

Deng, Chaoqun

1. EDUCATION:

<u>Degree</u>	<u>Institution</u>	<u>Field</u>	<u>Dates</u>
Ph D	Rensselaer Polytechnic Institute	Management	2018
MS	Wuhan University of Technology	Management Science and Engineering	2012
BS		Information Systems Management	2009

2. FULL-TIME ACADEMIC EXPERIENCE:

<u>Institution</u>	<u>Rank</u>	<u>Field</u>	<u>Dates</u>
Baruch College, CUNY	Assistant Professor	Information Systems	August 2019 - Present
University of Missouri	Assistant Professor	Management	August 2018 - May 2019

3. PART-TIME ACADEMIC EXPERIENCE:

<u>Institution</u>	<u>Rank</u>	<u>Field</u>	<u>Dates</u>
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4. NON ACADEMIC EXPERIENCE:

<u>Place of Employment</u>	<u>Title</u>	<u>Dates</u>
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5. EMPLOYMENT RECORD AT BARUCH:

<u>Rank</u>	<u>Dates</u>
Assistant Professor	August 2019 - Present

6. PUBLICATIONS IN FIELD OF EXPERTISE:

A. Books:

B. Papers in Professional Journals:

(1) Articles:

Ravichandran, T., & Deng, C. (2022). Effects of Managerial Response to Negative Reviews on Future Review Valence and Complaints. *Information System Research*, 1-23. (As noted in the paper, both authors contributed equally)

- Schnatterly, K., Berns, J. P., Silva, F. C. d., & Deng, C. (2021). The Effects of Board Expertise-Risk Misalignment and Subsequent Strategic Board Reconfiguration on Firm Performance. *Strategic Management Journal*, 1-30.
- Cabral, J., Deng, C., & Kumar, S. (2020). Internal Resource Allocation and External Alliance Activity of Diversified Firms. *Journal of Management Studies*, 57(8), 1690-1717. (All authors contributed equally)
- Xu, Y., Wang, L., Xu, B., Jiang, W., Deng, C., Ji, F., & Xu, X. (2019). An Information Integration and Transmission Model of Multi-Source Data for Product Quality and Safety. *Information Systems Frontiers*, 21(1), 191-212.
- He, X., Karami, A., & Deng, C. (2017). Examining the Effects of Online Social Relations on Product Ratings and Adoption: Evidence from an Online Social Networking and Rating Site. *International Journal of Web Based Communities*, 13(3), 344-363.
- (2) Proceedings:
- Deng, C., Ravichandran, T., Americas Conference on Information Systems (AMCIS) 2020, "To Smile or Not? The Effect of Facial Expression on Service Demand in Sharing Economy Platforms", Refereed, published in proceedings. (August 2020).
- Schnatterly, K., Berns, J., Silva, F. C. D., Deng, C., Academy of Management Annual Meeting (AOM), Boston, "Are Directors` Skills Equal to the Task? Expertise Gaps Between Directors and Firm Strategy", Conference, Refereed, published in proceedings. (2019).
- Reger, R. K., Deng, C., Mmbaga, B., Mmbaga, N., Li, D., Academy of Management Annual Meeting (AOM), Boston, "The Joke's on Us: The Effect of Organizational Memes on Social Approval of Organizations", Conference, Refereed, published in proceedings. (2019).
- Deng, C., Ravichandran, T., Twenty-fourth Americas Conference on Information Systems (AMCIS), New Orleans, "Positivity Bias: Effects of Discrete Emotions on Review Helpfulness", Conference, Refereed, published in proceedings. (2018).
- Deng, C., Ravichandran, T., Academy of Management Annual Meeting (AOM), Atlanta, "When Do Managers Respond to Electronic Word of Mouth?", Conference, Refereed, published in proceedings. (2017).
- Deng, C., Ravichandran, T., Twenty-third Americas Conference on Information Systems (AMCIS), Boston, "How Consumers Perceive Trustworthiness of Providers in Sharing Economy: Effects of Photos and Comments on Demand at Airbnb", Conference, Refereed, published in proceedings. (2017).

Deng, C., Ravichandran, T., Thirty Seventh International Conference on Information Systems (ICIS), Dublin, "Managerial Response to Online Compliments: Helpful or Harmful?", Conference, Refereed, published in proceedings. (2016).

Deng, C., Lu, Y., Ravichandran, T., He, X., Twenty-second Americas Conference on Information Systems (AMCIS), San Diego, "What Makes Video Ads Viral: Quantifying the Impact of Marketer- and User-Generated Content", Conference, Refereed, published in proceedings. (2016).

Ravichandran, T., Deng, C., Huang, D., Thirty Sixth International Conference on Information Systems (ICIS), Fort Worth, "Effects of Managerial Response to E-WOM on Consumer Attitude", Conference, Refereed, published in proceedings. (2015).

Deng, C., Ravichandran, T., 2014 Annual Meeting of the Decision Sciences Institute (DSI), Tampa, "How Do Firms Benefit from Participating in Value Network: Network Structure, Network Transparency and Firm Performance?", Conference, Refereed, published in proceedings. (2014).

Haines, R., Deng, C., Decision Sciences Institute 44th Annual Meeting (DSI), Baltimore, "The Good News-Bad News Effect on the Decision-Making Process in Inventory Management in Supply Chain Environments", Conference, Refereed, published in proceedings. (2013).

C. Chapters in Books:

D. Government Reports or Monographs:

E. Book Reviews:

7. OTHER PUBLICATIONS:

8. PRESENTED PAPERS, LECTURES, AND EXHIBITIONS AND PERFORMANCES:

Deng, C. Effects of Managerial Response to Negative Reviews on Future Review Valence and Complaints. Baruch Inaugural Cross-College Faculty Research Symposium (May 13 2022)

Deng, C., Ravichandran, T., Academy of Management Annual Meeting (AOM), Atlanta, "When Do Managers Respond to Electronic Word of Mouth?", Conference, Refereed. (August 2017).

Deng, C., Ravichandran, T., Twenty-third Americas Conference on Information Systems (AMCIS), Boston, "How Consumers Perceive Trustworthiness of Providers in Sharing Economy: Effects of Photos and Comments on Demand at Airbnb", Conference, Refereed. (August 2017).

Deng, C., Ravichandran, T., Thirty Seventh International Conference on Information Systems (ICIS), Dublin, "Managerial Response to Online Compliments: Helpful or Harmful?", Conference, Refereed. (December 2016).

Deng, C., Lu, Y., Ravichandran, T., He, X., Twenty-second Americas Conference on Information Systems (AMCIS), San Diego, "What Makes Video Ads Viral: Quantifying the Impact of Marketer- and User-Generated Content", Conference, Refereed. (August 2016).

Ravichandran, T., Deng, C., Huang, D., Thirty Sixth International Conference on Information Systems (ICIS), Fort Worth, "Effects of Managerial Response to E-WOM on Consumer Attitude", Conference, Refereed. (December 2015).

Deng, C., Ravichandran, T., 2014 Annual Meeting of the Decision Sciences Institute (DSI), Tampa, "How Do Firms Benefit from Participating in Value Network: Network Structure, Network Transparency and Firm Performance?", Conference, Refereed. (November 2014).

Haines, R., Deng, C., Decision Sciences Institute 4th Annual Meeting (DSI), Baltimore, "The Good News-Bad News Effect on the Decision-making Process in Inventory Management in Supply Chain Environments", Conference, Refereed. (November 2013).

9. WORK IN PROGRESS:

A. Papers submitted to journals for consideration.

Deng, C., & Ravichandran, T. Managerial Response to Online Positive Reviews: Helpful or Harmful? *Information System Research (Under the 3rd Round Revise and Resubmit)*.

Deng, C., & Ravichandran, T. When Do Managers Respond to Electronic Word of Mouth? *Decision Support Systems (Under the 1<sup>st</sup> Round Review)*

B. Other completed papers.

C. Research in progress.

Reger, R., Deng, C., Mmbaga, B., & Mmbaga, N. How Does Media Rhetoric Influence Firm Social Approval? *Ready to submit to Journal of Management*.

Deng, C., & Ravichandran, T. To Smile or Not? The Effect of Facial Expression on Service Demand in Online Platforms. *Ready to submit to MIS Quarterly*.

Deng, C., & Gao, Qiang. Words Speak Louder than Action? The Role of Speech Act in Philanthropic Crowdfunding Platform. *Target at Information Systems Research*.

Cabral, J., Deng, C., & Xue, Ling. The Explicit and Implicit Learning from Alliance Partners-Evidence of Tacit Knowledge Sharing in Patent Document. *Target at Academy of Management Journal*.

Deng, C., & Ravichandran, T. Positivity Bias: Effects of Discrete Emotions on Perceived Review Helpfulness. *Target at MIS Quarterly*.

10. PROFESSIONAL HONORS, PRIZES, FELLOWSHIPS:

2022-2023 Eugene M. Lang Junior Faculty Research Fellowship Award \$7000. (2022)

Premier Research Publication Award. (April 2022).

Premier Research Publication Award. (February 2021).

Cycle 51 PSC-CUNY Research Award. (2020).

Outstanding Doctoral Student Paper Award, Rensselaer Polytechnic Institute. (2018).

AMCIS Doctoral Consortium Fellow, Association for Information Systems (AIS). (2017).

ICIS Doctoral Consortium Fellow, Association for Information Systems (AIS). (2017).

Outstanding Doctoral Student in Information Technology, Old Dominion University. (2013).

City of Wuhan Science & Technology Advancement Award. (2011).

11. GRANTS-IN-AID:

12. INSTITUTIONAL SERVICE:

A. Service to the Department

2022 Baruch Data Challenge with Pitney Bowes (2022)

PhD Project Baruch Research Symposium as a Discussant (April 28, 2022)

Undergraduate Curriculum Committee, Committee Member, Elected. (January 15, 2021 - Present).

A Member of Organizing The 3rd Annual Symposium on Data Analytics. (October 25, 2019).  
(October 24, 2019).

ISS Department Information Session-Talked about IS research in the information session geared for Freshman and Sophomore

B. Service to the School

(November 7, 2019).

Served as a Faculty Representative for CIS major in the annual Majors & Minors Fair

(October 30, 2019).

Served as a Faculty Representative for the Open House for M.S. Programs

C. Service to the College

Elected to the Committee on Prizes, Scholarships and Award (2022-)

D. Service to the Graduate Center

Doctoral Faculty (2022-)

E. Service to the University

13. OFFICES HELD IN PROFESSIONAL SOCIETIES:

14. OTHER PROFESSIONAL ACTIVITIES AND PUBLIC SERVICE:

International Conference on Information Systems (ICIS), Editor, Associate Editor. (2022).

Production and Operations Management, Reviewer, Journal Article. (2022).

MIS Quarterly, Reviewer, Journal Article. (2021 - 2022).

European Journal of Information Systems, Reviewer, Journal Article. (2021).

International Conference on Information Systems (ICIS), Reviewer, Conference Paper. (2021).

The Pacific Asia Conference on Information Systems, Reviewer, Conference Paper. (2021).

Information Systems Research, Reviewer, Journal Article. (2019 - 2021).

European Journal of Information Systems, Reviewer, Journal Article. (2019).

International Conference on Information Systems (ICIS), Editor, Associate Editor. (2019).

International Conference on Information Systems (ICIS), Reviewer, Conference Paper. (2018).

23rd Americas Conference on Information Systems (AMCIS), Reviewer, Conference Paper. (2017).

Americas Conference on Information Systems (AMCIS), Session Chair. (2017).

IEEE Transactions on Engineering Management, Reviewer, Journal Article. (2017).

International Conference on Information Systems (ICIS), Reviewer, Conference Paper. (2017).

22nd Americas Conference on Information Systems (AMCIS), Reviewer, Conference Paper. (2016).

Hawaii International Conference On System Sciences (HICSS-50), Reviewer, Conference Paper. (2016).

IEEE Transactions on Engineering Management, Reviewer, Journal Article. (2016).

International Conference on Information Systems (ICIS), Reviewer, Conference Paper. (2016).

The Data Base for Advances in Information Systems, Reviewer, Journal Article. (2016).

21st Americas Conference on Information Systems (AMCIS), Reviewer, Conference Paper. (2015).

IEEE Transactions on Cybernetics, Reviewer, Journal Article. (2015).

IEEE Transactions on Engineering Management, Reviewer, Journal Article. (2015).

20th Americas Conference on Information Systems (AMCIS), Reviewer, Conference Paper. (2014).

Decision Science Institute (DSI), Session Chair. (2014).

IEEE Transactions on Industrial Informatics, Reviewer, Journal Article. (2014).

IEEE Transactions on Industrial Informatics, Reviewer, Journal Article. (2013).

IEEE Transactions on Industrial Informatics, Reviewer, Journal Article. (2012).

15. TEACHING ACTIVITIES AT BARUCH:

A. Courses Taught

CIS 9665 - 28285, Applied Natural Language Processing, 68, Graduate, On-Line, (Fall 2021).

CIS 9660 - 28284, Data Mining for Business Analytics, 46, 6 credit hours, Graduate, Hybrid (Part Classroom/Part On-Line), new course preparation, (Fall 2021).

Applied Natural Language Processing, Undergraduate, new course preparation, (Spring 2021).

CIS 9665 - 53507, Applied Natural Language Processing, 60, Graduate, On-Line, new course preparation, (Fall 2020).

CIS 3920 - 36143, Data Mining for Business Analytics, 40, Undergraduate, On-Line, (Fall 2020).

STA 3920 - 36029, Data Mining for Business Analytics, 20, Undergraduate, On-Line, (Fall 2020).

CIS 3920 - 55108, Data Mining for Business Analytics, 15, Undergraduate, Lecture/Lab, (Fall 2019).

CIS 3920 - 55109, Data Mining for Business Analytics, 29, Undergraduate, Lecture/Lab, (Fall 2019).

STA 3920 - 54831, Data Mining for Business Analytics, 15, Undergraduate, Lecture/Lab, (Fall 2019).

STA 3920 - 54832, Data Mining for Business Analytics, 30, Undergraduate, Lecture/Lab, (Fall 2019).

B. New courses/programs developed

CIS 9660 - 28284, Data Mining for Business Analytics, 46, 6 credit hours, Graduate, Hybrid (Part Classroom/Part On-Line), new course preparation, (Fall 2021).

Applied Natural Language Processing, Undergraduate, new course preparation, (Spring 2021).

CIS 9665 - 53507, Applied Natural Language Processing, 60, Graduate, On-Line, new course preparation, (Fall 2020).

16. CERTIFICATION ITEM:

I hereby certify that the information given above is accurate and complete to the best of my knowledge.

\_\_\_\_\_  
Signature of faculty member

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Date

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Signature of department chairperson

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Date