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His research interests include Internet measurement, Internet Quality of Experience (QoE) management, VoIP, network security, and online games. Much of his recent work focus on the human factors in network systems, including QoE measurement, user perception and behavior modeling, and QoE-aware system design. He received a Best Paper Award (with Ieng-Fat Lam and Ling-Jyh Chen) in IWSEC 2008. He is a member of ACM, IEEE, IICM, and CCISA.