

## Jina Mao

Department of Management and Business  
Skidmore College  
815 N. Broadway, Saratoga Springs, NY 12866  
[jmao@skidmore.edu](mailto:jmao@skidmore.edu)

### ACADEMIC POSITIONS

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<b>Associate Department Chair (2021 – Present)</b> Management and Business Department	<i>Skidmore College</i>
<b>Associate Professor (2020 – Present)</b> Management and Business Department	<i>Skidmore College</i>
<b>Assistant Professor (2013 – 2020)</b> Management and Business Department	<i>Skidmore College</i>
<b>Visiting Assistant Professor (2011 – 2013)</b> Management and Business Department	<i>Skidmore College</i>

### EDUCATION

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**Doctor in Business Administration, May 2012**  
Department of Organizational Behavior, Questrom School of Business, Boston University.  
**Dissertation:** Managing the self in low-wage service jobs: A case of fast food work

**M.S. in Computer Science, June 1999**  
University of Illinois at Urbana-Champaign

**B.S. in Computer Science, May 1997**  
University of Massachusetts at Dartmouth  
Minor in Business Administration

### AWARDS & HONORS

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Best Dissertation Paper Award, Academy of Management, Managerial and Organizational Cognition Division, 2017.  
Faculty Development Grant, \$1800, Skidmore College, 2016.  
*Beta Gamma Sigma* International Honor Society, 2011.  
Boston University Doctoral Students Research Grant, 2009.  
IBM BRAVO Award, 2004 and 2005.  
National Science Foundation Graduate Research Fellow Honorable Mention List, 1997.  
Charlson Scholarship Award, U. of Massachusetts, 1997.  
CIS Faculty Award, U. of Massachusetts, 1997.  
University of Massachusetts Undergraduate Research Award, 1996.

## COURSES TAUGHT AT SKIDMORE

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MB107 Business and Organization Management  
MB224 Foundations of Organizational Behavior  
SP100 Scribner Seminar: Human Dilemmas  
MB311 Working in America: Evolution and Crisis

## SCHOLARSHIP

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### Peer Reviewed Journal Publications

- Mao, J.** & Y. Xue (2022) Salvaging adulthood at youth work: Dignity, social disrespect, and the micro-politics of recognition in a polarized world. *Organization*, 29(6): 1056-1080.
- Mao, J.** & Y. Shen (2020) Identity as career capital: Enhancing employability in the creative industries and beyond. *Career Development International*, 25(2): 186-203.
- Mao, J.** & E. Feldman (2019) Class matters: Interviewing across social class boundaries. *International Journal of Social Research Methodology*, 22(2): 125-137.
- Mao, J.** (2018) Reflexivity in active participant observation: An ethnographic study of fast food work. SAGE Research Methods Cases. [dx.doi.org/10.4135/9781526428264](https://dx.doi.org/10.4135/9781526428264)
- Mao, J.** (2017) Adults doing youth work: Identity work and situated rhetorics of adulthood among fast food workers. *Academy of Management Proceedings*, Vol. 2017, No. 1. **BEST DISSERTATION PAPER AWARD (MOC Division)**
- Mao, J.** & Y. Shen (2015) Cultural identity change in expatriates: A social network perspective. *Human Relations*, 68(10): 1533-1556.
- Howard-Grenville, J., Golden-Biddle, K., Irwin, J., **Mao, J.** (2011) Liminality as cultural process for cultural change. *Organization Science*, 22(2): 522-539.

### Peer Reviewed Book Chapters

- Hall, D. T., **Mao, J.** (2015) Exploring authenticity in careers. In Baugh, G. & S. Sullivan (Eds.) *Research in Careers, Volume 2*. Information Age Publishing.
- Golden-Biddle, K., **Mao, J.** (2011) What makes a change process positive? In Cameron, K. & Spreitzer, G. (Eds.) *Handbook of positive organizational scholarship*. Oxford University Press.
- Santana, L. C., Las Heras, M., **Mao, J.** (2010) Developing leaders with cultural intelligence: Exploring the cultural dimension of leadership. In Bunker K., D. T. Hall, K. Kram (Eds.) *Extraordinary leadership: Addressing the gaps in senior executive development*. Wiley

Publishing.

### Conference Papers and Presentations

- Mao, J.,** M. Dunn & M. Jarrahi (2020) *Professional or day laborer? A relational view of professional work on digital platforms*. Paper accepted at the annual meeting of Academy of Management.
- Mao, J.** & Y. Shen (2019) *Identity as career capital: Navigating careers in the creative industries*. Paper presented at the annual meeting of Academy of Management, Boston, MA.
- Mao, J.** & E. Feldman (2018) *Class Matters: Interviewing Across Social Class Boundaries*. Paper presented at Qualitative Research in Management and Organization Conference, Albuquerque, New Mexico.
- Mao, J.** & Y. Xue (2017) *Career contingencies and perspectives of work in McJobs: A case study of fast food work*. Paper presented at the annual meeting of the American Sociological Association, Montreal, Canada.
- Mao, J.** & S. Keane (2015) *Managing creative paradoxes in creative organizations*. Paper presented at the annual meeting of European Group for Organizational Studies in Athens, Greece.
- Mao, J.** (2015) *Working like adults: Negotiated order and adulthood in a fast food chain*. Paper presented in symposium *Governing identities: Narrative and discourse as identity work at four levels of analysis* at the annual meeting of Academy of Management, Vancouver, Canada.
- Mao, J.** (2014) *Working like adults: Social construction of adulthood at work*. Presented in workshop titled *Wordplays of the self: Narrative, discourse, power and the hard work of identity* at the annual meeting of Academy of Management, Philadelphia, PA.
- Shen, Y. & **Mao, J.** (2013) *Exploring expatriates' cultural identity reconstruction: A relational and network approach*. Paper presented at the annual meeting of the Academy of International Business in Istanbul, Turkey.
- Shen, Y. & **Mao, J.** (2011) *Exploring expatriates' social networks and cultural identity*. Paper presented at the annual meeting of the Academy of Management, San Antonio, TX.
- Mao, J.** (2009) *Toward a role-based theory of institutional change*. Paper presented at the annual meeting of the Academy of Management, Chicago, IL.
- Mao, J.** (2009) Presented abstract: The social construction of meaning of low-level work,

*Positive Organizational Scholarship conference, University of Michigan.*

**Mao, J.** (2009) Presented abstract: Meaning making in low-level work, *May Meaning Meeting*, sponsored by Yale University.

**Mao, J.** (2008) *Conflict, ambiguity, and change: Bringing in the cultural context in Socialization*. Paper presented at the annual meeting of the Academy of Management, Anaheim, CA.

## **SERVICES AT SKIDMORE**

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2021-2022	Chair, Committee on Educational Policy and Planning
2019-2022	Member of Committee on Educational Policy and Planning
2017-2018, 2018-2019	The Palamountain Prose Award Committee
2017-2018	Summer Experience Fund Selection Committee
2015-2016	M&B Department assessment representative
2017	Faculty commentary for FYE summer reading
2014-2015	Periclean Award Committee
2014-2015	Honor's Forum Council

## **PROFESSIONAL AFFILIATIONS**

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Academy of Management  
European Group for Organizational Studies  
American Sociological Association  
Boston Community of Field Researchers  
Aspen Business Faculty Network on Low Wage Workers  
International Humanistic Management Association

## **NON-ACADEMIC WORK EXPERIENCE**

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June 1999 – August 2006     *Software Engineer*     IBM Corporation, Global Services.