

Baohong Sun

TITLE AND ADDRESS

Dean's Distinguished Chair Professor of Marketing
Cheung Kong Graduate School of Business (New York)
601 Lexington Ave, Suite 2604
New York, NY 10022
Tel; 646-627-7727
Email: bhsun@ckgsb.edu.cn

EDUCATION

Ph.D. Univ. of Southern California
B.A. Renmin Univ. of China

ACADEMIC POSITIONS

2011- Dean's Distinguished Chair Professor of Marketing
 Associate Dean – America Markets
 Director of Customer Information Management Center
 Cheung Kong Graduate School of Business, New York Office
2009-2011 Carnegie Bosch Professor of Marketing
 Carnegie Mellon University
2009-2011 Full Professor of Marketing, Carnegie Mellon University
2008-2009 Visiting Professor of Marketing and Associate Dean – International Programs
 Cheung Kong Graduate School of Business
2004-2009 Associate Professor of Marketing (with tenure after July 2007)
2001-2004 Assistant Professor of Marketing, UNC
1997-2004 Assistant Professor of Marketing, Tepper, Carnegie Mellon University

RESEARCH INTERESTS

Rational and strategic consumer choices and dynamic structural models
Dynamic and interactive marketing mix and customer information management
Modeling dynamic and inter-dependent consumer decisions on e-commerce and
social media platforms

AWARDS AND HONORS

2016 Finalist, John D.C. Little Best Paper Award, INFORMS
2012 Outstanding Faculty Research Award, CKGSB
2009 Finalist, John D.C. Little Best Paper Award, INFORMS
2008 Faculty fellow for 2008 Doctoral Consortium, AMA
2007 Faculty fellow for 2007 Doctoral Consortium, AMA
2006 MBA George Leland Bach Teaching Award, CMU
2006 Faculty fellow for 2006 Doctoral Consortium, AMA
2005 CART Research Frontier Award for Innovative Research, CMU
2004-05 Xerox Research Chair, CMU
2004 Selected to Marketing Young Scholars Program, MSI
2003 MBA All Star Teaching Award, UNC
2003 MBA Master Teacher, UNC
1995: Academic Achievement Award, USC
1993: Academic Achievement Award, USC

RESEARCH GRANTS AND CONTRACTS

Baohong Sun

2008	Teaching Innovation Center, CMU (\$5000)
2007	Research Grant, Center for Organizational Learning, Innovation and Performance, CMU (\$5000)
2005-present	Research Grant, Tara Data Center, Duke University (\$5000) Subject: "Introducing What Financial Product to Which Customer at What Time -An Empirical Analysis of Customized and Dynamic Cross-selling Campaigns"
2004	Development of International Cases, Carnegie Bosch Institute (\$10000)
2001-03	Small Research Grant, UNC (\$5000) Subject: "Estimating Brand Switching Elasticity More Accurately by Accounting for Rational Consumer Purchase Strategies"
2000-01	Grant for International Research, Carnegie Bosch Institute (\$10000) Subject: A Bias Correction Approach to International Conjoint Analysis
2000-01	Faculty Development Fund, Carnegie-Mellon University (\$5000) Subject: Promotion Effect on Consumption and Category Sales
1998-00	Faculty Development Fund, Carnegie-Mellon University (\$5000) Subject: Customer Satisfaction, Customer Retention and Cross-selling

CONSULTING

2011	Bosch, American Boy Scott
2007-2008	Highmark Insurance, Bosch, India
2006-2006	Caterpillar, NC
2003-2003	John Deere, NC (Consulting on Pricing Practice and Product Design)
2002-2003	IBM, NY (Provide Advice on IBM's Pricing Practice on E-Business on Demand)
1997-1998	PNC Bank, Pittsburgh, PA (Developed Models of Customer Satisfaction, Customer Retention, and Cross-selling)
1994-1995	Southwestern Bell Corporation, TX (Consulted for Launch of Cellular Telephone Service in Panama)

EDITORIAL ROLES ON PUBLICATIONS

Editorial Board

Journal of Marketing Research
Marketing Science
Journal of Marketing
International Journal of Research in Marketing

Ad Hoc Reviewer

American Economic Review
Marketing Science
Journal of Marketing Research
Management Science
Journal of Marketing
Marketing Letters
Journal of Public Economics
Managerial and Decision Economics
IBM Systems Journal
Israel Science Foundation (ISF)

Journal of Applied Econometrics
Econometrics Journals
Review of Marketing Science
American Marketing Association Winter Conference
Risk Analysis
The Georgian NSF Grant
Communications in Statistics
Journal of Consumer Behavior
European Journal of Operational Research
The Netherlands Organizations for Scientific Research

PUBLICATIONS

BOOK

1. *Customer-Centric Marketing: A Pragmatic Framework* with Ravi R. The MIT Press. March 2016.

Articles Published in Refereed Journals and Book

1. "An Empirical Analysis of Consumer Purchase Behavior of Base Products and Add-ons," Liu, Xiao, Tim Dendenger and Baohong Sun, forthcoming at *Marketing Science*.
2. "Everywhere and at All Times: Mobility, Consumer Decision Making, and Choice," Lurie, Nicholas H. and Berger, Jonah A. and Chen, Zoey and Li, Beibei and Liu, Hongju and Mason, Charlotte and Muir, David M. and Packard, Grant M. and Pancras, Joseph and Schlosser, Ann and Sun, Baohong and Venkatesan, Rajkumar, forthcoming at *Customer Needs and Solutions*
3. "Quantifying the Impact of Social Influence on Information Technology," Haijing Hao, Rema Padman, Baohong Sun and Rahul Telang, forthcoming at *Information System Research*.
4. "Is Core-Periphery Network Good for Knowledge Sharing? -- A Structural Model of Endogenous Network Formation on a Crowdsourced Customer Support Forum," Yingda Lu, Param Singh, Baohong Sun. forthcoming at *Management Information Systems Quarterly*.
5. "Empirical Analysis of Purchase and Consumption Decisions of Health Insurance," Jian Ni, Nitin Mehan, Kannan Srinivasan and Baohong Sun. *Marketing Science*, 2017, 36(3) , 338-360.
 - a. Selected for *Marketing Science* Press Release of the Issue
6. "Squeaky Wheel Gets the Grease - An Empirical Analysis of Customer Voice and Firm Intervention on Twitter." Liye Ma, Baohong Sun, and Sunder Kekre. *Marketing Science*, 2015, 34(5), 627-645, (Lead article).
 - Finalist, John D.C. Little Best Paper Award, INFORMS.
 - Lead Article
 - Selected for *Marketing Science* Press Release of the Issue

7. "An Empirical Analysis of Consumer Purchase Decisions under Price-Discrimination Bucket Pricing," Yacheng Sun, Shibo Li, and Baohong Sun. *Marketing Science*, 2015, 34(5), 646-668.
8. "A Dynamic Model of Rational Addiction: Evaluating Cigarette Taxes." Brett Gordon and Baohong Sun. *Marketing Science*, 2015, 34(3), 452-70.
9. "The ISMS Durable Goods Datasets," Jian Ni and Scott Neslin (database article). *Marketing Science*, 2012, 31(6), 1008-13.
10. "Ushering Buyers into Electronic Channels." Nishitha Langer, Chris Forman, Sunder Kekre, and Baohong Sun. *Information Systems Research*, 2012, 23(4), 1212-31.
11. "A Dynamic Structural Model of the Impact of Loyalty Programs on Customer Behavior," Praveen Kopalle, Yacheng Sun, Scott A. Neslin, Baohong Sun, and Vanitha Swaminathan. *Marketing Science*, 2012, 31(2), 216-335.
12. "Cross-Selling the Right Product to the Right Customer at the Right Time," Shibo Li, Alan Montgomery and Baohong Sun, *Journal of Marketing Research*, 2011, 48(4), 683-700.
13. "Learning and Acting Upon Customer Information: A Simulation-Based Demonstration on Service Allocations with Offshore Centers," Sun, Baohong and Shibo Li, *Journal of Marketing Research*, 2011, 48(1), 72-86.
14. "Stated intentions and purchase behavior: A unified model," Baohong Sun and Vicki Morwitz. *International Journal of Research in Marketing*. 2010. 27(4), 356-366.
15. "A simple test for distinguishing between internal reference price theories." Tulin Erdem, Michael Katz, and Baohong Sun, *Quantitative Marketing and Economics*, 2010, 8(3), 303.
16. "Why Do Consumers Buy Extended Service Contracts?" Tao Chen, Ajay Kalra, and Baohong Sun, *Journal of Consumer Research*, 2009, 36(4), 661-623.
17. "An Empirical Investigation of the Dynamic Effect of Marlboro's Permanent Pricing Shift," Tao Chen, Baohong Sun, and Vishal Singh, 2009, *Marketing Science*, 28(4), 740-758.
18. "Internet Auction Features as Quality Signals," Shibo Li, Kannan Srinivasan and Baohong Sun, 2009, *Journal of Marketing*, 73(1), 75-92.
19. "Measuring Long Run Marketing Effects and their Implications for Long Run Marketing Decisions," Bart Bronnenberg et al., 2008, *Marketing Letters*, 19 (3-4), p367-382.
20. "A Dynamic Model of Brand Choice When Price and Advertising Signal Product Quality." Erdem, Tulin, Michael Keane and Baohong Sun, 2008, *Marketing Science*, 27(6), 1111-1129.
 - Finalist, John D.C. Little Best Paper Award, INFORMS
21. "The impact of advertising on consumer price sensitivity in experience goods markets," Erdem, Tulin, Michael Keane and Baohong Sun, 2008, *Quantitative Marketing and Economics*, 6 (2), p139-176.

22. "Ignoring Your Best Customer? An Investigation of Customer Satisfaction, Customer Retention and Their Financial Impact," Sun, Baohong, Ronald Wilcox and Ting Zhu, 2007, *Journal of Relationship Marketing*, 6(3/4), p87-116.
23. "Technology Innovation and Implications on Customer Relationship Management," (invited commentary paper), Baohong Sun, 2006, *Marketing Science*, 25(6), 594-598.
24. "Dynamic Structural Consumer Models and Current Marketing Issues," (invited commentary paper), Baohong Sun, 2006, *Marketing Science*, 25(6), 625-629.
25. "'Adaptive' Learning and 'Proactive' Customer Relationship Management," Baohong Sun, Shibo Li, and Catherine Zhou, 2006, *Journal of Interactive Marketing*, 20(3/4), 82-96.
26. "Choice Models and Customer Relationship Management," Wagner Kamakura et al, 2005, *Marketing Letters*, 16(3-4), 279-295.
27. "Promotion Effect on Endogenous Consumption," Baohong Sun, 2005, *Marketing Science*, 24(3), 430-443.
28. "Cross-selling Sequentially Ordered Products: An Application to Consumer Banking Services," Shibo Li, Baohong Sun and Ronald Wilcox, 2004, *Journal of Marketing Research*, 42 (2), 233-240.
29. "Product Strategy for Innovators in Markets with Network Effects," Baohong Sun, Jinhong Xie and H. Henry Cao, 2004, *Marketing Science*, 23 (2), 243-254.
30. "Measuring The Impact of Promotions on Brand Switching Under Rational Consumer Behavior," Baohong Sun, Scott Neslin, Kannan Srinivasan, 2003, *Journal of Marketing Research*, 40, 4, 389-405.
31. "An Empirical Investigation of Spillover Effects of Marketing Mix Strategy in Umbrella Branding," Tulin Erdem and Baohong Sun, 2002, *Journal of Marketing Research*, 39, 4, 408-420.
32. "The Role of Stated Intentions in New Product Purchase Forecasting," Cheng Hsiao, Vicki Morwitz and Baohong Sun, 2002, *Advances in Econometrics*, 16, 10-21, lead article.
33. "Understanding the Reference Price Shopper: A Within and Cross-Category Analysis," Tulin Erdem, Glenn Mayhew and Baohong Sun, 2001, *Journal of Marketing Research*, 38, 4, 445-457.
34. "Testing for Choice Dynamics in Panel Data," Tulin Erdem and Baohong Sun, 2001, *Journal of Business and Economic Statistics*, 19, 2, 142-152.
35. "Fixed vs. Random Effects: Specification of Panel Data," Cheng Hsiao and Baohong Sun, 2000, *Panel Data Econometrics: Future Directions*, 181-198.
36. "Missing Price and Coupon Availability Data in Scanner Panels: Correcting for the Self-Selection Bias in the Choice Model Parameters," Tulin Erdem, Michael Keane and Baohong Sun, 1999, *Journal of Econometrics*, 89, 1-2, 177-196.

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37. “Modeling Survey Response Bias - with An Application to the Demand for An Advanced Electronic Device Service,” Cheng Hsiao and Baohong Sun, *Journal of Econometrics*, 1999, 89, 1-2, 15-39, (lead article).

Completed Working Papers Under Review

38. Laurens Debo, Sunder Kekre, Jian Ni, Baohong Sun, “Channel Motivations in Emerging Market: An Empirical Analysis.” Revise and resubmit at *International Journal of Marketing Research*.
39. Henry Cao and Baohong Sun, “Value of Learning and Acting Upon Customer Information.”
40. Liye Ma and Baohong Sun 2015. “That Ad Again When You Get a Chance” – An Integrated Model of Application Usage and Advertising Response on Mobile Phones. Under revision at *Marketing Science*.
- a. Award for MSI Research Competition “Mobile Platforms, Location-Based Services, and their Impact on Consumers.” MSI Research Grant #4-1818,
41. Tao Chen and Baohong Sun, “Consumer Purchases of Retailers’ Extended Service Contracts and Implications on Dynamic Pricing: An Empirical Study.”
42. Henry Cao and Baohong Sun, “Value of Learning and Acting Upon Customer Information.”
43. Yingda Lu, Marc, Sunder Kekre and Baohong Sun 2015. “Location-Specific Externalities in Knowledge Spillover Cross Border within Multinational Corporations.”

Work In Progress

44. “When is the Juice Worth the Squeeze? – An Empirical Study of Optimal Structuring of Win-back Strategy in the Presence of Consumer Dynamics,” with Yacheng Sun and Shibo Li.
45. Jian Ni, Baohong Sun and Yi Xin 2015. “Understanding and Acting Upon Customer Inbound Communication Decisions – An Empirical Study.”
46. Chuan He, Shibo Li and Baohong Sun 2015. “An Empirical Study of Consumer Purchase Decision on Flash Sales.”
47. Ma, Liye, Kannan Srinivasan, and Baohong Sun, 2010. “A Dynamic Competitive Analysis of Content Production and Link Formation of Internet Content Developers”. Working Paper. Carnegie Mellon University.
48. Jian Ni and Baohong Sun, 2016. “Doctors’ Participation and Communication in Online Healthcare Community: A Dynamic Game.”

TEACHING

Courses Taught

<u>Undergraduate</u>	<u>MBA</u>	<u>Executive MBA</u>	<u>Executive Education</u>	<u>Ph.D.</u>
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Marketing Principles	Pricing	Pricing	Pricing	Advanced Data Analysis
Marketing Research	Marketing Project	Marketing Management	Integrated Marketing	Advanced Choice Models
Pricing	Dynamic Optimization for Interactive Marketing	Social Media Marketing and E-Commerce	Global Marketing Strategy: China	
	Social Media and E-Commerce		Customer Relationship Management	
			Marketing Frontier in Digital Age	
			Digital Transformation of Global Brands	
			Social Media Marketing and E-Commerce	

New Business Cases Developed on International Marketing

- Case I: Tsingtao Beer - Expansion and Branding Strategies
- Case II: 30 Years of Tsingtao Beer in the US (multimedia case)
- Case III: Globalization Strategies of Tsingtao Beer

New Courses Developed

- a. 45-829: Dynamic Optimization for Interactive Marketing (offered in 2007, 2008, 2010 at CMU MBA program)
(Learning and acting on real-time customer information; Decision support for customer-centric and interactive marketing decision making.)
- b. E-Commerce and Social Media Marketing
(How to use social media platforms? How to integrating social media to traditional marketing mix? Innovative Business Models)

STUDENT SUPERVISION

Doctoral Student (at CMU)

- Moein Khanlari (PhD) Outside Examiner (University of Alberta)
- Yolanda Yang (PhD) External Thesis Committee (HKUST)
- Xiao Liu (PhD) Dissertation Committee (Carnegie Mellon University) (placed at New York University)
- Haijing Hao (PhD Dissertation Committee (placed at University of Massachusetts)
- Liye Ma (Co-Chair, PhD Dissertation Committee) (CMU) (placed at Maryland University)
- Baojun Jiang (member, PhD Dissertation Committee) (CMU) (placed at Washington University at St Louis)
- Vineet Kumar (Co-Chair, PhD Dissertation Committee) (CMU) (placed at Harvard Business School, Harvard University)

Jian Ni (Co-Chair, PhD Dissertation Committee) (CMU) (placed at Johns Hopkins University)
CS Norman Shiau (Member, PhD Dissertation Committee) (Department of Mechanical Engineering, CMU)
Sameer Mather (2008) (Member, PhD Dissertation Committee) (CMU)
(placed at McGill University)
Tao Chen (2007) (Co-Chair, PhD Dissertation Committee) (CMU) (placed at University of Maryland)
Jian Ni (2007) (Reader, Summer Paper) (CMU)
Yunchuan Peng (2007) (Reader, Summer Paper) (CMU)
Marcel Goic (2006) (Reader, Summer Paper) (CMU)
Jian Ni (2006) (Reader, Summer Paper) (CMU)
Sameer Mathur (2005) (Reader, Summer Paper) (CMU) (placed at McGill University)
Ting Zhu (2002) (Reader, Summer Paper) (CMU) (placed at University of Chicago)
Xin Wang (2000) (Reader, Summer Paper) (CMU) (placed at Purdue University)
Zili Zhuang (2001) (Member, PhD Thesis Committee) (CMU) (placed at Fannie Mae)
Shibo Li (1999) (Reader, Summer Paper) (CMU) (placed at Indiana University)
Elina Petrova (1999) (Reader, Summer Paper) (CMU) (placed at California State University)
Shibo Li (1999) (Reader, Summer Paper) (CMU) (placed at Indiana University)
Rong Zhou (1998) (Reader, Summer Paper) (CMU) (placed at Accenture Consulting)
Srinivas Prakhya (1998) (Member, PhD Thesis Committee) (CMU) (placed at Indian Institute of Management Bangalore)

Doctoral Student Supervision (at other Universities)

Ryan Luchs (2007) (Member, Dissertation Committee) (University of Pittsburgh)
Yacheng Sun (2006) (Member, Dissertation Committee) (Indiana University) (placed at University of Colorado at Boulder)
Yacheng Sun (2005) (Reader, Summer Paper) (Indiana University)

MBA (at CMU)

Nelson, Young (2005) (Advisor, Independent Study on Marketing Information Goods) (CMU)
Singh, Amar, Pricing Issues of Blue-Cross, 2003 (UNC)
Dave Kovscek and group, Renaissance Capital, Mod II, 2003 (UNC)
Aida Salazar, independent study on marketing research, Mod III and Mod IV, 2002 (UNC)
Jose Carlos (2001) (Advisor, Independent Study on Pricing Strategies in Mexico) (CMU)

Undergraduate (at CMU)

Mudit Aggarwal (2007) (Advisor, Independent Study) (CMU)
Louise Chang (2004) (Advisor, Honor Thesis) (UNC)
Meghan Smith and Joe Blickenstaff (2000) (Advisor, Independent Study) (CMU)
Pia Talukdar (1999) (Advisor, Senior Honor Thesis) (CMU)
Kana Sato (1999) (Advisor, Senior Honor Thesis) (CMU)
Meghan Smith (1999) (Advisor, Independent Study) (CMU)
Julia Lee (1999) (Advisor, Independent Study) (CMU)

PROFESSIONAL ACTIVITIES

Invited Talks at Marketing Workshops

- Marketing Research Camp, HEC, Paris, April 2017
- Marketing Seminar, Temple University, Dec 2016
- Research Camp, Cornell University, April 2016

- Marketing Seminar, University of Texas at Dallas, April 2016
- Marketing Camp, HKUST, Dec 2014
- Purdue University, Nov 2013
- Washington University at St Louis, May 2013
- Marketing Research Forum, Maryland University, April 2013
- Marketing Symposium, Iowa University, May 2012
- London School of Business, July, 2011
- University of Santa Cruz, Feb, 2011
- University of Southern California, Feb, 2011
- Rice University, Nov. 2010
- Economics Department, Texas A&M, Nov. 2010
- Duquesne University, Nov. 2010
- Emory University (Hightower Lecture Series), Oct, 2010
- Cornell University, April, 2010
- Distinguished Scholar, Haring Symposium, Indiana University, March 2009.
- New York University, April 2009.
- Research Camp, University of Texas A&M, April 2009.
- National University of Singapore, Dec. 2008
- Columbia University, Feb. 2008.
- Wharton School of Business, University of Pennsylvania, Feb. 2008.
- Duquesne University, Pittsburgh, Feb. 2008.
- Design Decision Laboratory, Carnegie Mellon University, Dec. 2007.
- University of California, San Diego, Nov, 2007.
- INSEAD Summer Camp, France, May, 2007.
- University of Chicago, 2007.
- University of Texas, Dallas, 2007.
- University of Toronto, 2007.
- Shanghai University of Finance & Economics, July, 2006.
- Dartmouth University, June 2006.
- University of Houston, February 2004.
- Indiana University, November 2003.
- Rice University, September 2003.
- Instituto Tecnológico y de Estudios Superiores, Mexico, September 2003.
- Hong Kong University of Science and Technology, March 2003.
- Rice University, November 2002.
- National University of Singapore, October 2002.
- University of California, Riverside, October 2002.
- University of North Carolina, Chapel Hill, April 2001.
- Penn State University, April 2001.
- Ohio State University, April 2001.
- Johnson Graduate School of Management, Cornell University, Feb. 16, 2001.
- Wharton School of Business, University of Pennsylvania, Feb. 8, 2001.
- University of Chicago, June 7, 1999.
- University of California, Berkeley, March 1996.
- Toronto University, November 1996.
- Rutgers University, October 1996.
- Washington University at St. Louis, October 1996.
- University of Texas, Austin, September 1996. .

- Hong Kong University of Science and Technology, 1996.
- University of Texas at Dallas, September 1996.

Invited Plenary Talk and Panel Discussions at Conference/Symposium

- 2015 Thought Leadership Conference on Mobile Marketing and its Implications for Retailing, Texas, 2015
- Marketing Science Emerging Markets Conference, September, Wharton, 2012.
- Invited discussant, Quantitative Marketing and Economics, Oct. 12-13, Chicago, 2007.
- Plenary talk and panel discussion, "Adaptive Learning and Proactive CRM," International Forum on Marketing Science, Chengdu, July 1-2, 2006.
- Plenary talk and panel discussion, "Publishing in Marketing Journals," International Forum on Marketing Science, Chengdu, July 1-2, 2006.
- Plenary talk, "Fixed vs. Random Effects: Specification of Panel Data," World Congress of Economic/Econometrics Society, Tokyo, Japan, Aug. 1995.
- Plenary talk, "Fixed vs. Random Effects: Specification of Panel Data," Plenary session, 5th Panel Data Conference, Paris, June 1994.

Invited Talks at Conference/Symposium

- Invitational Choice Symposium, Session on Mobile Marketing, Canada, 2016.
- Invitational Choice Symposium, Session on *Consumer Dynamics*, Philadelphia, 2007.
- Information Technology Innovation and Marketing, Shanghai, 2006.
- International Workshop on Customer Relationship Management: Data Mining Meets Marketing, NUY, New York, 2005.
- Strategic and Tactical Decision Making in Supermarket Retailing, Buffalo, August 2005.
- Invitational Biennial MSI Young Scholars Program, Colorado, January 2004.
- Invitational Choice Symposium, Session on Choice Models in CRM, Colorado, 2004.
- The National Hardware Show, Guadalajara, Mexico, 2003.
- Bayesian Conference, Ohio, November 2002.
- Informs/EURO Conference, Istanbul, 2003.
- Informs/EURO Conference, Istanbul, 2003.

Conferences/Workshops Organized

- Co-Organizer, CKGSB-Yale China-India Conference, 2017, New York.
- Co-Organizer, CKGSB-Yale China-India Conference, 2015, New York.
- Co-Organizer, CKGSB-Yale China-India Conference, 2014, Lijiang China.
- Co-Organizer, CKGSB-Yale China-India Conference, 2013, New York.
- Co-Chair, Marketing Science Track, Informs Conference, 2012, Beijing.
- Operation Committee, Cheong Kong GSB Marketing Research Forum, 2009, Beijing.
- Co-Chair, Fifth China Branding Roundtable, The Economist, 2008, Beijing.
- Session Chair, Session on Marketing Engineering: Integrating Data Mining and Decision Support System, Marketing Science Conference, 2008, Vancouver.
- Program Committee, IEEE International Conference on Data Mining (ICDM), 2007, Hong Kong.
- Session Chair, Automated Learning and Customer Relationship Management, Informs Conference, 2006, Pittsburgh
- Session Chair, Cross-Selling, Informs conference, 2003, Istanbul

Conference Talks

- “That Ad Again When You Get a Chance – An Integrated Model of Application Usage and Advertising Response on Mobile Phones.” Marketing Science Conference, 2016.
- “Value of Learning and Acting Upon Customer Information.” Marketing Science Conference, Germany, 2010.
- “Learning and Acting Upon Customer Information - With an Empirical Application to the Service Allocations with Off-Shore Centers,” Marketing Science Conference, Vancouver, 2008.
- “Improving Effectiveness of Customer Service in a Cost-Efficient Way - With an Empirical Application to the Service Allocation Decisions with Out-Sourced Centers,” Informs Conference, Pittsburgh, 2006.
- “Introducing What Financial Product to Which Customer at What Time -An Empirical Analysis of Customized and Dynamic Cross-selling Campaigns,” Marketing Science Conference, Pittsburgh, 2006.
- “Improving Effectiveness of Customer Service in a Cost-Efficient Way - With an Empirical Application to the Service Allocation Decisions with Out-Sourced Centers,” Marketing Science Conference, Pittsburgh, 2006.
- “An Empirical Investigation of Customer Satisfaction for Out-Sourced Service Center,” Marketing Science Conference, Atlanta, 2005.
- “Are Consumers spoiled by Promotions? -An Assessment of Time-Varying Promotion Sensitivity.” Marketing Science Conference, Amsterdam, 2004.
- “Hyperbolic Discounting Rate and Promotion Dynamics.” Marketing Science Conference, Maryland, 2003.
- “Customize Cross-selling and Manage Customer Life-Time Value,” Marketing Science Conference, Maryland, 2001.
- “Promotion Effects on Category Sales with Endogenized Consumption and Promotion Uncertainty,” Marketing Science Conference, 2000.
- “Structural Analysis of Customer Retention and Cross-selling,” INFORMS, Philadelphia, November 1999.
- “An Empirical Investigation of Spillover Effects of Marketing Mix Strategy in Umbrella Branding,” Marketing Science Conference, Syracuse, May 1999.
- “Advertising Effectiveness, Price Sensitivity and Use Experience Interactions in Experience Goods Markets,” Marketing Science Conference, Paris, July 1998.
- “A Simple Test for Choice Dynamics,” Marketing Science Conference, Berkeley, March 1997.
- “Missing Pricing and Coupon Availability Data in Scanner Panels: Correcting for the Self-Selection Bias in the Choice Model Parameters,” 6th Panel Data Conference, Paris, June 1997.
- “Differentiation, Innovation, and Competing Standards in Markets with Network Externalities,” Far Eastern Econometric Society, Hong Kong, December 1996.
- “Modeling Survey Response Bias - with An Application to the demand for An Advanced Electronic Device Service,” 13th International Communications Forecast Conference, Toronto, June 1995.
- “Modeling Survey Response Bias - with An Application to the demand for An Advanced Electronic Device Service,” The 3rd Intl. Chinese Stat. Assoc., Beijing, Aug., 1995.
- “Modeling Survey Response Bias - with An Application to the demand for An Advanced Electronic Device Service,” Far Eastern Econometric Society, Hong Kong, December 1996.

MEMBERSHIP IN PROFESSIONAL SOCIETIES

Member of American Marketing Association
Member of INFORMS
Member of American Economics Association
Member of Econometrics Society

Member of Chinese Economists Society

SERVICE/COMMITTEES

University Tenure Review Committee, Carnegie Mellon University (2010-2011)
Faculty Senator Representative, Carnegie Mellon University (2009-2011)
MBA CURRICULUM COMMITTEE (2009-2010)
Weil Research Prize Committee (2010)
MBA Admission Committee (2007-2008)
Undergraduate Committee (2007-2008)
Strategy Recruiting Committee (2007-2008)
Marketing Recruiting committee (2007-2008)
School wide Strategic Hiring Committee, CMU (2006-2007)
MBA Strategy Committee (2006-2007)
Women and Minority Recruiting Committee (2006-2007)
Undergraduate Committee (2006-2007)
Teaching Advisory Board, CMU (2005-2006)
Board of Directors, Chinese Economists Society (2004-2005)
Member, Marketing Impact Advisory Committee, UNC (2003)
Coordinator, Marketing Seminar Series, UNC (2003)
Member, BSBA Quantitative Course Committee, UNC (2002)
Member, PhD Admission Committee, UNC (2001)
Section Chair on Advertising, Undergraduate Student Symposium, UNC (2001)
Member, Marketing Faculty Recruiting Committee, CMU (1998, 2000)
Coordinator, Marketing Seminar Series, CMU (1998, 1999, 2000)
Coordinator, Marketing Summer Camp, CMU (1999, 2000)
Member, Undergraduate Committee, CMU (1999, 2000)
Member, PhD Admission Committee, CMU (1997, 1998, 1999, 2000)

ADVISORY AND FOUNDING BOARD

Member, The Global Future Council on Behavioral Science, World Economic Forum
Leaders Excellence, Harvard Square
CMOChina.com
Shoppily.com
Advisory Council, INFORMS Society of Marketing Science, 2008 to present
Advisory Board, CMO Council™, 2006 to present
CES, 2004-2005

MEDIA EXPOSURE

China Daily, Shanghai TV, 2017
New York Time, 2016
BBC, Global Times, Economic Daily 2015
FAST, ChinaDaily, 2014
Telegraph, 2013
BBC, London, 2012
CCTV, Dialogue, 2009
“Amway's China Redux,” Forbes, 2009
“Why do Consumers Buy Extended Service Contracts?” Cited by
The Economist, 2009
New York Times, Nov 6, 2009,
Wall Street Journal, Nov 19, 2009
Time, Nov 25, 2009

Boston Globe, Aug 21, 2009
Bloomberg, Aug 20, 2009
New York Times, June 16, 2009/12/10
Wall Street Journal, June 19, 2009
Chicago Tribune, Jul 12, 2009
SmartMoney, The Smart Set, Aug 5, 2009; GoErie.com, Jul 14, 2009; Santa Rosa Press Democrat, Jul 12, 2009; The Consumerist, Jun 21, 2009; Canadian Broadcasting Corporation (CBC) News, Jun 16, 2009; Science Daily, Jun 15, 2009.

“What To Know About Doing Business In China, The Ultimate Entrepreneur's Guide,”
Forbes, 2009

“Setting Up Shop in China – What Can be Accomplished in One Week,”
Forbes, 2009

“Budweiser, Miller...and Tsingtao?” Business Week, Feb. 2008

“Companies Offering Free Gas to Attract Business,” USA Today, 2008

“Using Free Gas as Bait, Firms Reel in the Customers,” The News & Observer, 2008

“Companies Offering Free Gas to Attract Business,” Taipei Times, 2008

“Free Gas Promos Likely to Fade by Summer End,” Associated Press, 2008

“Online Coupon Policy,” WTAE Channel 4 Action News, Pittsburgh, 2008

“Extended Warranties May Be Worth it After All,” WTAE Channel 4 Action News,
Pittsburgh, 2007

“Gift Cards Sometimes Have A Catch,” WTAE Channel 4 Action News, Pittsburgh, 2007
WTAE Channel 4 Action News, Pittsburgh, 2007

CCTV, Business Time, Beijing, 2007

CCTV, Business Time, Beijing, 2007

Post Gazette, “Companies Invite Customers Behind the Scenes to Cut Costs,” 2006

CNBC, Business Strategy, Shanghai, 2004

CNBC, Business Strategy, Shanghai, 2004

CCTV, Dialogue, Beijing, 2004

GLOBAL EVENTS AND ACTIVITIES

- Annual Meeting of Global Future Councils, WEF, Dubai, November, 2017
- Contributor, Sustainable Development impact Summit, New York, September 2017
- Contributor, Summer Davos, Dalian, 2017
- Moderator, “Future Consumption.” Winter Davos, World Economic Forum, Davos Klosters, Switzerland, 2017
- Panelist, “China’s Growing Middle.” Winter Davos, World Economic Forum, Davos Klosters, Switzerland, 2017
- Discussion leader, “The Power of Platforms,” Winter Davos, World Economic Forum, Davos Klosters, Switzerland, 2017
- Annual Meeting of Global Future Councils, WEF, Dubai, November, 2016
- World Economic Forum, Trust and Innovation: Platform Economy and the Transformation of Industry, New York, September 2016
- TAP Conference: The Brightest Minds in Mobile, New York, September 2016
- Moderator, “How to Cater to China’s Changing Consumer?” Summer Davos, World Economic Forum, 2016
- Speaker, “How to Design for Healthier Behaviours,” Summer Davos, World Economic Forum, 2016
- Moderator, Session on “Transformation of Consumer and Retail Industries.” Davos, World Economic Forum, Dalian, 2015

- Co-host Branding Conference with the Economist, Beijing, 2008
- Launched the first MBA international case competition in China with CKGSB:
 - The 2008 East-West MBA All-Star Case Challenge: TsingTao Beer 30 Years in the US (invited schools: Carnegie Mellon, Chicago, Darden, Ohio State, Tsinghua, NUS, Cheung Kong GSB, University of Washington at Seattle)
 - The 2009 Firenze| China East-West MBA All-Star Case Challenge: Microsoft (16 invited schools: Berkeley, Chicago, Darden, U of Washington, Seoul, CEIBES, Cheung Kong GSB) (sponsored by Microsoft)
- Co-organized CKGSB Marketing Research Forum, Beijing, July 2009 (80 participants)
- Co-host Breakfast Dialogue on Emerging Markets with Professor Kannan Srinivasan, July 2009 (20 participants)
- Co-host Breakfast Dialogue on New Media Marketing with Professors Yuxin Chen, Shang Yang, and John Zhang, Beijing, July 2010 (20 participants)
- Co-organized 1st China Immersion Program, Beijing, Shanghai, Hangzhou, June 28-30, 2012 (25 participants)
- Co-organized 2nd CKGSB Marketing Research Forum, Beijing, June 27, 2012 (80 participants)
- Organized CKGSB-Yale China/India Insights Conference, New York City, Sep.20-21, 2013 (85 participants)
- Co-organize CKGS-Yale China/India Insights Conference, Lijiang, July 13-15, 2014 (80 participants)
- Co-organize CKGSB forum “Innovations from the Emerging Markets,” Beijing, July 11, 2014 (participants)