

# Chloe J. Chen

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## EDUCATION

- Purdue University, West Lafayette, IN, USA GPA: 3.98 / 4.00
  - **Ph.D.** in Hospitality and Tourism Management anticipated Summer 2024
  - **M.S.** in Hospitality and Tourism Management 2020
- Sichuan University, Chengdu, China GPA: 3.71 / 4.00
  - **Bachelor of Science** in Tourism Management 2018
  - Exchange experience: Columbia University, New York, Spring 2017 | Hong Kong Polytechnic University, Hongkong, July 2016 | UC Berkeley, California, January 2015

## PROFESSIONAL EXPERIENCE

- **Housekeeper @** Xanterra Travel Collection, Yellowstone National Park, WY, USA Summer 2019
  - Co-operated with team members to clean and prepare guest rooms
  - Provided the guests with the best in service, courtesy and care
- **Butler Assistant @** St. Regis, Chengdu, Sichuan, China Fall 2016
  - Coordinated and negotiated with the senior management level to satisfy customers' needs
  - Assembled hotel resources to devise customized and personalized services for VIPs

## ACADEMIA EXPERIENCE

- **Publications**
  - **Chen, J.,** Lehto, X., Lehto, M., & Day, J. Can Colored Sidewalk Nudge City Tourists to Walk? An Experimental Study of the Effect of Nudges. *Tourism Management*. (under review)
  - Lehto, X. Y., **Chen, J.,** & Le, U. (2020). Family tourism: Past, present and opportunities. *Routledge Handbook of tourism Cities* (pp. 207-227). Routledge.
- **Conferences**
  - **Chen, J.** & Lehto, X. (2022). Content design of audio guides: an interview of self-drivers' schema. 2022 CentralCHRIE Fall Conference, Purdue university, West Lafayette, USA.
  - **Chen, J.** & Lehto, X. (2022). The impacts of sound design on listening experience of a road-trip audio guide. *The 9<sup>th</sup> Biennial International Tourism Studies Association (ITSA) Conference, Grad Canaria, Spain. Hybrid*
  - **Chen, J.,** Lehto, X., Lehto, M., & Day, J. (2020). Can colored sidewalk nudge people to walk? *The 8th Biennial International Tourism Studies Association (ITSA) Conference, Jakarta, Indonesia. Hybrid.*
  - **Chen, J.** & Day, J. (2019). Descriptive Norms in Influencing Pro-environmental Behaviors. *25th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, USA.*
  - Davari, D., **Chen, J.** & Lehto, X. (2019). Cleisure: Contribution of Leisure Programming to Conference Enjoyment. *25th Annual Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, USA.*
- **Research Assistant, Sichuan University** 2016-2017
  - Research topic: *Cross-cultural Analysis of Residents' Attitude Toward Forgiveness*
  - Research topic: *Public Awareness of Copyright*
- **Teaching Assistant, Purdue University** 2020-present
  - HTM10010 - Introduction to the Hospitality and Tourism Industry
  - HTM23100 - Hospitality and Tourism Marketing
  - HTM30200 - Hospitality and Tourism Industry Internship
  - HTM20200 - Hospitality and Tourism Work Experience
  - HTM38110 - Revenue Management in The Lodging Industry

## AWARDS

- **Best Paper** - *Can colored sidewalks nudge people to walk?* 8th ITSA Biennial Conference 2020
- Ross Fellowship, Purdue University 2020
- Outstanding Master Student Award, Purdue University 2020
- Outstanding Undergraduate Award, Sichuan University 2018
- Starwood Outstanding Care Award. St. Regis Chengdu 2016

## SKILLS

- Experienced in quantitative and qualitative research design
- Skilled in conducting survey, interviews and subsequent data analysis
- Capable of programming in Stata, SAS, R, and Python