



TING CAO

Schulich School of Business, York University, CANADA 

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EDUCATION

Schulich School of Business, York University

Ph.D. in Operations Management & Information Systems 2021 (*Expected*)

Wilfrid Laurier University

M.A. in Business Economics 2011

Western University

B.A. in Economics with Honors 2010

RESEARCH INTERESTS

Substantive: Empirical Operations Management, Service Operations, Supply Chain Finance, Digital Transformation, FinTech, Data Envelopment Analysis

Methodological: Data Mining, Text Mining, Structural Equation Modeling

PUBLICATIONS

SUBMITTED

Cao, T., Cook, W.D., & Kristal, M.M. (2019). Measuring the efficiencies of bank holding companies in the digital age: A two-stage DEA problem with non-homogeneous decision-making units. **Revise & Re-submit at *European Journal of Operational Research (EJOR)*.**

APPEARED

Yeomans, J.S., & **Cao, T.** (2017). An Evolutionary Firefly Algorithm, Goal Programming Optimization Approach for Setting the Osmotic Dehydration Parameters of Papaya. *Journal of Software Engineering and Applications*, 10: 128-142.

Yeomans, J.S., & **Cao, T.** (2016). The Calculation of Optimal Osmotic Dehydration Process Parameters for Mushrooms by Employing: A Firefly Algorithm. *International Journal of Environmental & Agriculture Research*, 2(12).

IN PROGRESS

Cao, T., Kristal, M.M., Menor, L.J., & Rungtusanatham, J.M. (2020). Digital transformation in retail banking: digitizing retail banking services.

Cao, T., Kristal, M.M., & Rungtusanatham, J.M. (2020). Mobile banking apps: What customers really care about.

**CONFERENCE
PRESENTATION
& TALKS**

Digital transformation in retail banking: digitizing retail banking services

- INFORMS 2019, Seattle
- POMS International 2019, Hong Kong
- POMS 2018, Houston

Measuring the efficiencies of bank holding companies in the digital age: A two-stage DEA problem with non-homogeneous decision-making units

- INFORMS 2019, Seattle
- POMS 2019, Washington DC
- *AOM 2020
- *DSI 2020
- *DEA 2020

Mobile banking apps: What customers really care about

- *POMS 2020 (invited)
- *INFORMS 2020

**AWARDS &
HONORS**

Ontario Graduate Scholarship (\$ 15,000)	2019
Ontario Graduate Scholarship (\$ 15,000)	2017
Best Student Paper Award, Wilfrid Laurier University	2012

**TEACHING
EXPERIENCE**

Schulich School of Business, York University

Instructor

- Operations Management, Undergraduate Winter 2020
- Introduction of Business (Lab), Undergraduate Fall 2018

Teaching Assistant

- Data Science I, Graduate Summer 2019
- Predictive Modelling II, Graduate Winter 2019
- Predictive Modelling I, Graduate Fall 2018, 2017
- Design & Management of Organizational Process, Graduate Fall 2018

Wilfrid Laurier University

Teaching Assistant

- Labor Economics, Undergraduate Winter 2012

**PROFESSIONAL
EXPERIENCE &
ACADEMIC
SERVICES**

Schulich School of Business, York University

Graduate Program Assistant of Master of Supply Chain Management (MSCM) 2019-Present

Research Assistant 2016-Present

Deloitte Canada

Collaborated Researcher on the joint research "Digitizing Retail Banking Services" 2018-Present

Operations Management Research

	<i>Reviewer</i>	2017-2018
INDUSTRIAL EXPERIENCE	U.I.D Development Inc. <i>Supervisor & Financial Analysis Assistant</i>	2012-2016
PROFESSIONAL DEVELOPMENT & CERTIFICATION	Quantitative Method Diploma (York University)	2021 (<i>Expected</i>)
	Diploma in Operational Research (Canadian Operational Research Society, CORS)	2019
	Certified Peer Reviewer Course (Elsevier Researcher Academy)	2019
	Project Management Professional (PMP ®)	2017
	Data Science Associate (Dell EMC)	2017
	Certified Statistical Business Analyst (SAS)	2017
	Certified Base Programmer (SAS)	2017
	Certificate-Introduction of SPSS (ISR, York University)	2017
	Six Sigma Yellow Belt (6Sigmastudy)	2017
PROGRAMMING SKILLS	R, SPSS, SPSS Modeler, STATA, Python, EViews, Tableau, JMP, NVivo, Solver, VBA	
REFERENCES	Dr. Murat M. Kristal Associate Professor Director, Master of Business Analytics (MBAN) Director, Master of Management in Artificial Intelligence (MMAI) Schulich School of Business York University ✉ mkristal@schulich.yorku.ca ☎ +1 (416)-736-2100 ext. 44593	Dr. Johnny M. Rungtusanatham Professor Canada Research Chair in Supply Chain Management (Tier 1) Schulich School of Business York University ✉ rung001@schulich.yorku.ca ☎ +1 (416)-736-2100 ext. 22434
	Dr. Wade D. Cook Professor Gordon Charlton Shaw Professor of Management Science Schulich School of Business York University ✉ wcook@schulich.yorku.ca ☎ +1 (416)-736-2100 ext. 33573	Dr. David A. Johnston Professor Director, Master of Supply Chain Management (MSCM) Schulich School of Business York University ✉ johnston@rogers.com ☎ +1 (416)-736-2100 ext. 77950