

**Elizabeth Han**  
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## EDUCATION

<b>Scheller College of Business, Georgia Institute of Technology</b> Ph.D, Information Technology Management	August 2017-May 2022 (Expected)
<b>Kenan-Flagler Business School, University of North Carolina at Chapel Hill</b> Bachelor of Science in Business Administration Second Major in Psychology, Minor in Chinese, Honors Program	August 2013 – May 2017
<b>Korea University-Deep-learning based Computational Linguistics Seminar</b>	January 2021
<b>Ajou University-Summer Statistics Seminar</b>	July 2016 – August 2016
<b>WHU-Otto Beisheim School of Management</b> Study Abroad in Germany with Marion Dixon BSBA Scholarship	January 2016 – May 2016
<b>Chinese University of Hong Kong</b> Study Abroad in Hong Kong with UBP Merit Scholarship	June 2014 – August 2014

## HONORS, FELLOWSHIPS, AWARDS

The Sandra and Ronald Slaughter Award—2021	Georgia Institute of Technology
Herbert P. Haley Fellowship – 2019-2020	
President’s Fellowship – 2017-2018, 2018-2019, 2019-2020, 2020-2021	
GTIF Fellowship – 2017-2018	
Dean’s List – 2013-2017	University of North Carolina at Chapel Hill

## RESEARCH INTERESTS

Emotion and human-computer/AI interaction, User-generated contents in social media, Algorithmic decision-making

## WORK UNDER REVIEW

Elizabeth Han, Dezhi Yin, and Han Zhang, *Positive Emotions of AI Agents: A Blessing or Curse in Customer Service Encounters?*, invited for major revision at [Information Systems Research](#)

## WORK IN PROGRESS

Elizabeth Han, Samuel D. Bond, Han Zhang, *Engagement in Social Media Campaigns: Joint Effects of Social Cause and Monetary Reward* (tentative title)

Elizabeth Han, Dezhi Yin, Han Zhang, *Interruption in human-AI interaction* (tentative title)

## CONFERENCE PAPERS

*Good Deed or Greed: The Role of Social Cause and Monetary Reward in Interactive Social Media Campaigns*

Co-authors: Samuel D. Bond, Han Zhang

- Presented in China Summer Workshop on Information Management, June 2019, Shenzhen, China

*Engagement in Social Media Campaigns: Joint Effects of Social Cause and Monetary Reward*

Co-authors: Samuel D. Bond, Han Zhang

- Presented in Conference on Information Systems and Technology, October 2019, Seattle, Washington

*Should AI Service Agents Express Positive Emotions? An Experimental Investigation*

Co-authors: Dezhi Yin, Han Zhang

- Presented in Pre-ICIS Workshop of e-Business, December 2020, Virtual

## TEACHING EXPERIENCE

Instructor

- MGT 4050 Business Analytics (Undergraduate)
  - Summer 2020 (Evaluation: 4.8/5.0)
  - Fall 2020 (Evaluation: 4.61/5.0)

Teaching Assistant

- MGT 6203 Data Analytics for Business (MBA), Spring 2020
- MGT 4058 Database Management (Undergraduate), 2019-2020, Spring 2021
- MGT 2210 Information Systems & Digital Transformation (Undergraduate), 2017-2019, Spring 2021
- MGT 4052 System Analysis and Design (Undergraduate), 2017-2018

#### **OTHER EXPERIENCE & ACTIVITIES**

**Paid Research Assistant for Prof. Isaac Unah (Political Science Dept.), Chapel Hill, NC** 2016

- Assisted with data cleaning for a project about judicial cases in the U.S.

**Undergraduate Research Assistant at MPM Lab, Chapel Hill, NC** 2015

- Assisted with literature review and data collection for projects about ‘confessional reluctance in workplace’ and ‘quantifying creativity’

#### **SKILLS**

Computer Skills: Microsoft, Crystal Ball, Java, SPSS, AMOS, M-PLUS, R, MATLAB, Python

Language: English, Korean, Chinese (Intermediate Level)

#### **AFFILIATIONS**

INFORMS, AIS