

Dan Jin, Ph.D.

CV Edited April, 2024

The University of Tennessee, Knoxville
Retail, Hospitality, and Tourism Mgmt.
1215 W. Cumberland Ave.
Knoxville, TN, 37996

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EDUCATION

Ph.D. in Hotel, Restaurant & Tourism Management, Spring 2021

University of South Carolina, Columbia, SC

Dissertation Title: Positioning Customer Service Experience Through Customer Experience Journey Mapping in Service Consumption and Recovery

M.S. in Hotel & Tourism Management, May 2017

Purdue University, West Lafayette, IN

Master's Thesis Title: Joint Effect of Service Recovery Types and Times on Customer Satisfaction in Lodging

B.S. in Business English, May 2015

Xi'an International Studies University, Xi'an, CHINA

ACADEMIC EXPERIENCE

Assistant Professor	Retail, Hospitality, and Tourism Management College of Education, Health, and Human Sciences, University of Tennessee, Knoxville, TN	Aug. 2022 – Present
Research Assistant Professor	School of Hotel, Restaurant and Tourism Management, College of Hospitality, Retail and Sport Management, University of South Carolina, Columbia, SC	Aug. 2021 – May. 2022
Instructor	School of Hotel, Restaurant and Tourism Management, College of Hospitality, Retail and Sport Management, University of South Carolina, Columbia, SC	Aug. 2018 – May. 2021
Research Assistant	School of Hotel, Restaurant and Tourism Management, College of Hospitality, Retail and Sport Management, University of South Carolina, Columbia, SC	Aug. 2017 – May. 2018
Graduate Assistant	Hotel & Tourism Management, School of Hospitality and Tourism Management, Purdue University, West Lafayette, IN	Aug. 2015 – May. 2017

RESEARCH

[Research Specialization in Lodging sector]

Consumer Transformative Research

Sustainable Workforce Development

Critical Incidents in Service Resilience

PUBLICATIONS

REFEREED PUBLICATIONS

1. Yang, Y, Zou Y., & **Jin, D.** (2024). Information processing of travel barrage reviews: Effects of social presence and opinion leaders on the relationship between barrage reviews and travel intention. *Current Issues in Tourism* (ahead-of-print) (**SSIC indexed & Ranked A in ABDC; Impact factor: 8.0**).
2. **Jin, D.** & Liu-Lastres, B. (2024). Critical Reflection on the Impact of the Gig Economy on the Hospitality Workforce. *International Journal of Contemporary Hospitality Management* (ahead-of-print) (**SSIC indexed & Ranked A in ABDC; Impact factor: 9.32**)
3. Qi, R., **Jin, D.**, Chen, H., Mou, X., & Ali, F. (2024). Strategic-level perceived fairness of hotel dynamic pricing: the role of cues and the asymmetric moderating effect of inflation attribution. *Journal of Revenue and Pricing Management*, 1-13. (**SSIC indexed & Ranked B in ABDC; Impact factor: 1.6, New Journal**)
4. **Jin, D.** (2024). Humanizing metaverse: psychological involvement and masstige value in retail vs. tourism platforms. *International Journal of Consumer Studies* (ahead-of-print) (**Q1 Business Journal 24/ 155; SSIC indexed & Ranked A in ABDC; Impact factor: 10.0**)
5. **Jin, D.**, & Qi, R. (2024). The impact of suburbanization on job-related outcomes in hospitality: Understanding employee solidarity and work mobility. *Journal of Hospitality and Tourism Management*, 58, 28-38. (**SSIC indexed & Ranked A in ABDC; Impact factor: 8.3**)
6. **Jin, D.**, & Qi, R. (2024). Ethical Labels and Conspicuous Consumption: Impact on Civic Virtue and Cynicism in Luxury Foodservice. *British Food Journal* (Ahead-of-print) (**SSIC indexed & Ranked B in ABDC; Impact factor: 3.4**)
7. Wu, P, Zou, Y.G. **Jin, D**, Li Y, & Zhang J.M. (2024). Daily vlog-induced tourism: Impact of enduring involvement on travel intention. *Tourism Review*. (ahead-of-print). (**SSIC indexed & Ranked B in ABDC; Impact factor: 7.1**)
8. **Jin, D.** (2023). When leader's workaholism meets the dark triad: understanding employee zero-sum mindset and resilience in relation to retention. *Journal of Hospitality Marketing & Management*, 1-29. (**SSIC indexed & Ranked A in ABDC; Impact factor: 9.82**)

9. **Jin, D.** (2023). Devils at job environment: A study on employee ego depletion from abusive supervision and workaholic coworker. *International Journal of Hospitality Management*, 114, 103586. **SSIC indexed & Ranked A* in ABDC; Impact factor: 11.7)**
10. **Jin, D., Chen, H.** and **Qi, R.** (2023), Diversity, equity, and inclusion in employee-queer customer interactions in the hospitality service setting: including multiple stakeholders' perspectives. *International Journal of Contemporary Hospitality Management*, (SSIC indexed & Ranked A in ABDC; Impact factor: 9.32)
11. **Jin, D., DiPietro, R., Kim, K. K., Meng, F., & Torres, E.** (2023). An interactive service recovery framework combining demand and supply approaches. *International Journal of Hospitality Management*, 109, 103413 (SSIC indexed & Ranked A* in ABDC; Impact factor: 11.7)
12. **Jin, D., DiPietro, R. B., Kim, K., Meng, F., & Torries, E. N.** (2023). Influence of customer value mind-set on affective and behavioral service outcomes: role of the scope and scale of service offerings at various touchpoints. *Journal of Hospitality Marketing & Management*, 1-23 (SSIC indexed & Ranked A in ABDC; Impact factor: 9.82)
13. **Jin, D.** (2023). Where have the ethical and moral standards landed? Consumer self-congruency and psychological distance in the context of AI-based services. *International Hospitality Review*, (ahead-of-print) (SSIC indexed & Ranked C in ABDC)
14. **Zhu, Y., Zhang, R. R., Zou, Y., & Jin, D.** (2023). Investigating customers' responses to artificial intelligence chatbots in online travel agencies: the moderating role of product familiarity. *Journal of Hospitality and Tourism Technology* (SSIC indexed & Ranked B in ABDC; Impact factor: 6.3)
15. **Jin, D., DiPietro, R. B., & Watanabe, N. M.** (2022). Customer online feedback with an identity versus no identity: The influence on review comments. *Journal of Hospitality & Tourism Research*, 46(2), 267-295. (SSIC indexed & Ranked A in ABDC; Impact factor: 5.0)
16. **Jin, D., Kim, K., & DiPietro, R. B.** (2020). Workplace Incivility in Restaurants: Who's The Real Victim? Employee Deviance and Customer Reciprocity. *International Journal of Hospitality Management*, 86, 102459. (SSIC indexed & Ranked A* in ABDC; Impact factor: 10.0)
17. **DiPietro, R. B., Harris, K., & Jin, D.** (2020). Employed in the foodservice industry: likelihood of intervention with food safety threats. *International Hospitality Review*, 34(2), 243-262. (SSIC indexed & Ranked C in ABDC)
18. **Harris, K., Dipietro, R. B., Klein, J., & Jin, D.** (2020). The Impact of Social Norms and Risk Assessment on Diners' Reaction to Food Safety Concerns in Restaurants. *Journal of Foodservice Business Research*, 1-24. (SSIC indexed & Ranked B in ABDC)
19. **Jin, D., DiPietro, R. B., & Fan, A.** (2019). The Impact of Customer Controllability and Service Recovery Type on Customer Satisfaction and Consequent Behavior Intentions. *Journal of Hospitality Marketing & Management*, 1-23. (SSIC indexed & Ranked A in ABDC; Impact factor: 9.0)
20. **Jin, D., Nicely, A., Fan, A., & Adler, H.** (2019). Joint Effect Of Service Recovery Types and Times On Customer Satisfaction in Lodging. *Journal of Hospitality and Tourism Management*, 38, 149-158. (SSIC indexed & Ranked A in ABDC; Impact factor: 9.0)

[Published Book Chapter And Case Study]

Qiu, S. C., **Jin, D.**, & Wang, S. (2017). Impact of Culture on Production and Delivery Of Hospitality Products/Services. In Routledge Handbook of Hospitality Marketing (pp. 337-347). Routledge. ISBN 13: 9781138214668. DOI: 10.4324/9781315445526-28.

Jin, D. (2020). A Review of Joint Value Co-Creation Hospitality Service Industry. In Modern Perspective in Economics, Business and Management 2020 Vol. 2 (4)3 67-378.

RESEARCH GRANTS

EXTERNAL GRANT-FUNDED

Foodservice Consultants Society International (FCSI) Worldwide Research Grant by FCSI Educational Foundation, Louisville, KY, 2020

- Role: The Principal Investigator
- Amount Funded: \$5,000

A Marketing Study for South Carolina's Tourism and Hospitality Industry Grant by the Department of Commerce's Economic Development Administration (EDA), 2021

- Role: Research Assistant
- Amount Funded: \$53,586

INTERNAL GRANT-FUNDED

UTK internal competition, Trinity Health Foundation of East Tennessee, and submitted to the Trinity Health Foundation of East Tennessee, March 2024

- Title: Enhancing Healthcare Access and Quality for Vulnerable Communities: Psychological Safety and Cultural Competency Approach through Targeted Healthcare Workforce Training
- Role: Co-PI
- Amount Funded: \$40,764

Fall 2023- Spring 2024 semester Challenge Grant, Division of Diversity and Engagement, University of Tennessee, Knoxville

- Title: Transforming the Hospitality Workplace: Fostering Marginalized Employee Wellbeing and Equality
- Role: The Principal Investigator
- Amount Funded: \$3,000

Fall 2023-Spring 2024 semester Faculty Research Assistants Funding Award (FRAF), University of Tennessee, Knoxville, TN, Received on August 10, 2023

- Role: The Principal Investigator/faculty mentor
- Amount Funded: \$1,750

Fall 2022-Spring 2023 semester Faculty Research Assistants Funding Award (FRAF), University of Tennessee, Knoxville, TN, Received on August 30, 2022

- Role: The Principal Investigator/faculty mentor
- Amount Funded: \$1,750

2022- 2023 RHTM Department Seed Grant Opportunity, University of Tennessee, Knoxville, Submitted on August 17, 2022

- Role: The Principal Investigator
- Amount Funded: \$1,500

Department Seed Grant Program for Faculty by College of Hospitality, Retail, & Sports Management, University of South Carolina, Columbia, SC, 2018

- Role: Research Co-recipient
- Amount Funded: \$1,300

GRANT SUBMITTED & PENDING

NSF CAREER AWARD. NSF PROPOSAL NUMBER: 2337131. Proposal Title: CAREER: Bridging the Low-Skill Gap: Empowering Job Search and Matching in Customer-Facing Industries”. Submitted on July 13, 2023

- Role: Solo Principal Investigator
- Amount Requested: \$46,692

Mind & Life Grants, Mind & Life Institute, 977 Seminole Trail, PMB 363, Charlottesville, VA 22901.

Project title: Assessing and Improving "PEACE" Qualities in the Hospitality Industry

- Role: The Principal Investigator
- Amount Requested: \$100,000

WorkRise Grant. Urban Institute. www.workrisenetwork.org. Project title: Building Inclusive Job Search Platform in Customer-Facing Industry (WR 2023A-629)

- Role: The Principal Investigator
- Amount Requested: \$500,000

Chancellor's Innovation Fund -FY24, Office of Research, Innovation & Economic Development

- Title: Nurturing Human-Robot Co-Working Harmony and Unveiling Integration Opportunities in the Future Service Industry Workforce
- Role: The Principal Investigator
- Amount Requested: \$10,000

Future of Work Grant. The Russell Sage Foundation s Program. Proposal Title: Build a human-robot co-working harmony in the future service industry workforce.

- Role: Co-Principal Investigator
- Amount Requested: \$75,000

CONFERENCES

Jin, D., Lee W.G., & Lu, L. (2024). Robotic intelligence: Collaborating with customer service robots at hotels. Paper Presentation at the 28th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Miami, Florida, January 4-7, 2024.

Kwon, A.M. & **Jin, D.** (2024). The Influence of Sustainable Marketing Symbols and Message Types on Perceived Corporate Social Responsibility and its Impact on Pride. Paper Presentation at the 28th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Miami, Florida, January 4-7, 2024.

Chen, J.J., Zhang, P., **Jin, D.**, & Jung S.Y. (2024). Robots in crowded spaces: How robot-personality and crowd dynamics shape adoption intention at events. Paper Presentation at the 28th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Miami, Florida, January 4-7, 2024.

Jin, D. & Lim H.J. (2023). Integrating AI Ethical-Moral Standards: AI Types and the Role of the Construal Level of Acceptance. Paper Presentation at The 2023 Global Marketing Conference in Seoul, South Korea, July 20-23, 2023.

Bucher, S. & **Jin, D.** (2023). The Importance of Communicating Expectations: Exploring the Moderating Effect of Transformational Leadership on Job Satisfaction and Job Performance. Poster Presentation at The 28th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Anaheim, California, January 5-7, 2023.

Kim, K.K., **Jin, D.**, & DiPietro, R.B. (2022). Employee incivility toward customers as a result of workplace incivility: The role of type of reprimand and explanation. Stand-up presentation at 2022 ICHRIE. Washington, D.C., August 3-6, 2022.

Jin D. & DiPietro, R.B. (2020). How Perceived Customer Value Propositions of Different Business Logic Affects Happiness in Foodservice Operations. Stand-up presentation at 2020 Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2020.

- Jin D.** & DiPietro, R.B. (2020). The Effect of Service Providers' Facilitation in Service Recovery On Customer Subjective Well-Being and Customer-Brand Identification. Stand-up presentation at 2020 Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2020.
- Ma X., **Jin D.**, & DiPietro, R.B. (2020). Service Failures, Customers' Blame Attribution, and Re-Patronage Intention Related to Online Delivery Recoveries (ODP). Stand-up presentation at 2020 Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Nevada, January 3-5, 2020.
- Jin D.**, Clark H.B., DiPietro, R.B. (2019). Keep On Truckin': Evaluating Customers' Satisfaction and Behavioral Intentions Regarding Branded and Independent Food Trucks. Stand-up presentation at the 2019 *Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, Fort Worth, TX, January 3-5, 2019.
- Jin D.**, DiPietro, R.B. (2019). Reconciling the Honesty of Customer Complaint Behavior: Stand-up presentation at 2019 *Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism*, Fort Worth, TX, January 3-5, 2019.
- Jin D.**, DiPietro, R.B, Alei, Fan. (2018). The Joint Impact of Customer Participation and Service Failure Type on Service Recovery Satisfaction and Consequent Behavior Intention. Stand-up presentation at the 2018 *Annual ICHRIE Conference*, Palm Springs, CA, July 15-27, 2018.
- Jin D.** & DiPietro, R.B. (2018). The Effect of Individual Identities on Festival Evaluations in Aruba. Stand-up presentation at the 2018 *Annual ICHRIE Conference*, Palm Springs, CA, July 15-27, 2018.
- Jin D.**, Levitt, J. & DiPietro, R.B. (2018). Caribbean Sea Jazz Festival: Customer Perceptions and Economic Impact on Aruba Tourism Development. Poster presented at the 23rd *Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism*, Fort Worth, TX, January 3-5, 2018.
- DiPietro, R.B., **Jin, D.**, Croes, J., & Wardlaw, J.J. (2018). Attitudes and behaviors: Aruba timeshare visitors' satisfaction and behavior intentions. *EuroCHRIE* 2018, November 5-7, 2018.
- Jin, D.** & Nicely, A. (2016). The effect of consumer perceived fairness in service marketing. Poster session presented at the *College of Health and Human Sciences (HHS) Fall Research Day*, West Lafayette, IN.
- Jin, D.** & Sydnor, S. (2016). Optimizing Guest Experiences: Hospital-University Partnerships. Poster session presented at the *College of Health and Human Sciences (HHS) Fall Research Day*, West Lafayette, IN
- Jin, D.** (2015). Tourism can make a significant contribution to three dimensions of sustainable development. Poster session presented at the Purdue University, *College of Health and Human Sciences (HHS) Fall Research Day*, West Lafayette, IN.

Jin, D. (2015). The American economy: Hotel management strategies and its implications for Chinese counterparts. Poster session presented at the Purdue University, *Fall Conference-Poster Competition*, West Lafayette, IN.

TEACHING

Retail, Hospitality and Tourism Mgmt., University of Tennessee, Knoxville

Main Instructor

- RHTM 311 – Talent Management [Face-to-Face Section]
 - HTM 410 – Strategic Marketing and Hospitality Case Studies [Face-to-Face Course]
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School of Hotel, Restaurant and Tourism Management, University of South Carolina

Main Instructor

- HRTM 750 – Hospitality Marketing and Social Media [Hybrid]
- HRTM450 – Hospitality and Tourism Marketing [Face-to-Face & 100% Online Course]
- HRTM440 – Service Management in Hospitality [Face-to-Face Course]
- HRTM364 – Conference & Meeting Planning [Face-to-Face Course]
- HRTM344 – Human Resource Management [Face-to-Face & Hybrid Course]
- HRTM 388 – Resort Development and Management [100% Online Course]
- HRTM270 – Quantity Food Production [Face-to-Face Course] [Co-instructor]

School of Hospitality and Tourism Management, Purdue University

Teaching Assistant

- HTM390 – China Internship Program – Study Abroad Program
- Purdue/Indiana University Health Hospital Arnett Partnership
- U.S.–China Eco-partnership for Environmental Sustainability – USCEES
- Purdue University, School of Hospitality and Tourism, China Internship

INVITED EXPERT PUBLISHED COMMENTARY

- **Jin, Dan.** Published verbatim for Best US Shopping Hot Spots: Miami, Atlanta, and St. Louis Top The List For Retail Therapy Destinations: ***StorageCafe***, Feb. 29, 2024. <https://www.storagecafe.com/blog/top-us-shopping-hotspots/#DanJin>
- **Jin, Dan.** Published verbatim for Best Delta Credit Cards. ***WalletHub***, Jan 17, 2024. https://wallethub.com/best-delta-credit-card#expert=Dan_Jin
- **Jin, Dan.** Interviewed for National Media Publication by Diller, Nathan “This couple reportedly bought part of a Hawaii resort: What is fractional ownership?”. Content contributed to ***USA Today***, July 26, 2023. <https://www.usatoday.com/story/travel/2023/07/26/couple-hawaii-resort-fractional-ownership/70472291007/>
- **Jin, Dan.** Published verbatim for A Piece About Airline Credit Cards. ***WalletHub***, Feb 20, 2023. https://wallethub.com/best-airline-credit-card#expert=Dan_Jin
- **Jin, Dan.** Published Expert Commentary for Best Hotel Credit Cards. ***WalletHub***, July 7, 2023. https://wallethub.com/best-hotel-credit-card#expert=Dan_Jin

INVITED GUEST SPEECH

[External/National Presentation]

- **Jin, D.** (2024). Invited Research Webinar Presented at School of Tourism Management, **Huaqiao University, Fujian, China**, Jan 19, 2024.
Topic: Research Trends in Hospitality: A post-digital world of lifetime, sustainable is the next, and talent disruption.
- **Jin, D.** (2023). Invited Asynchrony Webinar Presented at **University of Central Florida**, Nov. 29th, 2023.
Topic: Talent Disruption in Hospitality – Strategic Leadership Unleashed
- **Jin, D.** (2023). Invited Guest Speaker Presented at College of Agriculture, Food and Environmental Sciences **Cal Poly, San Luis Obispo**, CA, Nov. 28th, 2023.
Topic: Mastering Conclusions and Recommendations in Research.
- **Jin, D.** (2023). Invited Research Webinar Presented at School of Tourism Management, **East China Normal University**, China, May 18, 2023.
Topic: Optimizing Experimental Research in Tourism and Hospitality: An Introduction to Optimal Trial Method.
- **Jin, D.** (2023). Invited Research Webinar Presented at School of Tourism Management, **Huaqiao University, Fujian, China**, April 8, 2023.

Topic: Optimizing intervention strategies using experimental design and big data analytics.

[Internal Presentation]

- **Jin, D.** (2023). Invited Research Talk for Ph.D. Students, RHTM590, University of Tennessee, Knoxville, Sep.18th, 2023.
Topic: Research Presentation and Job Talk
- **Jin, D.** (2023). Invited Guest Speaker for Consumer Behavior Research, RHTM641, University of Tennessee, Knoxville, Feb 17th, 2023
Topic: “Identity, self, and consumption”
- **Jin, D.** (2023). Invited Research Talk for Ph.D. Students, RHTM590, University of Tennessee, Knoxville, Nov.18th, 2022.
Topic: Vision for Research, and Transitioning to life as a faculty member

JOURNAL SERVICE

[Editorial Board Membership]

- **Journal of Business to Business Marketing**
- **Findings in Sports, Hospitality Entertainment, and Event Management**

[Peer Reviewer Service]

- Peer Reviewer of International Journal of Consumer Studies, since 2024
- Peer Reviewer of Consumer Behavior in Tourism and Hospitality, since 2023
- Peer Reviewer of Tourism Review, since 2023
- Peer Reviewer of Cornell Hospitality Quarterly, since 2020
- Peer Reviewer of the International Journal of Hospitality Management, since 2020
- Peer Reviewer of the International Journal of Contemporary Hospitality Management, since 2020
- Peer Reviewer of the Journal of Destination Marketing and Management, since 2020
- Peer Reviewer of the Journal of Foodservice Business Research, since 2020
- Peer Reviewer of Current Issues in Tourism, since 2020
- Peer Reviewer of the Journal of Hospitality Tourism Management, since 2018
- Peer Reviewer of the Journal of Hospitality Marketing & Management, since 2019
- Peer Reviewer of the Journal of China Tourism Research, since 2019

- Peer Reviewer of the Journal of Quality Assurance in Hospitality & Tourism, since 2018

[Conference Reviewer/Subreviewer]

- Peer Reviewer of 2024 International Council on Hotel, Restaurant, and Institutional Education (ICHRIE). Quebec, Canada, July 24-26, 2024.
- Peer Reviewer of the 29th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Miami, Florida, January 4-6, 2023.
- Peer Reviewer of the 2023 International Council on Hotel, Restaurant, and Institutional Education (ICHRIE). Phoenix, AZ , July 19-21, 2023.
- Peer Reviewer of the 2023 Global Marketing Conference (GMC), July 20th-23rd, 2023, Seoul, Republic of Korea.
- Peer Reviewer of the 28th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Anaheim, California, January 5-7, 2023.
- Peer Reviewer of 2022 International Council on Hotel, Restaurant, and Institutional Education (ICHRIE). Washington, D.C., August 3-6, 2022.
- Peer Reviewer of the 2022 Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Virtual, January 7-8, 2022.

COMMITTEE & ADMINISTRATIVE SERVICES

[Retail, Hospitality and Tourism Mgmt., University of Tennessee, Knoxville]

- **Abstract Reviewer of CEHHS Graduate Student Research Colloquium**, College of Education, Health, and Human Sciences, University of Tennessee, Knoxville, Spring 2024.
- **Task Force Committee of Reimaging Research Courses and Grant Writing**, College of Education, Health, and Human Sciences, University of Tennessee, Knoxville, Fall 2023 – Spring 2024.
- **RHTM Representative of Internal Community Engagement Advisory Team (CEAT)**, College of Education, Health, and Human Sciences, University of Tennessee, Knoxville, Fall 2023.
- **HTM Assistant/Associate Faculty Search Committee**, member, Retail, Hospitality and Tourism Mgmt., University of Tennessee, Knoxville, Fall 2022-Spring 2023
- **Graduate Faculty Committee**, Retail, Hospitality and Tourism Mgmt., University of Tennessee, Knoxville, Fall 2022- Present

- **Online Master Program Development Committee**, Retail, Hospitality and Tourism Mgmt., University of Tennessee, Knoxville, Fall 2022-Present

[College of Hospitality, Retail, and Sports Management, University of South Carolina, Columbia]

- **Collegiate DECA Regional Competition:**
 - Judge for HR & International Marketing Case Study, Spring 2020
- **National Restaurant Association Educational Foundation (NRAEF):**
 - Assistant for Summer Institute Foodservice Educator, June 9-14, 2019
- **Marnie Pearce Professionalism Program:**
 - Evaluator for HRSM 301 practical exams, Spring 2019
- **South Carolina Philharmonic**
 - Evaluator for A Wine & Food Celebration Philharmonic, Fall 2018
- **South China University of Technology (SCUT):**
 - Interviewer for Purdue Executive Professional Development Program, 2015-2016

HONORS & AWARDS

- **Teacher of the Year, Academic Year of 2018-2019**
 - Nominated by the School of Hotel, Restaurant, & Tourism Management for the 2019 Harry E. and Carmen S. Varney Distinguished Teacher of the Year Award.
- **Winner of “Research Slam”, Academic Year of 2018-2019**
 - College of Hospitality, Retail, & Sports Management
 - Research Presentation Title: Attitude Change via Discomfort: Examining Customer Participation in Restaurant Service Reviews
 - Award Amount: \$500
- **Preparing Future Faculty Award, 2018**
 - Association of American Colleges and Universities
- **College of Hospitality, Retail, and Sport Management Graduate Student Travel Grants, 2017-2020**
 - Award Amount: \$3,200
- **University of South Carolina Full Tuition Scholarship for Ph.D. Program**
 - School of Hotel, Restaurant, & Tourism Management
 - Amount Stipend for Three Years: \$60,000

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Certification in Equity, Inclusion, Justice Summer Institute, summer, 2023

Certification in ServSafe Instructor & Registered ServSafe Examination Proctor, June 5th, 2018

Certified by the National Restaurant Association

Certification in Level 1 Wine Sommelier, November 6th, 2016

Certified by the Court of Master Sommeliers, America

Certification in Hotel Industry Analytics (CHIA), January 2016

Certified by American Hotel & Lodging Educational Institute (AHLEI) and Smith Travel Research (STR)

Preparing Future Faculty Award (PFF), April 20th, 2018

Certified by the Council of Graduate Schools and the Association of American Colleges & Universities

AFFILIATIONS & MEMBERSHIPS

- Member of Eta Sigma Delta, International Hospitality Management Honor Society, 2020 - Present
- Member of Hospitality Financial and Technology Professionals (HFTP), 2019 - Present
- Member of National Restaurant Association (NRA), 2017-Present
- Member of Travel and Tourism Research Association (TTRA), 2017- Present

INDUSTRY EXPERIENCE

Crowne Plaza Hotel, Xi'an, CHINA

Aug.2013-May.2014

Sales and Marketing & MICE (Meetings, Incentives, Conferences, and Events)

Coordinator

- Managed 800 corporate accounts and 90 travel agent accounts.
- Monitored International Group Hotel (IHG) internal performance management account – Merlin.
- Arranged MICE (including leisure Group) operations, working with the event manager/representative to promote services.
- Participated in outbound group/incentive sales strategy and outreach for the Consulate General of the Republic of Korea in Xi'an.

PricewaterhouseCoopers, Shanghai, CHINA

Aug.2014-Aug.2015

Tax Analyst

- Coordinated work and consulting for 200 Samsung Semiconductor subsidiaries.
- Established and negotiated a \$1,274,000 budget.
- Audited annual examination record forms involving three companies with over 500 employees.

Purdue Union Club Hotel, West Lafayette, IN

Aug.2015-May.2016

Human Resource Generalist & Event Assistant

- Interviewed 65 employees, and led 12 job orientation sessions in six months.
- Trained incoming student employees to assist with job duties, and arranged training shifts for 100 students.
- Captured meeting minutes in senior management meetings, and prepared reports, budgets, accounts, commentaries, and financial statements.
- Prepared plans for all aspects of events and collaborated with the project team to implement all activities for events within the required timeframe and budgets and performed research on all event locations and entertainment facilities.

American Association of State Colleges and Universities Washington, DC

Aug.2016-Dec.2016

AASCU Project Counselor

- Developed national benchmarks to analyze gaps in leaders' commitment and skillset to improve student outcomes and institutional effectiveness.
- Conducted market research to understand the demand for higher education assessments.
- Provided validation evidence for student psychological competencies through individual assessment tests.