

Bobbie Rathjens, M.S.

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RESEARCH INTERESTS

Marketing, branding, computer-mediated communication, social media, online reviews, organizational communication, and technology.

EDUCATION

Michigan State University, Department of Communication

2021 - 2025 (expected)

Ph.D. Student: Communication & The School of Hospitality Business

Advisors: Drs. Brandon Van Der Heide & Lu Zhang

Michigan State University, Eli Broad College of Business

2018 - 2019

M.S., Marketing Research

PUBLICATIONS

Rathjens, B., Van Der Heide, B., Earle, K., Ulusoy, E., Pham, D., Mason, A. J., Zhang, Y., & Bredland, A. (2022). *Responding to negative online reviews: the effect of the responsive manager*. Manuscript in preparation.

Wei, W., Zhang, L., **Rathjens, B.**, & McGinley, S. (2022). *Electronic consumer-to-consumer interaction (eCCI) post a service failure: the psychological power of need for approval*. Manuscript submitted for publication.

Zhang, L., Wei, W., **Rathjens, B.**, & Zheng, Y. (2022). *Pet influencers on social media: the joint effect of message appeal and narrator*. Manuscript submitted for publication.

ACADEMIC CONFERENCES

Rathjens, B., Van Der Heide, B., Earle, K., Ulusoy, E., Pham, D., Mason, A. J., Zhang, Y., & Bredland, A. (2022). *Responding to negative online reviews: the effect of the responsive manager*. [Paper submitted for presentation]. National Communication Association's 108th Annual Conference. New Orleans, LA.

Pham, D., Van Der Heide, B., Zhang, Y., Earle, K., **Rathjens, B.**, Ulusoy, E., Mason, A. J., & Bredland, A. (2022). *Testing the effects of providing feedback on perceiving selective self-presentations in computer-mediated communication*. [Paper submitted for presentation]. National Communication Association's 108th Annual Conference. New Orleans, LA.

Van Der Heide, B., Mason, A. J., Earle, K., Ulusoy, E., Pham, D., **Rathjens, B.**, Zhang, Y., & Bredland, A. (2022). *Does warranting theory function best outside of a truth-default state: initial experimental evidence*. [Paper submitted for presentation]. National Communication Association's 108th Annual Conference. New Orleans, LA.

Zhang, L., Wei, W., **Rathjens, B.**, & Zheng, Y. (2022, March 16-18). *Message appeal and narrators: examine the effect of pet influencers on consumers*. [Conference paper presentation]. Academy of Business Research Spring 2022 Conference, New Orleans, LA.

TEACHING EXPERIENCE

Instructor of Record (online), COM 100: Human Communication
Teaching Assistant, HB: 489 Hospitality Business Strategy
Instructor of Record (online), JRL: 433 Social Media Applications
Instructor of Record (in-person), M 200: Introduction to Marketing
Instructor of Record (hybrid), CIS 111: Web Development 1: HTML & CSS

CERTIFICATIONS

QM: Quality Matters Applying the Rubric (APPQMR) 2020
A faculty-centered, peer review process that teaches instructors how to create and certify the quality of their online and hybrid course content to ensure the best educational experience possible.

SCHOLARSHIPS

Banks Brown Graduate Scholarship, \$5,000 2022 – 2023
AHLA (American Hotel & Lodging Association) Foundation

Graduate Scholarship, \$1,000 2021 – 2022
Pythian Sisters of Ohio

PROFESSIONAL EXPERIENCE

Michigan State University, Research & Teaching Assistant 2021 – 2025
Conducting qualitative interviews; recruiting participants for studies; scheduling and conducting studies; maintaining data; assisting with data analysis; conducting research.

Boyne Highlands Resort, Director of Marketing 2016 - 2021
Responsible for planning and implementing short- and long-term marketing programs; developing and executing strategic marketing plans and strategies; overseeing advertising and promotional activities including digital, print and email; supervision and mentoring of marketing department staff. Increased season pass revenue by 22%; increased paid skier visits by 24%; increased lift ticket revenue by 9%; increased dinner theatre revenue by 16%; increased advance purchased dining ticket revenue by 71%.

Active Marketing, Senior Account Manager & Marketing Strategist 2015 - 2016
Created new brand identities for clients; led marketing strategy, scheduled and assigned work across internal and external production teams; ensured work was completed on-time and on-budget and reported results to clients; mentoring of account managers and coordinators.

Afia, Inc., Social Media Strategist & Consultant 2014 - 2015
Launched brand new social media service line; speaker at several live speaking engagements; planned and launched a successful \$75k social media donation initiative for an autism school.

McLaren Health Care, Corporate Social Media Strategist / Marketing Specialist 2011 - 2014
Authored, planned and launched the first Twitter surgery event in McLaren Health Care history.

JBR Graphics, Web Designer, Developer & Owner**2003 - 2012**

Counseled clients on online marketing strategies; content writing; graphic design; serviced 200 clients; designed and coded websites; entrepreneur.

PROFESSIONAL CONFERENCES

Rathjens, B. (2018, August 19-22). *Targeting, measuring, & optimizing in a data-driven marketing landscape*. [Panel speaker]. Midwest Ski Area Association 2018 Summer Meeting, Boyne Highlands Resort, Harbor Springs, MI.

Rathjens, B. & Larcenaire, G. (2015, August 11-14). *Using social media for large scale events and fundraising*. [Conference presentation]. Mental Health Corporations of America Summer 2015 Conference, San Diego, CA.

Rathjens, B. & Dettling, K. (2014, October 25-27). *Autism & social media: platforms in healthcare*. [Conference presentation]. Michigan Association of CMH Boards 2014 Fall Conference, Grand Traverse Resort, Traverse City, MI.

SERVICE & VOLUNTEERING

Workshop: Crafting Your Personal Brand as a Graduate Student, Presenter**2022**

Michigan State University, Department of Communication
East Lansing, MI

AGSCOM (Assoc for Graduate Students in Communication), Social Events Chair**2021 - 2022**

Michigan State University, Department of Communication
East Lansing, MI

Harbor Springs Area Chamber of Commerce, Board Member & Secretary**2018 - 2021**

Representing Boyne Highlands Resort
Harbor Springs, MI

Patient & Family Advocacy Board, Board Member**2017 - 2019**

McLaren Northern Michigan
Petoskey, MI

Social Media Club, Director of Communications**2015**

World's Largest Community of Social Media Professionals
International / Virtual

Keep Charlevoix Beautiful, Inc., Board Member & Secretary**2007 - 2009**

Charlevoix, MI

Charlevoix Circle of Arts, Board Member**2007 - 2008**

Charlevoix, MI