

AN NGUYEN

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Update: Oct 2025

EDUCATION

Georgia State University, Atlanta, GA Expected 2026

- **PhD in Business Administration - Computer Information Systems**

Dissertation Title: “*Towards More Comprehensive Content Moderation Strategies in Online Health Consultation Community.*”

- Committee Chair: Dr. Arun Rai – Georgia State University
- Committee Co-Chair: Dr. Likoebe Maruping – Georgia State University
- Committee Member: Dr. Yu-Kai Lin – Georgia State University
- External Member: Dr. Rema Padman – Carnegie Mellon University

University of Wisconsin - Madison, Madison, WI 2020

- Master of Business Administration

Foreign Trade University, HCMC, Vietnam 2015

- Bachelor of International Business Economics

RESEARCH INTERSTS

- Moderation in Online Communities, Health Online Communities, Digital Innovation, AI use and Discrimination.

METHODOLOGIES

- Econometrics Analysis, Natural Language Processing, Machine Learning.

PUBLICATIONS

- Nguyen, A., Rai, A., & Maruping, L. (2024). Understanding the Unintended Effects of Human-Machine Moderation in Addressing Harassment within Online Communities. *Journal of Management Information Systems*, 41(2), 341–366.
 - Presented at the WEB Conference 2022, awarded the “Most Promising On-going Research”.

CONFERENCE PUBLICATIONS

- Nguyen, A. & Nguyen, F., (2024) Innovation Cascades: Amazon Headquarter 2 ’s Impact on Local Innovation Activities. *Pacific Asia Conference of Information Systems 2024 Proceedings*. 8.

WORKING PROJECTS

- Innovation Cascades: Business Expansion’s Impact on Local Innovation Activities (with Nguyen, F.)
 - Presented at PACIS 2024, HCMC, Vietnam
 - In preparation for journal submission by Dec 2025, targeting Management Science.

- Expert Signaling as an Inclusion-Based Moderation Strategy in Online Health Consultation Community (with Rai, A., Maruping, L., and Nguyen, F.)
 - In preparation for journal submission by Feb 2026.
- Persuasion as Cheap Talk in High-Stake Environment: A Case of Online Health Consultation Community (with Rai, A., Maruping, L., and Nguyen, F.)
 - Data Analysis.
- Papers with Codes: The Case of Innovation Cascade within Academia Community (with Nguyen, F.)
 - Data Analysis.
- Ageism in the Age of Generative Artificial Intelligence (with Maurer, T. and Rai, A.)
 - Conceptualization

TEACHING EXPERIENCE

MBA8045 - Analytics Experience	2024
Georgia State University	
Role: Instructor	
Evaluation: 4.9/5	
Online syllabus and course material	
Management and Marketing for Non-Business Majors	2019-2020
University of Wisconsin – Madison	
Role: Teaching Assistant	

SERVICE

Ad-hoc reviewer at ICIS 2023, Journal of Management Information Systems

INDUSTRY EXPERIENCE

HR VP and Product Manager	2020
OTB Destination, LLC - Nebraska, USA	
HR Analytics Intern	2019
American Family Insurance - Wisconsin, USA	
Senior HRIS Specialist	2017-2018
Orient Commercial Bank – Vietnam	
Management Associate	2015-2017
Vietnam Prosperity Bank Financial Credit – Vietnam	

REFERENCES

Dr. Arun Rai

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