosen Service Times

– INFORMS Annual Meeting, Anaheim, California October 2021
– Virtual POMS Annual Conference May 2021
– Virtual INFORMS Annual Meeting November 2020
– POMS Annual Conference, Minneapolis, Minnesota April 2020
– INFORMS Annual Meeting, Seattle, Washington October 2019

INVITED PRESENTATIONS
Daniels School of Business, Purdue University February 2025
School of Management, National Taiwan University June 2024
Department of Information Management, National Chengchi University June 2024
Institute of Information Management, National Yang Ming Chiao Tung University June 2024
Simon Business School, Rochester University February 2024
Krannert School of Management, Purdue University November 2022
Department of Accounting, National Taiwan University November 2020

HONORS AND AWARDS
STAR Fund Support, Purdue University 2023-present
Distinguished Instructor (Undergraduate Core), Purdue University 2023 & 2024
Doctoral Student Fellowship, Duke University 2017-2023
Honorable Mention of POMS College of Sustainable Operations Student Paper Award 2021

TEACHING
Instructor
Mitchell E. Daniels, Jr. School of Business, Purdue University
• MGMT361: Operations Management Fall 2025
• MGMT361: Operations Management Fall 2024
• MGMT361: Operations Management Fall 2023

SERVICE
Internal Service
Ph.D. Admissions Committee 2025
Annual National Supply Chain & Operations Case Competitions - Academic Advisor 2024
NRF New York Student Program - Purdue University Educator 2024
Purdue Operations Conference - Session Chair 2023, 2024, 2025

Professional Service

Co-chair of MSOM Service SIG cluster at INFORMS 2026 2025 - present
INFORMS Annual Meeting - Session Chair 2024
Ad-hoc reviewer for Production and Operations Management 2025 - present
Ad-hoc reviewer for Management Science 2024 - present
Ad-hoc reviewer for Operations Research 2024 - present
Ad-hoc reviewer for Manufacturing & Service Operations Management 2024 - present

PROFESSIONAL	Research assistant at National Taiwan University, Taipei, Taiwan	2016 - 2017
EXPERIENCES	Actuarial intern at Central Reinsurance Corporation, Taipei, Taiwan	2014 - 2016
	Summer audit intern at PwC, Taipei, Taiwan	2013

(Updated: March 2026)