

CASS SHUM – CURRICULUM VITAE

Revised on Aug 30, 2022

Associate Professor in Hospitality Organizational Behavior

William F. Harrah College of Hospitality, University of Nevada, Las Vegas

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Dr. Cass Shum is an Associate Professor in Hospitality Organizational Behavior at the University of Nevada, Las Vegas (UNLV). She received her Ph.D. in Management from Hong Kong University of Science and Technology. Before joining UNLV, Dr. Shum worked at the Chinese University of Hong Kong as a research assistant and stayed at the University of Florida as a visiting scholar. Her research focuses on employees' unethical behaviors and challenges faced by hospitality employees, including abusive supervision, racial and sexual discrimination, rule-breaking behaviors, industry turnover, and the use of robots. Focusing on theoretical contributions and research rigor, Dr. Shum's works can be found in both mainstream (e.g., *Journal of Applied Psychology*, *Journal of Business Ethics*) and hospitality (e.g., *International Journal of Hospitality Management*, *International Journal of Contemporary Hospitality Management*) journals. Dr. Shum is passionate about mentoring doctoral, graduate, and undergraduate researchers. Her teaching interests include organizational behavior, ethics, leadership, and research methods.

ACADEMIC EXPERIENCE

Jul 2022 – Now	Associate Professor in Hospitality Organizational Behavior William F. Harrah College of Hospitality, University of Nevada, Las Vegas
Aug 2015 – Jun 2022	Assistant Professor in Hospitality Organizational Behavior William F. Harrah College of Hospitality, University of Nevada, Las Vegas
Jul 2013 – Jul 2015	Research Assistant Department of Management, Hong Kong University of Science and Technology
Jan 2013 – Dec 2014	Visiting Scholar Department of Management, University of Florida
Jun 2008 – Jul 2009	Research Assistant (carried the title of Project Officer) School of Hotel and Tourism Management, Chinese University of Hong Kong
Aug 2007 – Dec 2007	Visiting Student School of Hospitality Management, Pennsylvania State University

EDUCATION

Sep 2009 – Jul 2015	Ph.D. in Management of Organizations Hong Kong University of Science and Technology
Sep 2005 – May 2008	B.B.A. (Hotel and Tourism Management, First Class Honors) The Chinese University of Hong Kong

RESEARCH

RESEARCH INTEREST

Abusive supervision, Employee rule-breaking behaviors, Unethical employee behaviors

JOURNAL PUBLICATION

1. **Shum, C.** & Ghosh, A. (2022) Safety or service? Effects of employee prosocial safety-rule-breaking on consumer satisfaction. *International Journal of Hospitality Management*. Article 103225. <https://doi.org/10.1016/j.ijhm.2022.103225> [2019 H index: 106; InCites: 6.701; SJR: 2.217; Scopus CiteScore: 8.0].
 - Featured in UNLVToday, April 20, 2022 at <https://www.unlv.edu/news/accomplishments/cass-shum-and-ankita-ghosh>
2. Yu, H., **Shum, C.**, Alcorn, M., Sun, J., He, Z. (2022). Robots can't take my job: Antecedents and outcomes of Gen Z employees' service robot risk awareness. *International Journal of Contemporary Hospitality Management*, 34 (8), 2971-2988. <https://doi.org/10.1108/IJCHM-10-2021-1312>
 - Featured in UNLVToday, April 5, 2022 at <https://www.unlv.edu/news/accomplishments/cass-shum-1>
3. Jiang, W., **Shum, C.**, Bai, B., & Erdem, M. (2022). P2P accommodation motivators and repurchase intention: A comparison of indirect and total effects before and during the COVID-19 pandemic. *Journal of Hospitality Marketing and Management*, 3 (6), 688-709. <https://doi.org/10.1080/19368623.2022.2043801>
 - Works with doctoral student (UNLV), Wen Jiang
 - Featured in UNLVToday, March 9, 2022 at <https://www.unlv.edu/news/accomplishments/wen-jiang-cass-shum-billy-bai-and-mehmet-erdem>
4. **Shum, C.**, Garlington, J., Ghosh, A., & Baloglu, S. (in press). A content analysis of hospitality research's research methods in the 2010s. *International Hospitality Review*. <https://doi.org/10.1108/IHR-03-2021-0020>
 - Works with master student (UNLV), Jaimi Garlington
5. **Shum, C.** (2021). The recursive relationship between abusive supervision and service performance. *Journal of Hospitality and Tourism Insights*, 4 (1), 18-34. <https://doi.org/10.1108/JHTI-03-2020-0032>
6. **Shum, C.**, Ghosh, A., & Garlington, J. (2020) Why won't she break rules to promote service? Effects of gender, gender identification, and honesty. *International Journal of Hospitality Management*. Article 102607. <https://doi.org/10.1016/j.ijhm.2020.102607> [2019 H index: 106; InCites: 6.701; SJR: 2.217; Scopus CiteScore: 8.0].
 - Works with doctoral student (UNLV), Ankita Ghosh, and undergraduate student (UNLV), Jaimi Garlington
 - Featured in UNLVToday, Aug 31, 2020 at <https://www.unlv.edu/news/accomplishments/cass-shum-ankita-ghosh-and-jaimi-garlington>
7. **Shum, C.**, Kweisi, A., & Tu, M. H. (2020) When do abusive leaders experience guilt? *International Journal of Contemporary Hospitality Management*, 32 (6), 2239-2256. <https://doi.org/10.1108/IJCHM-05-2019-0474> [2019 H index: 76; InCites: 5.667; SJR: 2.203; Scopus CiteScore: 7.2]

- Works with doctoral students (University of Florida), Min-Hsuan Tu
 - Featured in UNLVToday, Jan 30, 2019 at <https://www.unlv.edu/news/accomplishments/cass-shum-and-anthony-gatling>
8. **Shum, C., Gatling, A., & Garlington, J.** (2020) All people are created equal? Racial discrimination and its impact on hospitality career satisfaction. *International Journal of Hospitality Management*. Article 102407 [2019 H index: 106; InCites: 6.701; SJR: 2.217; Scopus CiteScore: 8.0]. <https://doi.org/10.1016/j.ijhm.2019.102407>
- Works with undergraduate student (UNLV), Jaimi Garlington
 - Featured in UNLVToday, Nov 14, 2019 at <https://www.unlv.edu/news/accomplishments/cass-shum-anthony-gatling-and-jaimi-garlington>
 - Featured in UNLVToday, cover story “How Hospitality Industry Should Address Discrimination”, Jun 25, 2020 at <https://www.unlv.edu/news/article/how-hospitality-industry-should-address-discrimination>
 - Featured in Newswise, “How Hospitality industry should address discrimination: A long history of discriminatory practices and a UNLV study that shows how it impacts both workers and business points to a need for industry-wide change”, Jun 30, 2020 at <https://www.newswise.com/articles/how-hospitality-industry-should-address-discrimination?channel=>
 - Covered in Costar, “Hotels, we still have a problem: Strategies for finding and keeping black leaders”, Mar 4, 2021 at <https://www.costar.com/article/970446562/hotels-we-still-have-a-problem>
 - Covered in Hosco Recruitment Solutions, “Is Your Hospitality Company an Equal Opportunity Employer?”, Mar 21, 2021 at <https://employers.hosco.com/blog/is-your-hospitality-company-an-equal-opportunity-employer>
9. **Gatling, A., Molintas, D. H. R., Self, T., Shum, C.** (2020) Leadership and behavioral integrity in the restaurant industry: The moderating roles of gender. *Journal of Human Resources in Hospitality & Tourism*, 19, 62-81. <https://doi.org/10.1080/15332845.2020.1672249> [2018 H index: 19; InCites: 1.35; SJR: 0.622; Scopus CiteScore: 2.10].
- Works with doctoral student (UNLV), Denise Molintas
10. **Shum, C., Gatling, A., Book, L., Bai, B.** (2019). The moderating roles of follower conscientiousness and agreeableness on the relationship between peer transparency and follower transparency. *Journal of Business Ethics*, 154, 483-495. <https://doi.org/10.1007/s10551-017-3471-0> [2018 H index: 147; InCites: 3.796; SJR: 1.86; Scopus CiteScore: 5.80]
- Works with doctoral student (UNLV), Laura Book
 - Featured in UNLVToday, March 1, 2017 at <https://www.unlv.edu/news/accomplishments/anthony-gatling-cass-shum-laura-book-and-billy-bai-all-hotel-0>
11. **Ghosh, A. & Shum, C.** (2019) Why do employees break rules? Understanding organizational rule-breaking behaviors in hospitality. *International Journal of Hospitality Management*, 81, 1-10. <https://doi.org/10.1016/j.ijhm.2019.02.003> [2018 H index: 93; InCites: 4.465; SJR: 1.999; Scopus CiteScore: 7.10].
- Works with doctoral student (UNLV), Ankita Ghosh
12. **Shum, C., Ghosh, A., & Gatling, A.** (2019) Prosocial rule-breaking to help coworker: Nature, causes, and effect on service performance. *International Journal of Hospitality Management*, 79, 100-109. <https://doi.org/10.1016/j.ijhm.2019.01.001> [2018 H index: 93; InCites: 4.465; SJR: 1.999; Scopus CiteScore: 7.10].

- Works with doctoral student (UNLV), Ankita Ghosh
 - Featured in UNLVToday, May 29, 2019 at <https://www.unlv.edu/news/accomplishments/cass-shum-ankita-ghosh-and-anthony-gatling>
13. Tu, M. H., Bono, J., **Shum, C.**, & LaMontagne, L. (2018). Break the cycle: The effects of role model performance and ideal leadership self-concepts on abusive supervision spillover. *Journal of Applied Psychology*, *103*, 689-702 <https://doi.org/10.1037/apl0000297> [2017 H index: 235; InCites: 4.643; SJR: 4.694; Scopus CiteScore: 8.30].
- Works with doctoral student (University of Florida), Min-Hsuan Tu
 - Featured in UNLVToday, April 20, 2018 at <https://www.unlv.edu/news/accomplishments/cass-shum>
14. **Shum, C.**, Gatling, A., & Shoemakers, S (2018). A model of hospitality leadership competency for frontline and director-level managers: Which competencies matter more? *International Journal of Hospitality Management*, *74*, 57-66 <https://doi.org/10.1016/j.ijhm.2018.03.002> [2017 H index: 82; InCites: 3.445; SJR: 2.027; Scopus CiteScore: 6.50]
15. Gatling, A., **Shum, C.**, Book, L., Bai, B. (2017). The influence of hospitality leaders' relational transparency on followers' trust and deviance behaviors: Mediating role of behavioral integrity. *International Journal of Hospitality Management*, *62*, 11–20. <https://doi.org/10.1016/j.ijhm.2016.11.010> [2016 H index: 82; InCites: 2.787; SJR: 1.995; Scopus CiteScore: 5.60]
- Works with doctoral student (UNLV), Laura Book
 - Featured in UNLVToday, February 10, 2017 at <https://www.unlv.edu/news/accomplishments/anthony-gatling-cass-shum-laura-book-and-billy-bai-all-hotel>
 - Featured in INSIDE Harrah College, December 2016 at <https://netcommunity.unlv.edu/emailviewonwebpage.aspx?erid=20631043&trid=004718e4-c8d6-4818-8066-c8b28f655034>
16. Chen, Z., Takeuchi, R., & **Shum, C.** (2013). A social information processing perspective of coworker influence on a focal employee. *Organization Science*, *24*, 1618–1639. <https://doi.org/10.1287/orsc.2013.0820> [2012 InCites: 3.351; SJR: 7.667; Scopus CiteScore: 8.00]
17. Chang, S., Gong, Y., & **Shum, C.** (2011). Promoting ambidextrous innovations in hospitality companies through the lens of human resource management practices. *International Journal of Hospitality Management*, *30*, 812–818. <https://doi.org/10.1016/j.ijhm.2011.01.001> [2011 InCites: 1.771; SJR: 2.031; Scopus CiteScore: 2.90]
18. Tuleja, E. A., Beamer, L., **Shum, C.**, & Chan, E. K. Y. (2011). Designing and developing, questionnaires for translation tutorial. *IEEE Transactions on Professional Communication*, *54*, 4, 392–405. <https://doi.org/10.1109/TPC.2011.2172834> [2011 impact factor: 0.660; SJR: 0.634; Scopus CiteScore: 1.60]

BOOK CHAPTERS

19. Lee, K. H., & Shum, C. (2016). The cultural basis of marketing. In M. Baker & M. Saren (Eds.), *Marketing Theory: A Student Text* (3rd ed., pp. 180–196). London, UK: SAGE.

20. Lee, K. H., & Shum, C. (2010). The cultural basis of marketing. In M. Baker & M. Saren (Eds.), *Marketing Theory: A Student Text* (2nd ed., pp. 165–182). London, UK: SAGE.

PAPER UNDER REVIEW

- i. **Shum, C.**, Belarmino, A., & Zhang, Y. (under review). “Best employers”: The impact of employee reviews and employer award on job-seekers’ application intentions. *Cornell Hospitality Quarterly* [2019 H index: 68; impact factor: 2.800; SJR: 1.053; Scopus CiteScore: 4.0]. Stage: under second round revise and resubmit
- ii. Zhang, Y., Zemke, D., Belarmino, A., & **Shum, C.** (under review). Managers and employees: Comparing the antecedents of job satisfaction in the same department. *International Journal of Hospitality Management* [2019 H index: 106; InCites: 6.701; SJR: 2.217; Scopus CiteScore: 8.0]. Stage: First submission
- iii. Jiang, W., **Shum, C.**, Min, H. K., Ding, Y. (under review). “Let me speak to your supervisor”: How customer mistreatment of supervisors affects employees’ service sabotage. *International Journal of Hospitality Management* [2019 H index: 106; InCites: 6.701; SJR: 2.217; Scopus CiteScore: 8.0]. Stage: First submission
- iv. Garlington, J., **Shum, C.**, Book, L., Wong-Padoongpatt, G. (invited for full submission). “Who are you? The effects of racial code-switching on identity threat, shame, and psychological well-being” *International Journal of Contemporary Hospitality Management*. Stage: Extended abstract accepted
- v. Yun, D. & **Shum, C.** (invited for full submission). An attribution account of the effects of leaders’ gender on subordinates’ insubordination and deviance. *International Journal of Contemporary Hospitality Management*. Stage: Extended abstract accepted

WORKING PAPERS

- ✓ **Shum, C.**, Jiang, W., & Raab, C. Effects of observed abusive supervision on third-party observers. *Journal of Hospitality and Tourism Research*
- ✓ Zhang, Y.X., **Shum, C.**, Belarmino, A., #metoo? The moderating role of sexual harassment experiences on employee’s moral outrage reactions to online sexual harassment complaints
- ✓ Belarmino, A., Zhang, Y., & **Shum, C.** An examination of managerial responses to online employee reviews: Understanding the impact on job seekers. *Journal of Hospitality and Tourism Research*. Stage: Revise and resubmit
- ✓ Jiang, W., Min, H. K., **Shum, C.** A review of customer mistreatment in hospitality.
- ✓ Ghosh, A., **Shum, C.**, Bai, B., & Ausar, K. It’s not fair to break rules for some customers: Relationship among prosocial rule breaking, justice, and customer outcomes. Target: *International Journal of Contemporary Hospitality Management*.
- ✓ Ghosh, A., **Shum, C.**, Ausar, K., & Bai, B. Mistreatments brings evil angels: Effect of customer mistreatment on employee prosocial rule-breaking behaviors.

- ✓ Chen, J. Y., Takeuchi, R., **Shum, C.** Emotional regulation versus attention and awareness: The role of mindfulness and self-control capacity in victim's response to ostracism. *Journal of Applied Psychology* [2019 H index: 269; impact factor: 5.818; SJR: 6.423; Scopus CiteScore: 10.7]. Stage: revised and resubmit
- ✓ Du, Q. Y., Lam, C. F., **Shum, C.**, Wu, W., & Graham, K. Drink with me: Alcohol as a catalyst of the development of supervisory trust in newcomers. *Journal of Applied Psychology*. Stage: First submission
- ✓ Yun, D. & **Shum, C.** Can coffee weaken the effect of abusive supervision?
- ✓ Yun, D. & **Shum, C.** Inconsistency in abusive supervision.

CONFERENCE PRESENTATIONS^{#2}

1. Zhang, Y., & **Shum, C.** (2022, August). *#MeToo? The Moderating Role of Sexual Harassment Experience on Readers' Reactions to Online Sexual Harassment Complaints*. Paper presented at 2022 International Federation of Council on Hotel, Restaurant, and Institutional Education (I-CHRIE), Washington, DC.
2. Jiang, W., **Shum, C.**, Min, K., & Ding, Y. (2022, August). *I demand to speak to your supervisor": Effects of customer mistreatment of supervisors on employees' service sabotage*. Paper presented at 2022 International Federation of Council on Hotel, Restaurant, and Institutional Education (I-CHRIE), Washington, DC.
3. Jiang, W., **Shum, C.**, Bai, B., & Erdem, M. (2022, August). *Examining P2P accommodation motivators and satisfaction: The moderating role of COVID-anxiety*. Paper presented at 2022 International Federation of Council on Hotel, Restaurant, and Institutional Education (I-CHRIE), Washington, DC.
4. **Shum, C.**, & Ghosh, A. (2022, February). *Safety or service? Effects of employee prosocial safety-rule breaking on customer satisfaction*. Paper presented at 2022 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
5. Yu, H., **Shum, C.**, Alcorn, M., Sun, J., & He, Z. (2022, February). *Service robots and Gen Z's industry turnover intention: The moderating role of transformational leadership*. Paper presented at 2022 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
6. Zhang, Y., & **Shum, C.** (2022, February). *Third-parties reactions to supervisor sexual harassment complaints on online employee reviews: Insights from deontic justice*. Poster presented at 2022 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
7. Yun, D., & Shum, C. (2022, February). *She's a bitch, He's having a bad day: An attribution account of the effects of leaders' gender on subordinates' insubordination and deviance*. Poster presented at 2022 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.

8. Zhang, Y., Belarmino, A., & **Shum, C.** (2022, January). *Examining the language and impact of managerial responses to online employee reviews during the COVID-19 pandemic*. Paper presented at the 27th Annual Graduate Student Research Conference in Hospitality and Tourism, virtual conference.
9. Chiu, Y.S.K., & **Shum, C.** (2022, January). *Don't blaming the virus: Effect of layoff notice framing on the relationship between layoff and survivor's prosocial rule-breakings*. Paper presented at the 27th Annual Graduate Student Research Conference in Hospitality and Tourism, virtual conference.
10. Ghosh., A., **Shum, C.**, Gatling, A., & Bai, B. (2021, February). *Prosocial rule-breaking to help customers among hospitality employees: The moderating role of depletion*. Paper presented at 2021 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
11. Gatling., A., **Shum, C.**, & Garlington, J. (2021, February). *Racial differences in the impact of COVID-19 pandemic on restaurant supervisors work hours, paranoid, and depletion*. Paper presented at 2021 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
12. Jiang, W., & **Shum, C.** (2021, February). *Seeing your supervisors being mistreated by your customers: effects of customer mistreatment on third-party observers*. Paper presented at 2021 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
13. Chiu, Y. S. K., & **Shum, C.** (2021, February). *Blame it on the Virus: Effect of COVID-19 message on the relationship between layoff and survivors' prosocial rule-breaking behaviors*. Paper presented at 2021 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
■ Undergraduate Research Competition Honorary Award
14. Zhang, Y., & **Shum, C.** (2021, February). *Why employees write online employee reviews: Insights from the theory of planned behavior*. Poster presented at 2021 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), virtual conference.
15. Zhang, Y., Belarmino, A., & **Shum, C.** (2021, January). *The impact of employee-generated reviews and best employer awards on job-seekers' application intentions*. Paper presented at the 26th Annual Graduate Student Research Conference in Hospitality and Tourism, virtual conference.
16. Garlington, J., **Shum, C.**, Ghosh, A., & Baloglu, S. (2021, January). *Taking Stock and Moving Forward: A Content Analysis of Research Methods Used in Hospitality Research in the 2010s*. Paper presented at the 26th Annual Graduate Student Research Conference in Hospitality and Tourism, virtual conference.
17. Jiang, W., **Shum, C.**, & Raab, C. (2021, January). *Effects of observed abusive supervision on observers' turnover intention*. Paper presented at the 26th Annual Graduate Student Research

Conference in Hospitality and Tourism, virtual conference.

■ Best Paper Finalists (Top 14)

18. **Ghosh., A, Shum, C.,** Bai, B., & Gatling, A. (2021, January). *Outcomes of prosocial rule-breaking to help customers among hospitality employees*. Paper presented at the 26th Annual Graduate Student Research Conference in Hospitality and Tourism, virtual conference.
19. **Shum, C.** (2020, February). *The reciprocal relationship between abusive supervision and service performance: Can coworker support stop the spiral effect?* Paper presented at the 2020 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), Pomona, CA, US.
20. **Shum, C., Ghosh. A., & Garlington, J.** (2020, February). *She won't break rules for guests: Effects of gender and gender identity on prosocial rule-breaking to promote service*. Paper presented at the 2020 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), Pomona, CA, US.
21. **Shum, C., & Wen, J.** (2020, February). *Can coffee reduce the relationship among abusive supervision, relational energy, and emotional exhaustion? Insights from the resource perspective*. Poster presented at the 2020 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), Pomona, CA, US.
22. **Garlington, J., Shum, C., & Gatling, A.** (2020, January). *All men are created equal? Racial discrimination and its impact on hospitality career satisfaction*. Paper presented at the 25th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV, US.
23. **Wen, J., Shum, C.,** Bai, B., & Erdem, M. (2020, January). *Which matter most? A comparison of the effect of motivators for Airbnb on repurchase intention*. Paper presented at the 25th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV, US.
24. **Ghosh. A., & Shum, C.** (2020, January). *She won't break rules for guests: Effects of gender and gender identity on prosocial rule-breaking to promote service*. Poster presented at the 25th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, NV, US.
25. **Chen, J., Shum, C., & Takeuchi, R.** (2019, June) *The role of mindfulness and self-control in employees' response to coworker ostracism*. Paper presented at the 2020 Asia Academy of Management (AAOM) Conference, Bali, Indonesia.
26. Jiang, W., **Shum, C.,** & Bai, B (2019, May). *Relationship between Motivators to Use Airbnb and Customers' Repurchase Intention: Moderating Effect of Consideration Set*. Paper presented at the 2019 APac CHRIE & Euro CHRIE Joint Conference, Hong Kong.
27. **Shum. C.,** Tu, M. H., & Gatling, A. (2019, February) *When do abusive leaders experience guilt? The moderating roles of exposed abuse and agreeableness*. Paper presented at the 2019 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), Sonoma, CA, US
28. **Ghosh, A., Shum, C., & Gatling, A.** (2019, January) *Pro-social rule-breaking to help coworker: Is it bad for service performance?* Paper presented at the 24th Annual Graduate Student

Research Conference in Hospitality and Tourism, Houston, TX, US.

■ Best Paper Finalists (Top 10)

29. Ghosh, A., & **Shum, C.** (2019, January) *Why do employees rebel? Understanding organizational rule-breaking behaviors in hospitality*. Paper presented at the 24th Annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, US.
30. **Shum, C.** (2018, February) *Enhancing students' learning with word-game: A case of hospitality OB class*. Paper presented at the 2018 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE), Denver, CO, US
31. Molintas, D. H. R., Ghosh, A., **Shum, C.**, Self, T. (2018, January) *Leaders' behavioral integrity and follower trust: The moderating roles of generation and gender*. Paper presented at the 23rd Annual Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX, US.
32. **Shum, C.**, Gatling, A., & Shoemakers, S. (2017, June) *Examining managerial and leadership competency in hospitality*. Paper presented at the 3rd Global Tourism and Hospitality Conference, Hong Kong.
33. Tang, J., **Shum, C.**, & Gatling, A. (2017, January). *Trickle down effects of abusive supervision: Will abusive supervisors feel guilt?* Poster presented at the 22nd Annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, US.
34. **Shum, C.**, Gatling, A., Book, L., & Bai, B (2016, August). *The moderating roles of follower conscientiousness and agreeableness on the relationship between peer transparency and follower transparency*. Paper presented at the 75th Annual Meeting of the Academy of Management, Anaheim, CA, US.
35. Gatling, A., **Shum, C.**, Book, L., Bai, B (2016, July). *Relationship between leader behavioral integrity and trust*. Paper presented at the Annual 2016 International Council on Hotel, Restaurant, and Institutional Education (I-CHRIE) Summer Conference, Dallas/ Grapevine, TX, US.
36. Tu, M.H., Bono, J., **Shum, C.**, & Van Scotter, L. (2015, August). Breaking the cycle of abusive supervision: The role of leader performance and self-concept. In C. Shum & L. Van Scotter (Chair), *Beyond displace aggression: Reexamining the antecedents of abusive supervision*. Symposium conducted at the 74th annual meeting of the Academy of Management, Vancouver, Canada.
37. **Shum, C.**, Takeuchi, R., & Chen, Z. (2014, August). *A non-linear relationship between abusive supervision and subordinates' job performance*. Paper presented at the 73rd annual meeting of the Academy of Management, Philadelphia, PA, U.S.
38. **Shum, C.**, Zhou, L., Carter, D.R., Mo, S., & Chen, H. (2014, August). *Influence of subordinates' and supervisors' network positions on the effect of abusive supervision*. Paper presented at the 73rd annual meeting of the Academy of Management, Philadelphia, PA, U.S.
39. **Shum, C.**, & Takeuchi, R. (2014, August). Dissonance or strategy? Leader's social skills and subordinates' reactions to abusive supervision. In A. Pundt & L. Venz (Chair), *Both sides of the*

- story – leaders and followers in constructive and destructive leadership processes*. Symposium conducted at the 73rd annual meeting of the Academy of Management, Philadelphia, PA, U.S.
40. Takeuchi, R., **Shum, C.**, & Lian, H. W. (2014, May). *Leader's and follower's Ppower distance moderating abusive supervision–voice relations*. Poster presented at the 29th annual conference of the Society for Industrial and Organizational Psychology, Honolulu, Hawaii, U.S.
 41. **Takeuchi, R.**, **Shum, C.**, & Chiaburu, D. (2012, August). A social information processing model of task and contextual performance antecedents and consequences. In D. M. Bergeon & J. Harvey (Chair), *Beyond performance evaluation... organizational citizenship behavior and outcomes*. Symposium conducted at the 71st annual meeting of the Academy of management, Boston, MA, U.S.
 42. Takeuchi, R., **Shum, C.**, & Chiaburu, D. (2012, June). *Do 'contexts' matter? A social information processing model of task and contextual performance antecedents and consequences*. Paper presented at the 5th biennial meeting of International Association for Chinese Management Research, Hong Kong.
 43. **Shum, C.**, & Takeuchi, R. (2011, August). *Antecedent and consequence of employee job performance behaviors: Social information processing view*. Paper presented at the 70th annual meeting of the Academy of Management, San Antonio, TX, U.S.
 44. **Shum, C.**, & Takeuchi, R. (2011, August). *Abusive supervisors And employee voice: Integration of social exchange and power/dependence theory*. Paper presented at the 70th annual meeting of the Academy of Management, San Antonio, TX, U.S.
 45. **Chang, S.**, & **Shum, C.** (2011, August). *High performance work system, goal orientations, and creativity: A firm-level analysis*. Paper presented at the 70th annual meeting of the Academy of Management, San Antonio, TX, U.S.

^{#2} Underlined person is the person presenting the paper/ poster.

INVITED PRESENTATION

1. **Shum, C.**, & **Zhang, Y.** (2022, March). *The dark side of organizational behaviors in hospitality*. Invited keynote presentation at 16th EdukCircle International Convention on Tourism and Hospitality, virtual conference.
2. **Shum, C.**, (2021, April). Data collection using Mturk. Harrah College of Hospitality, University of Nevada, Las Vegas, NV.
3. **Shum, C.**, (2020, November). "I'm just no good": A self-verification perspective on when employees proactively provoke abusive supervision through self-deprecating speech. Harrah College of Hospitality, University of Nevada, Las Vegas, NV.
4. **Shum, C.** (2019, September). When do abusive leaders experience guilt? Harrah College of Hospitality, University of Nevada, Las Vegas, NV.
5. **Shum, C.** (2017, September) *Multilevel modelling with Mplus*. Harrah College of Hospitality, University of Nevada, Las Vegas, NV. September 22, 2017.

6. **Shum, C.** (2014, December) *Abusive supervision: Under what conditions can its effects be mitigated*. Harrah College of Hotel Administration, University of Nevada, Las Vegas, NV. December 3, 2014.
7. **Shum, C.** (2014, November) *Abusive supervision: Under what conditions can its effects be mitigated*. Department of Management, University of Florida, Gainesville, FL. November 24, 2014.
8. **Shum, C.** (2012, October) *Introduction to leadership*. 42nd Yuen Long West Group, The Scout Association of Hong Kong, Yuen Long. October 6, 2012.

HONOR, AWARDS, AND FUNDINGS

HONORS AND AWARDS

1. Best Reviewer, 2022 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE).
2. Undergraduate Research Competition, Honorary Award, 2021 West Federation CHRIE Conference, virtual conference. 2021 Spring.
3. Best paper finalists, 26th Annual Graduate Student Research Conference in Hospitality and Tourism, virtual conference. 2021 Spring.
4. Best Reviewer, 2020 West Federation of Council on Hotel, Restaurant, and Institutional Education (WF-CHRIE).
5. Best paper finalists, 24th Annual Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, US. 2019 Spring.
6. West Federation CHRIE Regional Conference Scholarship, West Federation CHRIE, 2017 (USD 500).
7. Outstanding Reviewer, Organizational Behavior Division, Academy of Management, 2013

UNIVERSITY LEVEL COMPETITIVE FUNDINGS

1. OUR Research Supply Funds, Office of Undergraduate Research, University of Nevada, Las Vegas, 2022 Fall (USD 1000)
2. University Faculty Travel Fund, University Faculty Travel Commitment, University of Nevada, Las Vegas, 2022 Fall (USD 1000)
3. Top Tier Doctoral Graduate Research Assistantship Grant (TTDGRA) for project “Understanding employee online reviews in the hospitality industry,” Graduate College, University of Nevada, Las Vegas, 2020 Fall -2023 Spring (3 years of PhD stipend).
4. University Faculty Travel Fund, University Faculty Travel Commitment, University of Nevada, Las Vegas, 2018 Fall (USD 253.8)
5. University Faculty Travel Fund, University Faculty Travel Commitment, University of Nevada, Las Vegas, 2017 (USD 500)
6. Faculty Teaching Award, 2013-2014, Chinese University of Hong Kong, 2014

7. Dean's PhD Fellowship for Research Excellence, Hong Kong University of Science and Technology, 2013 (HKD 72000)
8. Oversea Research Award, Hong Kong University of Science and Technology, 2013 (HKD 48000)

INTERNAL FUNDINGS

1. Summer Research Support for "Don't blame the virus: Effect of layoff message framing on the relationship between layoff and survivor's rule-breakings.", William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2021 (USD 7'723).
2. Summer Research Support for "I'm just no good": A self-verification perspective on when employees proactively provoke abusive supervision through self-deprecating speech.", William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2020 (USD 7'723).
3. Internal funding for project "Assessing the impact of employee reviews on job-seekers' behavioral intentions.", William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2019 (USD 600).
4. Summer Research Support for "When do abusive leaders experience guilt?", William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2019 (USD 7'545).
5. Internal funding for project "Drinking to avoid abuse? Newcomers' social drinking with coworkers, their adaptation, and abusive supervision.", William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2018 (USD 3'000).
6. Summer Research Support for "Does Breaking Rules for Coworkers Hurt Service? Relationship Among Moral Courage, Prosocial-rule Breaking, and Service Performance", William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2018 (USD 7'545).
7. Internal funding for project "Who care more about leaders' behavioral integrity? The moderating roles of follower's generation and gender on the relationship between leaders' behavioral integrity and follower trust.", William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2018 (USD 750).
8. Summer Research Support for "Hospitality competency model", William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2017 (USD 6'667).
9. Publication Reward for "The moderating roles of follower conscientiousness and agreeableness on the relationship between peer transparency and follower transparency." William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2017 (USD 3'000).
10. Summer Research Support for "Nonlinear Relationship between Abusive Supervision and Subordinates' Job Performance: A Model of Justice Judgement Process", William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2016 (USD 6'667).
11. Internal funding for project "Trickle down effects of ineffective leadership: Will an ineffective leader feel guilt", William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2016 (USD 3'000).

12. Travel and Development Fund. William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2015-now (USD 4'000 per year).
13. Research Travel Grant, Hong Kong University of Science and Technology, 2011, 2014, 2015 (2015: HKD 8000; 2014a: HKD 8000; 2014b: HKD 7000; 2011: HKD 13000)

SCHOLARSHIP

1. Li Po Chun Charitable Trust Fund Scholarship, Li Po Chun Charitable Trust Fund Committee, 2015 (HKD 20'140).
2. Sir Edward Youde Memorial Fellowships 2010/11 (Honorary Fellowship), 2011 (HKD 3000)
3. Hung Long Fellowship, 2011 (HKD 3000)

TEACHING

TEACHING (GRADUATE)

Instructor, HOA735 Research Method, UNLV

Semester taught: Spring, 2022, Fall, 2021, Spring, 2021, Fall, 2020

TEACHING (UNDERGRADUATE CLASSES)

Instructor, HMD305 Managing Hospitality Organizational Behavior, UNLV

Semester taught: Spring, 2022, Fall, 2021, Spring, 2021, Fall, 2020

Instructor, HMD407 Hospitality Organizational Behavior, UNLV

Semester taught: Summer, 2020; Spring, 2020; Fall, 2019; Spring, 2019; Fall, 2018; Summer, 2018; Spring, 2018; Fall, 2017; Summer, 2017; Spring, 2017; Fall, 2016; Spring, 2016; Fall, 2015

Instructor, HMD307 Hospitality Leadership, Management, and Ethics, UNLV

Semester taught: Spring, 2019; Fall, 2018; Spring, 2018; Fall, 2017

HTMG3020A Organizational Behaviors for Hospitality Business, Chinese University of Hong Kong

Semester taught: Spring, 2014

MGMT1110 Introduction to Management, Hong Kong University of Science and Technology

Semester taught: Spring, 2014

DOCTORAL STUDENT ADVISING

<u>Student name</u>	<u>University</u>	<u>Role</u>	<u>Graduate date</u>
Jaimi Garlington	UNLV	Ph.D. Committee Chair	Summer 2025
Dongwon Yun	UNLV	Ph.D. Committee Chair	Summer 2024
Sunny Sun	UNLV	Ph.D. Committee Member	Summer 2023

Yunxuan (Carrie) Zhang	UNLV	Ph.D. Committee Co-Chair	Summer 2023
Wen (Helena) Jiang	UNLV	Ph.D. Committee Chair	Spring 2023
Alfonso Martinez	Grand Canyon University	Ph.D. Dissertation Content Expert	Summer 2022
<i>Title: The influence of abusive verbal supervision on healthcare professionals: A qualitative descriptive study</i>			
Wenjia (Nicole) Han	UNLV	Ph.D. Committee Member	Summer 2022
<i>Title: Purchase intentions for hospitality products with negative online reviews: The joint effects of rating disadvantages, attitude, and sales promotion</i>			
Ankita Ghosh	UNLV	Ph.D. Committee Chair	Fall 2020
<i>Title: Prosocial rule-breaking to help customers among hospitality employees</i>			

MASTER GRADUATE STUDENT ADVISING

<u>Student name</u>	<u>University</u>	<u>Role</u>	<u>Graduate date</u>
Eun Young Park	UNLV	Master Thesis Committee member	Summer 2023
Yuang-Sheng (Ken) Chiu	UNLV	Master Thesis Committee Chair	Summer 2023
<i>Title:</i>			
Jaimi Garlington	UNLV	Master Thesis Committee Chair	Summer 2022
<i>Title: Who are you? Racial code-switching and identity threat</i>			
Kenneth (Ken) Stojak	UNLV	Master Propaper Committee Chair	Spring 2021
<i>Title: How abusive supervision contributes to employee theft in small and medium-sized enterprises</i>			
Dana Jungjoo Bae	UNLV	Master Thesis Committee Co-chair	Spring 2021
<i>Title: The effect of perceived justice and organizational embeddedness on employee morale and voluntary turnover rate after layoffs in the hospitality industry</i>			
Yuenyuen Tao	UNLV	Master Propaper Committee member	Fall 2020
<i>Title: Resort fees – An Economic analysis</i>			
Wen Jiang	UNLV	Master Thesis Committee Member	Summer 2019
<i>Title: The relationship between motivation to use Airbnb and guests' repurchase intention: Moderating effect of consideration set</i>			

UNDERGRADUATE STUDENT ADVISING

<u>Student name</u>	<u>University</u>	<u>Roles</u>	<u>Graduation date</u>
Hieu Nguyen	UNLV	Undergraduate Honor Thesis Advisor	
Alexandra Lungu	UNLV	Undergraduate Research Advisor	
Yuang-Sheng (Ken) Chiu	UNLV	Undergraduate Research Advisor	Spring 2021
Jaimi Garlington	UNLV	Undergraduate Research Advisor	Spring 2020

OTHER STUDENT ADVISING

- ✓ Faculty mentor, Research & Mentorship Program (RAMP), for Dongwon Yun and Alexandar

Lungu, 2022-2023

TEACHING (OTHERS)

- ✓ Guest lecture, HOA703 Human Resources Management in the Hospitality Industry at University of Nevada, Las Vegas in Fall, 2018 (Topic: Hospitality competency in 2020)
- ✓ Guest lecture, HMD259 Human Resources Management in the Hospitality Industry at University of Nevada, Las Vegas in Spring, 2018 (Topic: Ethics and human resource management)
- ✓ Guest lecturer, HMD307.1003 Hospitality Leadership, Management, & Ethics at University of Nevada, Las Vegas in Fall, 2015 (Topic: Building a constructive climate)
- ✓ Guest lecturer, MAN 3240 Organizational Structure and Behavior at University of Florida in Fall, 2014 (Topic: Abusive supervision at workplace)
- ✓ (Overall class evaluation: 4.28/5; Overall instructor evaluation: 4.17/5; Response rate: 29/46)
- ✓ Teaching assistant, MAN6930 Organizational development (Hybrid class) at University of Florida in Summer, 2013
- ✓ Teaching assistant, MAN5246 Organizational behavior at University of Florida in Spring, 2013
- ✓ Student Project Advisor, MGMT1110 Introduction to Management at HKUST in Spring, 2012
- ✓ (Overall advisor evaluation: 5.09/ 6; Response rate: 75/191)
- ✓ Teaching Assistant for HMG 4900 Fieldwork and Internship: A theory construction for the hospitality industry at Chinese University of Hong Kong in Spring 2009
- ✓ Teaching Assistant, HMG 4900 Fieldwork and Internship: A theory construction for the hospitality industry at Chinese University of Hong Kong in Fall, 2009

SERVICE

SERVICES (JOURNAL/ CONFERENCE REVIEWS)

- ✓ Ad hoc reviewer, *International Journal of Hospitality Management*, 2010-now
- ✓ Ad hoc reviewer, *International Journal of Contemporary Hospitality Management*, 2018-now
- ✓ Ad hoc reviewer, *Academy of Management Journal*, 2016-now
- ✓ Ad hoc reviewer, *Cornell Hospitality Quarterly*, 2013-now
- ✓ Ad hoc review, *Journal of Occupational and Organizational Psychology*, 2019 – now
- ✓ Ad hoc reviewer, *the International Journal of Human Resource Management*, 2019 – now
- ✓ Ad hoc reviewers, *Sustainability*, 2019- now
- ✓ Ad hoc reviewer, *Journal of Business Ethics*, 2022 – now
- ✓ Ad hoc reviewer, *Journal of Hospitality and Tourism Research*, 2021 – now
- ✓ Ad hoc reviewer, *Journal of Hospitality & Tourism Education*, 2020 – now
- ✓ Ad hoc reviewer, *International Hospitality Review*, 2020 – now
- ✓ Ad hoc reviewer, *Journal of Hospitality and Tourism Insights*, 2019 – now
- ✓ Ad hoc reviewer, *International Journal of Hospitality & Tourism Administration*, 2019 – now
- ✓ Paper review committee member, Hospitality Graduate Conference, 2020

- ✓ Reviewer, Hospitality Graduate Conference, 2016-2019, 2021-now
- ✓ Reviewer, The Western Federation Council on Hotel, Restaurant, and Institution Education (WF-CHRIE) Conference, 2019-now
 - ◆ Outstanding reviewer, 2020
 - ◆ Outstanding reviewer, 2022
- ✓ Reviewer, The International Council on Hotel, Restaurant, and Institution Education (I-CHRIE) Conference, 2016-2022
- ✓ Reviewer, Organizational Behavior Division, Annual Meeting of Academy of Management, 2012-2013
 - ◆ Outstanding reviewer, June 2013
- ✓ Reviewer, Human Resource Division, Annual Meeting of Academy of Management, 2011-2013

SERVICES (UNIVERSITY AND COMMUNITY)

College/ Department level service

- ✓ Search committee chair, Open-rank Hospitality College Search Committee (FBE), William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2021-2022
- ✓ Search committee chair, Open-rank Hospitality College Search Committee (RGG), William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2021-2022
- ✓ Search committee chair, Open-rank Hospitality College Search Committee (HMD), William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2021-2022
- ✓ Department Bylaws, Department of Hospitality Management, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2021 - 2024
- ✓ Committee chair, PhD Admission, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2021 - 2022
- ✓ Graduate Faculty Representative, Assessment Committee, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2020-2021
- ✓ Committee member, Research Council, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2020 - 2020
- ✓ Committee co-chair, Ad hoc Promotion and Tenure Standard Committee, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2019 - 2021
- ✓ Committee member, PhD Admission, William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2018 - 2020
- ✓ Committee member, Ad hoc Hospitality Graduate Conference 2020 Organizing Committee (Paper review), William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2018-2020
- ✓ Committee member, Strategic Plan Committee (Top Tier Research), William F. Harrah College of Hospitality, University of Nevada, Las Vegas, 2018-2019
- ✓ Committee member, Top-tier metrics committee, William F. Harrah College of Hotel

Administration, University of Nevada, Las Vegas, 2017-2018

- ✓ Committee member, Curriculum Committee, Department of Hospitality Management, William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2016-2018
- ✓ Committee member, Best Thesis/ Dissertation Awards Selection Committee, William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2015-2017
- ✓ Committee member, Assistant Professor Hospitality Human Resource Management Search Committee, Department of Hospitality Management, William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2016-2017
- ✓ Committee member, Ad Hoc Committee for Drafting Faculty Chairperson Position Announcement, William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2016
- ✓ Committee member, Assistant Professor Hospitality Human Resource Management Search Committee, William F. Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2015-2016
- ✓ Ph.D. representative, Department of Management, Hong Kong University of Science and Technology, 2012-2013

University level service

- ✓ Associate chair, General Education Committee, Faculty Senate, University of Nevada, Las Vegas, 2022-2023
- ✓ Search advocate, University of Nevada, Las Vegas, 2022-2023
- ✓ Graduate College TTDGRA Review committee, University of Nevada, Las Vegas, 2022-2023
- ✓ Graduate Program Review Committee, University of Nevada, Las Vegas, 2022-2023
- ✓ Search committee, Dean of the Graduate College, University of Nevada, Las Vegas, 2022
- ✓ Graduate Awards Committee 1 (GAWC-1), University of Nevada, Las Vegas, 2021-2022
- ✓ College liaison with UNLV Institutional Review Boards (IRB), University of Nevada, Las Vegas, 2020-now
- ✓ General Education Committee, Faculty Senate, University of Nevada, Las Vegas, 2018-2022
- ✓ R1 Graduate Research Committee, Graduate College, University of Nevada, Las Vegas, 2018 - 2019
- ✓ Hall tutor, Undergraduate Hall IV, Hong Kong University of Science and Technology, 2010-2012
- ✓ Peer counselor, Hong Kong University of Science and Technology, 2010-2011

Community service

- ✓ Board of director, Hong Kong Business Association of Nevada, 2017-now
- ✓ Consultant, 42nd Yuen Long West Group, The Scout Association of Hong Kong, 2012-2013

Non-committee service

- ✓ Online teaching mentor, William F. Harrah College of Hospitality, Fall 2020
- ✓ Commencement Faculty marshals, William F. Harrah College of Hotel Administration,

University of Nevada, Las Vegas, Fall 2015, Fall 2017, Spring 2017, Spring 2019, Fall, 2019, Spring 2021

- ✓ Faculty supervisor for Chinese Students & Scholars Association at Fest of Community Day, University of Nevada, Las Vegas, April 2017

EDUCATION-RELATED TRAINING

- ✓ Accessible Syllabus Training, UNLV, Summer 2021
- ✓ Certification Cybersecurity Awareness Training, Apr 2021
- ✓ Online teaching essential, UNLV, Summer 2020
- ✓ The STR Certification in the Hotel Industry Analytics (CHIA), Jan 2020
- ✓ At-Risk for Faculty & Staff, Kognito Campus, June 2016
- ✓ Intersections: Preventing Discrimination and Harassment (US) course, LawRoom, Feb 2016
- ✓ Certified Hospitality Educator, American Hotel & Lodging Education Institute, Jan 2016
- ✓ Title IX training, LawRoom, Oct 2015
- ✓ Prevent Harassment & Discrimination certification, LawRoom, Oct 2016, Apr 2021
- ✓ Social/ Behavioral IRB Training, CITI - Collaborative Institutional Training Initiative, Aug 2015, Jul 2020
- ✓ Responsible Conduct of Research Training, CITI - Collaborative Institutional Training Initiative, Aug 2015
- ✓ Conflicts of Interest Training, CITI - Collaborative Institutional Training Initiative, Aug 2015
- ✓ Post-Approval Monitoring (PAM) Training, CITI - Collaborative Institutional Training Initiative, Aug 2015
- ✓ FERPA Training, University of Nevada Las Vegas, Aug 2015
- ✓ Certified International Coffee Barista, Apr 2013