

# Karen Xie

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## Academic Positions

2023-pres.	University of Connecticut, School of Business Associate Professor, Operations and Information Management
2019-2020	University of Arizona, Eller College of Management Visiting Faculty, Management Information Systems
2022-2023	University of Denver, Daniels College of Business Endowed Betty and Fritz Knoebel Fellow
2019-2023	Associate Professor (with tenure), Service Analytics
2015-2023	Founding Faculty, Revenue Management & Analytics Concentration
2013-2019	Assistant Professor, Service Analytics

## Areas of Work

<i>Topics</i>	Algorithms and AI, Platform Economics, Market Design
<i>Methods</i>	Econometrics, Causal Inference, Machine Learning and Analytics

## Education

2010-2013	Ph.D. Business Administration, Temple University
2008-2010	M.Phil. Hospitality Management, Hong Kong Polytechnic University
2004-2008	B. Management (with highest distinction), Fudan University, China

## Industry Experience

2023	LEGO (productivity improvement). Bastion Health (sales funnel analysis).
2020-pres.	HomeLab Technologies (dynamic pricing solutions).
2016	Denver City Council (short-term rental legislations). Smith Travel Research (pipeline analysis). Callan (asset analysis).
2015	Sage Hospitality (time series analytics). Aparium (feasibility research).
2014	USAA (life-changing events prediction). Restaurant Solutions (compliance analytics).
2013	Mars Inc. (marketing channel optimization). Holiday Inn Express (sales analytics). Stonebridge Companies (marketing and sales analytics).
2008	UBS (Greater China market analysis). Accenture (IT management consulting). COSCO (IT re-engineering).
2007	Unilever (ads analysis).

## Recent Publications

- 1 “Quality differentiation and matching in peer-to-peer markets: Evidence from Airbnb Plus” (with Hongchang Wang, Benjamin Williams, & Wei Chen) *Management Science*

- 2 “Regulating professional players in peer-to-peer markets: Evidence from Airbnb” (with Wei Chen & Zaiyan Wei) *Management Science* (2022), 69(5), 2547-3155
  - Winner, Marketing Science Institute (MSI) Research Grant Competition 2019
- 3 “The battle for homes: How does home sharing disrupt local residential markets?” (with Wei Chen & Zaiyan Wei) *Management Science* (2022), 68(12), 8515-9218
  - Featured Article of *Management Science* December 2022 Issue
  - Best Paper Award Runner-up, CSWIM 2018
- 4 “How incumbents beat disruption? Evidence from hotel responses to home sharing” (with Jianwei Liu, Wei Chen, Yong Liu, & Yunlong Sun) *Production and Operations Management* (2023), 32(9), 2758-2774
  - Winner, Marketing Science Institute (MSI) Research Grant Competition 2019
  - Awardee, NET Institute Grant 2019
- 5 “Managers’ responses to online reviews for improving firm performance: A text analytics approach” (with TJ Deng & Youngjin Lee) *Communications of the Association for Information Systems* (2021), 49, 699-728.
- 6 “Social media and brand purchase: Quantifying the effects of exposures to earned and owned social media activities in a two-stage decision making model” (with Youngjin Lee) *Journal of Management Information Systems* (2015), 32(2), 204-238
  - Awardee, Wharton Customer Analytics Initiative Data Grant 2012

## Working Papers

- 1 “Engaging physicians with introductory incentives: The role of online and offline references” (with Xiaofei Zhang, Wei Chen, Bin Gu & Xitong Guo) Under 4<sup>th</sup> round review at *MIS Quarterly*
- 2 “Recreational cannabis legalization and illicit drugs: Drug Usage, Mortality, and Darknet Transactions” (with Louis Liu & Wei Chen) Under revision for 3<sup>rd</sup> round review at *Production and Operations Management*
- 3 “Follow my lead? Impacts of multi-dimensional expert reviews on subsequent consumer ratings” (with Demei Kong & Jun Yang) Under 2<sup>nd</sup> round review at *Production and Operations Management*
- 4 “Enhancing customer experiences through home sharing: Evidence from attraction review analytics” (with Jianwei Liu, Wei Chen & Yong Liu) Under revision for 2<sup>nd</sup> round review at *Production and Operations Management*
- 5 “Beyond funding: How token liquidity shapes application development in crypto ventures” (with Wei Chen & Weifeng Li) Under revision for 2<sup>nd</sup> round review at *Journal of Operations Management*
  - Best Paper Award, ICIS 2020 Blockchain, DLT, and FinTech Track

- 6 “The dark side of student debt forbearance: Impact on consumer financial decision-making and well-being” Under review at *PNAS* (with Wei Chen, Anastasiya Ghosh & Bikram Ghosh)
- 7 “Should digital platforms share data with governments? Evidence from Airbnb” (with Hongchang Wang, Wei Chen & Zaiyan Wei)
  - Best Paper Award Runner-up, INFORMS CIST 2022
- 8 “Dance with the algorithm? Impact of algorithmic buyers on housing affordability” (with Wei Chen, Cheng Nie & Xinxin Li)
- 9 “Impacts of home sharing regulation on real estate investment: Evidence from Airbnb and Zillow” (with Sung Joo Kim, Wei Chen & Zaiyan Wei)
- 10 “The economics of AI foundation models: Transparency, competition, and governance” (with Fasheng Xu, Xiaoyu Wang & Wei Chen)
- 11 “Unleashing the revenue growth: Should managerial responses to online word-of-mouth be prescriptive? (with Youngjin Lee, Ali Besharat, Tianjie Deng & Yong Tan)
- 12 “IP disclosure” (with Xuan Wei, Jiayu Yao & Mingyue Zhang)
- 13 “AI and mental health” (with Seokjun Youn, Chenxi Guo & Wei Chen)
- 14 “AI humanizing Airbnb” (with Yinan Yu, Benjamin Williams & Wei Chen)
- 15 “AI recommendations in sales assortment” (with Jianwei Liu, Wei Chen & Fasheng Xu)
- 16 “AI editor” (with Xiaofei Zhang, Wei Chen, Fasheng Xu & Kai Li)
- 17 “Impact of Gen AI on workforces” (with Fasheng Xu, Jing Hou & Wei Chen)

### **Policy and Practitioner Papers**

- 1 “Short-term rentals in Denver, CO” (with David Corsun & Cheri Young) Denver City Council (2016). Denver, Colorado
- 2 “Marketing on the move: Understanding the impact of mobile on consumer behavior” Marketing Science Institute (2012). Boston, MA

### **Other Publications**

- 1 “Switching decision, timing, and app performance: An empirical analysis of mobile app developers' switching behavior between monetization strategies” (with Youngjin Lee, Hossein Ghasemkhani, & Yong Tan) *Journal of Business Research* (2021), 127, 332-345.
- 2 “The copycat effect: Do hotel-like features drive Airbnb performance?” (with Cheri Young) *Journal of Hospitality & Tourism Research* (2021)
- 3 “Let photos speak: The effect of user-generated visual content on hotel review helpfulness” (with Chunhong Li, Linchi Kwok, Jianwei Liu, & Qiang Ye) *Journal of Hospitality & Tourism Research* (2021)

- 4 "Do professional hosts matter? Evidence from multi-listing and full-time hosts in Airbnb" (with Cindy Heo & Eddie Mao) *Journal of Hospitality & Tourism Management* (2021), 47, 413-421
- 5 "Effect of commercial neighbors on the online popularity of peer-to-peer accommodation-sharing properties" (with Jianwei Liu, Jinah Park, Haiyan Song, & Wei Chen) *Journal of Hospitality & Tourism Research* (2020), 44(5), 780-805
- 6 "Are neighbors friends or foes? Assessing Airbnb listings' agglomeration effect in New York City" (with Linchi Kwok & Cindy Heo) *Cornell Hospitality Quarterly* (2020), 61(2), 128-141.
- 7 "Impact of accommodation sharing on tourist attractions" (with Haiyan Song, Jinah Park, & Wei Chen) *Annals of Tourism Research* (2020), 80(C), 102820
- 8 "The effects of consumer experience and disconfirmation on the timing of online review: Field evidence from the restaurant business" (with Hengyun Li & Zili Zhang) *International Journal of Hospitality Management* (2020), 84, 102344
- 9 "To share or to access? Travelers' choice on the types of accommodation-sharing services" (with Linchi Kwok, ChihChien Chen, & Jiang Wu) *Journal of Hospitality and Tourism Management* (2020), 42, 77-87.
- 10 "Hotels at fingertips: Informational cues in consumer conversion from search, click-through, to book" (with Youngjin Lee) *Journal of Hospitality and Tourism Technology* (2019), 11(1), 49-67.  
 - Best Presentation Award, iHITA 2015
- 11 "Are consumers loyal to home-sharing services? Impacts of host attributes and frequency of past stays" (with Linchi Kwok & Jiang Wu) *International Journal of Contemporary Hospitality Management* (2019), 31(3), 1066-1085.
- 12 "Locational strategy of professional hosts: Effect on perceived quality and revenue performance of Airbnb listings" (with Zhenxin Mao) *Journal of Hospitality & Tourism Research* (2019), 43(6), 919-929.
- 13 "Peer-to-peer accommodation services in the sharing economy: Effects of psychological distances on guest loyalty" (with Kevin So & Jiang Wu) *International Journal of Contemporary Hospitality Management* (2019), 31(8), 3212-3230.
- 14 "Effects of host incentives on multiple listings in accommodation sharing" (with Yong Chen) *International Journal of Contemporary Hospitality Management* (2019), 31(4), 1995-2013.
- 15 "Learning from peers: The effect of sales history disclosure on peer-to-peer short-term rental purchases" (with Zhenxin Mao & Jiang Wu). *International Journal of Hospitality Management* (2019), 76(January), 173-183.

- 16 “Why restaurants fail? Part V: Role of economic factors, risk, density, location, cuisine, health code violations and GIS factors” (with H.G. Parsa, Jeff Kreeger, Jean-Pierre van der Rest, & Jackson Lamb) *International Journal of Hospitality & Tourism Administration* (2019), 22(2), 142-167.
- 17 “Pricing strategies on Airbnb: Are multi-unit hosts revenue pros?” (with Linchi Kwok) *International Journal of Hospitality Management* (2019), 82(September), 252-259.
  - Highly Cited Paper, University of Denver Research and Scholarship Annual Report 2021
- 18 “Buyer-seller similarity: Does it lead to a successful peer-to-peer transaction of room-sharing services?” (with Linchi Kwok) *International Journal of Contemporary Hospitality Management* (2018), 30(9), 2925-2944.
  - Best Paper Award, Global Tourism & Hospitality Conference 2017
  - Best Paper Award, iHITA 2017
- 19 “The effects of reviewer expertise on future reputation, popularity, and financial performance of hotels: Insights from data-analytics” (with Kevin So) *Journal of Hospitality & Tourism Research* (2018), 42(8), 1187-1209.
- 20 “Staying with the ingroup or outgroup? A cross-country examination of international travelers’ home-sharing preferences” (with Yuan Wang, Laurie Wu, & Xiang Li) *International Journal of Hospitality Management* (2018), 77(January), 425-437.
- 21 “Monetizing managerial response on TripAdvisor: Performance implications across hotel classes” (with Linchi Kwok & Wei Wang) *Cornell Hospitality Quarterly* (2017), 58(3), 240-252.
  - W. Bradford Wiley Memorial Research Award 2017
  - Best Paper Award, West Federation CHRIE 2016
- 22 “Chinese travelers’ behavioral intentions toward room-sharing platforms: The influence of motivations, perceived trust, and past experience” (with Jiang Wu & Minne Zeng) *International Journal of Contemporary Hospitality Management* (2017), 29(10), 2688-2707.
- 23 “In sharing economy we trust: The effects of host attributes on short-term rental purchases” (with Jiang Wu & Panhao Ma) *International Journal of Contemporary Hospitality Management* (2017), 29(11), 2962-2976.
  - Best Paper Award, Wuhan International Conference on E-Business 2016
- 24 “Consumer valuation of Airbnb listings: A hedonic pricing approach” (with Yong Chen) *International Journal of Contemporary Hospitality Management* (2017), 29(9), 2405-2424.
- 25 “The effects of Airbnb’s price positioning on hotel performance” (with Linchi Kwok) *International Journal of Hospitality Management* (2017), 67, 174-184.
- 26 “The influence of incidental affect and mood-changing price on online booking intention” (with Chihchien Chen & Shuo Wang) *Journal of Hospitality and Tourism Technology* (2017), 8(3), 357-371.

- 27 “Travelers’ preferences for peer-to-peer (P2P) accommodations and hotels” (with Cheri Young & David Corsun) *International Journal of Culture, Tourism, and Hospitality Research* (2017), 11(4), 465-482.
- Emerald Literati Award 2018 / IJCTHR Highly Commended Award 2018
- 28 “Joint effects of management responses and online reviews on hotel financial performance: A data-analytics approach” (with Kevin So & Wei Wang) *International Journal of Hospitality Management* (2017), 62(April), 101-110.
- 29 “Social media advertising in a competitive market: Effects of earned and owned exposures on brand purchase” (with Mike Thornhill & Youngjin Lee) *Journal of Hospitality and Tourism Technology* (2017), 8(1), 87-100.
- 30 “The impacts of quality and quantity attributes of Airbnb hosts on listing performance” (with Zhenxin Mao) *International Journal of Contemporary Hospitality Management* (2017), 29(9), 2240-2260.
- 31 “Thematic framework of online review research: A systematic analysis of contemporary literature on seven major hospitality and tourism journals” (with Linchi Kwok & Tori Richards) *International Journal of Contemporary Hospitality Management* (2017), 29(1), 307-354.
- 32 “Factors contributing to online review helpfulness: Do manager responses play a role?” (with Linchi Kwok) *International Journal of Contemporary Hospitality Management* (2016), 28(10), 2156-2177.
- Best Paper Award Finalist, iHITA 2015
- 33 “Effects of managerial response on consumer eWOM and hotel performance: Evidence from TripAdvisor” (with Ziqiong Zhang, Zili Zhang, Amrik Singh, & Seul Ki Lee) *International Journal of Contemporary Hospitality Management* (2016), 28(9), 2013-2034.
- 34 “Online consumer review factors affecting offline hotel popularity: Evidence from TripAdvisor” (with Chihchien Chen, & Shinyi Wu) *Journal of Travel and Tourism Marketing* (2016), 33(2), 211-223.
- Tourism & Hospitality Technology Research Award 2013
  - Interdisciplinary Young Scholar Award 2011
- 35 “Understanding active loyalty behavior in hotel reward programs through customers’ switching costs and perceived program value” (with Lina Xiong, Chihchein Chen, & Clark Hu) *Journal of Travel and Tourism Marketing* (2015), 32(3), 308-324.
- 36 “The business value of online consumer reviews and management response to hotel performance” (with Ziqiong Zhang & Zili Zhang) *International Journal of Hospitality Management* (2014), 43(1), 1-12.
- 37 “Hotel loyalty programs: How valuable is valuable enough?” (with Chihchien Chen) *International Journal of Contemporary Hospitality Management* (2014), 26(1), 107-129.
- Emerald Literati Award 2015 / IJCHM Highly Commended Award 2015
  - Best Paper Award, Caesars Hospitality Research Summit 2011

- 38 “Toward the perspective of cognitive destination image and destination personality: The case of Beijing” (with Jinsoo Lee) *Journal of Travel and Tourism Marketing* (2013), 30(6), 538-556.
- 39 “Progress in loyalty program research: Facts, debates, and future research” (with Chihchien Chen) *Journal of Hospitality Marketing & Management* (2013), 22(5), 463-489.
- 40 “Differentiation of cancellation policies in the U.S. hotel industry” (with Chihchien Chen) *International Journal of Hospitality Management* (2013), 34(1), 66-72.
- 41 “China hotel quality competitiveness assessment: A quality competition index approach” (with Jiannan Zhong & Xueqiong Chen) *Journal of China Tourism Research* (2010), 6(2), 145-163.
- 42 “MICE in Shanghai: Evaluation of perceived features using importance-performance analyses” (with Yingzhi Guo) *Tourism Tribune* (2010), 25(3), 46-54.
- 43 “Assessment of importance-performance analysis model on perceived features of the Shanghai convention and exhibition industry: An empirical application” (with Yingzhi Guo and Yunxia Ye) *Journal of Tourism, Hospitality & Culinary Arts* (2009), 1(3), 79-99.

### Honors and Awards (Post Graduation)

2022	Best Paper Award Runner-up, INFORMS CIST
2022	Distinguished Scholar Award, Daniels College of Business
2021	Highly Cited Paper, University of Denver Research and Scholarship Annual Report
2020	Best Paper Award, ICIS (Blockchain, DLT, and FinTech Track)
2020	Faculty Teaching Excellence Award Finalist, Daniels College of Business
2020	Distinguished Scholar Award Finalist, Daniels College of Business
2019-2020	C. Thomas Howard Innovative Teaching Award Finalist (2 times), Daniels College of Business
2019	Winner (2 times), Marketing Science Institute (MSI) Research Grant Competition
2014-2022	Faculty Merit Award (9 times), University of Denver
2019	Faculty Research ‘Thick Skin’ Award, Daniels College of Business
2019	Daniels Award for Excellence Finalist
2019	Best Paper Award, Hospitality Finance and Economics Conference
2016-2019	Best Paper Award (2 times), West Federation CHRIE
2018	Best Paper Award, International CHRIE
2016-2018	Best Paper Award Runner-up (2 times), CSWIM
2018	Public Impact Fellow, University of Denver
2018	Scholarship of Discipline Award, Daniels College of Business
2018	Five Years of Service Award, Daniels College of Business
2018	Emerald Literati Award; Highly Commended Award, <i>IJCTHR</i>
2017	W. Bradford Wiley Memorial Research Award, International CHRIE
2014-2017	Outstanding Scientific Paper Reviewer Award (2 times), International CHRIE
2016-2017	Scholarship of Discipline Award Finalist (2 times), Daniels College of Business
2017	Best Paper Award, iHITA
2017	Best Paper Award, Global Tourism and Hospitality Conference
2015	Emerald Literati Award/Highly Commended Award, <i>IJCHM</i>
2015	Best Presentation Award, iHITA
2015	Best Paper Award Finalist, iHITA
2013	Tourism and Hospitality Technology Research Award, <i>JHTT</i>

2013 Beta Gamma Sigma

## Grants and Contracts

2023 CEPC Research Grant, University of Connecticut  
 2023 AAUP/OVPR Travel Award, University of Connecticut  
 2020 Facebook Research Grant  
 2020 Zillow Research Grant  
 2017-2022 Faculty Research Fund (4 times), University of Denver  
 2014-2022 Summer Research Grant (9 times), University of Denver  
 2019 NET Institute Grant  
 2019ab Marketing Science Institute (MSI) Research Grant (2 times)  
 2019 Professional Research Opportunities for Faculty Fund (PROF), University of Denver  
 2019 General Program, National Natural Science Foundation of China (NSFC)  
 2018 General Research Fund, The Research Grants Council of Hong Kong  
 2018 Public Impact Fellowship, University of Denver  
 2017 Course Design Institute Grant, University of Denver  
 2016-2017 One New Thing Mini-Grant (2 times), University of Denver (Tableau, Python)  
 2015-2017 INTZ Grant (3 times), University of Denver (China, Switzerland, South Korea)  
 2016 Ethics Instruction Development Grant, Daniels Fund Endowment  
 2015 Community-Engaged Learning Mini-Grant, University of Denver  
 2012-2014 Wharton Customer Analytics Initiative Data Grant (2 times) (Advertising, Prediction)  
 2014 Service Learning Engaged Practitioner Program, University of Denver  
 2014 Collection Development Grant, University of Denver  
 2014 PinS Faculty-Undergraduate Research Grant, University of Denver  
 2013 Service Learning Scholars Program, University of Denver  
 2013 Faculty Fund of Creating a Hybrid Course, University of Denver  
 2011-2013 Young Scholar Seeds Fund (3 times), Temple University  
 2011 Fellowship of Emerging Markets in International Business, CIBER  
 2011 Travel Research Grant, TTRA  
 2007 Wang-dao Scholar Research Funding, Fudan University

## Invited Talks and Presentations

Apr 2024 Virginia Tech, Pamplin College of Business  
 Nov 2022 Santa Clara University, Leavey School of Business  
 Nov 2022 University of Texas at San Antonio, Carlos Alvarez College of Business  
 Nov 2022 University of Connecticut, School of Business  
 Nov 2022 University of Denver, Executive PhD Program, Daniels College of Business  
 Oct 2022 San Diego State University, Fowler College of Business  
 Nov 2021 University of Denver, Executive PhD Program, Daniels College of Business  
 Apr 2021 Arizona State University, W. P. Carey School of Business  
 Mar 2021 University of Denver, Entrepreneurship@DU  
 Feb 2021 Western CHRIE, Professional Development Panel  
 Oct 2020 University of Arizona, Eller College of Management  
 Apr 2020 Fudan University, Master of Tourism Administration  
 Feb 2020 University of Arizona, Zipperman Scholars Program  
 Dec 2019 University of Delaware, Institute for Financial Services Analytics  
 Dec 2019 University of Arizona, Eller College of Management  
 Nov 2019 Boston University, Questrom School of Business  
 Nov 2019 New York University, Stern School of Business & NET Institute  
 Jul 2019 University of Calgary, Haskayne School of Business  
 Jun 2019 Hong Kong Polytechnic University, School of Hotel and Tourism Management



Jun 2019	Sun Yat-sen University, Sun Yat-sen Business School
Mar 2019	University of Denver, International House
Feb 2019	University of Denver, Fritz Knoebel School Executive Advisory Board
Jul 2018	International CHRIE, Career Academy
Jul 2018	Hong Kong Polytechnic University, School of Hotel and Tourism Management
Jul 2018	Fudan University, School of Management
Jul 2018	Xiamen University, School of Management
Jul 2018	Huaqiao University, Business School
Jun 2018	Tongji University, School of Economics and Management
Mar 2018	Hospitality Technology Next Generation
Feb 2018	University of Denver, Office of Teaching and Learning
Jan 2018	University of Denver, Faculty Research Colloquium
Aug 2017	University of Nevada Las Vegas, William F. Harrah College of Hospitality
Jul 2017	Harbin Institute of Technology, School of Management
Jun 2017	Hong Kong Polytechnic University, School of Hotel and Tourism Management
Jun 2017	Wuhan University, School of Information Management
May 2017	University of Denver, Faculty Professional Development Workshop
Mar 2017	University of South Carolina, College of Hospitality, Retail and Sport Management
Nov 2016	University of Denver, Office of Teaching and Learning
Apr 2016	University of Denver, Office of Internationalization
Nov 2015	Colorado Hotel and Lodging Association
Jul 2015	International CHRIE, Career Academy
Oct 2014	University of Denver, Faculty Research Colloquium
Jun 2013	University of Pennsylvania, Wharton Customer Analytics Initiative
Feb 2013	Virginia Tech, Pamplin College of Business
Jan 2013	University of Denver, Daniels College of Business
Feb 2012	University of Pennsylvania, Wharton China Business Forum
Sep 2009	Kyung Hee University, Graduate School of Business Administration

## Teaching and Advising

School of Business, University of Connecticut

2024-pres.	Statistics in Business Analytics (OPIM 5603)
2023-pres.	Advanced Project Management (Capstone) (OPIM 5770)
2023-2024	Visual Analytics (OPIM 5501)

Daniels College of Business, University of Denver

2015	Revenue Management & Analytics Concentration - New Program Development
2013-2023	Technology and Data Analytics (HOSP 2504) - Interviewed by Tableau Software, September 13, 2017 - Adopted by peer faculty at Purdue University Krannert School of Management ( <i>Data Visualization</i> ); Georgia Tech Scheller College of Business ( <i>Data Visualization for Business</i> ); University of Arizona Eller College of Management ( <i>Zipperman Scholars Program</i> )
2013-2023	Revenue Management (HOSP 2402) - Commended as University of Denver Grand Challenge Class, 2018 - Interviewed by IDEaS Revenue Solutions, February 6, 2018
2013-2015	Lodging Sales and Marketing (HRTM 3500)
2014	Independent Study (HOSP 3000)

Summer Schools

2020-pres. FIST Summer Course. Fudan University (August)  
 2018 PhD Summer Course. Xiamen University (July)  
 2018 PhD Summer Course. Tongji University (June)

#### Student Advising

Jinah Park, Postdoctoral Fellow (Placement: Hong Kong Polytechnic University)  
 Mengwei Qu, PhD in MIS  
 Ning Wang, PhD in MIS  
 Daniel Trujillo, PhD in Real Estate Management (Placement: University of Denver)  
 Jianwei Liu PhD in MIS (Placement: Dalian University of Technology)  
 Mike Thornhill, M.S. in Finance (Placement: Tourville Management)  
 Panhao Ma, M.S. in Business Analytics (Placement: Alibaba)  
 Minne Zeng, M.S. in Business Analytics (Placement: NetEase)  
 Claudia Alvarado, M.S. in Business Analytics (Placement: STR Analytics)  
 Deesa Dontamsetti, M.S. in Business Analytics (Placement: Arrow Electronics)  
 Vicky Xia, M.S. in Business Analytics (Placement: Educational Measures)  
 Zoe Xu, M.S. in Business Analytics (Placement: JSR Micro)  
 Mengmeng Jin, M.S. in Business Analytics (Placement: Meituan-Dianping)  
 Michael Cunningham, PinS Faculty-Undergraduate Grant (Placement: Expedia)  
 Devin Delaney, PinS Faculty-Undergraduate Grant (Placement: Beverage Distributors)  
 Tori Richards, Independent Study (Placement: SalesScreen)

### Leadership and Service

#### Editorial and Referee Work

2023 Program Committee, INFORMS Conference of Information Systems and Technology  
 2020 Associated Editor, International Conference on Information Systems  
 2020-2023 Editorial Board, *Cornell Hospitality Quarterly*  
 2020 Discussant, Workshop on Information Systems and Economics  
 2016-2019 Discussant, China Summer Workshop on Information Management  
 2013-pres. Referee Invitations, *Management Science*, *Information Systems Research*, *Production and Operations Management*, *Journal of Management Information Systems*, *Journal of Strategic Information Systems*, *Cornell Hospitality Quarterly*, *The Service Industries Journal*, *Annals of Tourism Research*, *Journal of Travel & Tourism Marketing*, *International Journal of Hospitality Management*, *International Journal of Contemporary Hospitality Management*, *Journal of Hospitality & Tourism Research*, *Journal of Hospitality and Tourism Technology*, *Journal of Hospitality and Tourism Insights*, *Journal of Foodservice Business Research*, *Advances in Hospitality and Leisure*, *Tourism Management*, *Asia Pacific Journal of Tourism Research*, *Journal of China Tourism Research*, American Marketing Association Summer Conference (AMA), INFORMS Conference of Information Systems and Technology (CIST), International Conference on Information Systems (ICIS), Workshop on Information Technologies and Systems (WITS), Academy of Management Annual Meeting (AoM), European Conference on Information Systems (ECIS), Pacific Asia Conference on Information Systems (PACIS)

#### External Services

2023 External Letter Writer (Tenure and Promotion), Fudan University  
 2022 External Letter Writer (Tenure and Promotion), University of Florida  
 2018-2023 MIT Technology Review Global Panel

2017 Editor Search Committee, *JHTC*  
 2016-2018 Director of Research, West Federation CHRIE  
 2014-2016 Director of Education, West Federation CHRIE  
 2011 Scribe, Marketing Science Institute and Wharton Customer Analytics Initiative  
 2009-2010 Vice President, HFTP Hong Kong Chapter  
 2007-2008 Organizing Committee, Shanghai Forum

#### University Services

2023-pres. MSBAPM Committee, UConn School of Business  
 2023-pres. PhD Qualifying Paper Committee, UConn School of Business  
 2019-2023 Faculty Research Awards Committee, Daniels College of Business  
 2021-2022 Panelist, Executive PhD Program, Daniels College of Business  
 2021-2022 Burns Director Search Committee, School of Real Estate & Construction Management  
 2020 Online Course Policy Committee, Daniels College of Business  
 2018-2019 Faculty Search Committee, Department of Business and Information Analytics  
 2016-2017 Faculty Search Committee, Department of Business and Information Analytics  
 2015 Founding Faculty, Revenue Management & Analytics Concentration  
 2014-2019 Advisory Board, International Business Major  
 2014-2019 Review Committee, Student Travels and Scholarships  
 2014-2017 Advisor, Department of Business and Information Analytics MSBA Capstone  
 2014-2015 Marshal of Graduation Commencements  
 2014 Mentor, Daniels International Graduate Student Program  
 2014 Judge, World Business Challenge  
 2008-2010 Tutor-in-Residence, University Halls

#### Media Quotes

Apr 8, 2024 *The Hour*, "Are Airbnbs and other short-term rentals taking a bite out of Connecticut's housing supply?"  
 Aug 22, 2023 *UConn Today*, "School of business welcomes four experienced faculty to its ranks"  
 Jun 20, 2022 *The New York Times*, "Airbnb announces a permanent ban on parties"  
 Nov 16, 2021 *DebtHammer*, "Survey: Will 2021 holiday spending plans leave Americans in debt?"  
 Nov 4, 2021 *Marketplace Morning Report*, "Airbnb takes a more conciliatory approach to communities"  
 Sep 22, 2021 *Ouray County Plaindealer*, "Nearly a third of homes vacant"  
 Aug. 18, 2021 *Krannert School of Management Press Release*, "What does Airbnb do to the local housing market? Make it less affordable"  
 Jul. 28, 2021 *Daniels Press Release*, "Tourism in Tokyo, or lack thereof"  
 Jun 21, 2021 *Marketing Science Institute*, "How hotels can win against home-sharing competitors"  
 Jun 17, 2021 *Las Vegas Review-Journal*, "Airbnb, Vrbo partnering to crack down on illegal 'party houses'"  
 Jun 15, 2021 *MultiBriefs: Exclusive*, "Research shows that you should let consumers' photos speak for your business"  
 May 13, 2021 *Fast Company*, "Travel is back. So are tourist scams. If you're going on a trip, beware of these rip-offs"  
 Feb 26, 2021 *Business News Daily*, "Responding to online reviews can help your business"  
 Jan 27, 2021 *University of Denver Magazine*, "An invitation to innovate"  
 Dec 10, 2020 *Condé Nast Traveler*, "What Airbnb's IPO means for the future of the company"  
 Nov 16, 2020 *The New York Times*, "Airbnb reveals falling revenue, with travel hit by pandemic"  
 Oct 27, 2020 *The New York Times*, "Airbnb fights its 'Party House Problem'"  
 Oct 12, 2020 *Daniels Press Release*, "Faculty wins MSI award and grants from Facebook and Zillow"  
 Jul 30, 2020 *WalletHub*, "Ask the experts: Chase Sapphire Preferred card"

- Jun 2, 2020 *The New York Times (phone interview)*, "Airbnb amid COVID-19"
- Jun 2, 2020 *Daniels Press Release*, "COVID-19 a near-term challenge for Airbnb"
- May 12, 2020 *Forbes*, "How Airbnb hosts can survive the great reservation cancellation"
- Feb 14, 2020 *The Denver Post*, "Frustrated Denver officials reject deal with Airbnb"
- Jan 29, 2020 *HospitalityNet*, "Do travelers want to 'access' or 'share' a home-sharing facility?"
- Jan 17, 2020 *HospitalityNet*, "Are neighbors friends or foes? An analysis of Airbnb listings' agglomeration effect"
- Dec 19, 2019 *The Bridge*, "How to protect yourself when booking short-term rentals?"
- May 28, 2019 *Daniels Press Release*, "One common predictor of restaurant failure"
- May 8, 2019 *HospitalityNet*, "Are consumers loyal to home-sharing services? Implications for hosts, room-sharing sites, and hotels"
- May 3, 2019 *NBC News (phone interview)* "Marriott entering short-term rentals"
- Feb 18, 2019 *Las Vegas Review Journal*, "Las Vegas Strip resorts slow to welcome Alexa, Google Home Hub"
- Jan 30, 2019 *Business News Daily*, "Responding to online reviews can help your business"
- Nov 1, 2018 *HospitalityNet*, "Buyer-seller similarity: Does it matter in room-sharing business?"
- Oct 30, 2018 *MultiBriefs: Exclusive*, "Want to get a room on Airbnb? Being 'similar' to the host may help"
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