

JACQUELINE R. RIFKIN

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EMPLOYMENT

- CORNELL UNIVERSITY, *SC Johnson College of Business*, Ithaca, NY 2022
Assistant Professor of Marketing
- UNIVERSITY OF MISSOURI-KANSAS CITY, *Bloch School of Management*, Kansas City, MO 2020-2022
Assistant Professor of Marketing

EDUCATION

- DUKE UNIVERSITY, *Fuqua School of Business*, Durham, NC 2020
Ph.D. in Marketing
- UNIVERSITY OF PENNSYLVANIA, *College of Arts and Sciences*, Philadelphia, PA 2011
B.A. in Psychology, *Magna Cum Laude*

RESEARCH INTERESTS

Consumer Resources, Well-Being, Self-Gifting, Experiential Consumption, Social Dynamics

ACCEPTED PAPERS & PUBLICATIONS (* denotes equal first authors)

1. Ponce de Leon, Rebecca*, **Jacqueline R. Rifkin***, and Rick Larrick (2022), "They're Everywhere!": Symbolically Threatening Groups Seem More Pervasive than Non-Threatening Groups," *Psychological Science*, in press.
 - i. Media coverage: *Psychology Today*, *Academic Minute (WAMC Radio)*
2. **Rifkin, Jacqueline R.** and Jonah Berger (2021), "How Nonconsumption Can Turn Ordinary Items into Perceived Treasures," *Journal of the Association for Consumer Research*, 6(3), 350-61.
 - i. Media coverage: *Penn Today*, *Academic Minute (WAMC Radio)*, *Knowledge@Wharton*, *Canvas8*, *The Well-Being Lounge Podcast (NLiveRadio)*, *Top of Mind with Julie Rose (BYU Radio)*, *Curiosity Daily (Discovery Network)*, *Let's Go There (Channel Q Radio)*, *Show Me Today*, *UMKC Today*
3. **Rifkin, Jacqueline R.***, Katherine M. Du*, and Jonah Berger (2020), "Penny for Your Preferences: Leveraging Self-Expression to Encourage Small Prosocial Gifts," *Journal of Marketing*, 85(3), 204-19.
 - i. Media coverage: *Harvard Business Review*, *Wharton Magazine*, *Curious Campus (WUWM) Wheeler Institute*, *Knowledge@Wharton*, *Der Spiegel*, *UMKC Today*, *UMKC Chancellor's Friday Five*, *UWM 2021 Research Magazine*
4. **Rifkin, Jacqueline R.** and Jordan Etkin (2019), "Variety in Self-Expression Undermines Self-Continuity," *Journal of Consumer Research*, 46(4), 725-49.
 - i. Media coverage: *Consumer Talk Radio (KGO San Francisco)*

INVITED REVISIONS & UNDER REVIEW (* denotes equal first authors)

5. **Rifkin, Jacqueline R.**, Katherine M. Du, and Keisha M. Cutright, "The Preference for Spontaneity," under 2nd round review, *Journal of Consumer Research*.
6. **Rifkin, Jacqueline R.**, Kelley Gullo Wight, and Keisha M. Cutright, "No Bandwidth to Self-Gift: How Feeling Constrained Discourages Self-Gifting," under 2nd round review, *Journal of Consumer Research*.
7. **Rifkin, Jacqueline R.***, Grant E. Donnelly*, and Siyuan Yin*, "First Impression or Frequent Flyer? The Persuasive Effect of Customer Tenure Claims in Online WOM," under review.

WORKING PAPERS (* denotes equal first authors)

8. **Rifkin, Jacqueline R.**, Cindy Chan, and Barbara E. Kahn, "When Missing Out, What Do We Fear Missing Out On?," working paper.
 - i. Media coverage: *Friends After College (Podcast)*, *Wall Street Journal*, *Hidden Brain (NPR Podcast)*; *Duke Magazine*, *Body and Soul (Swedish National Radio)*
9. **Rifkin, Jacqueline R.**, Cindy Chan, and Barbara E. Kahn, "When Keeping Up Feels Like Missing Out: Social Media-Induced FOMO Increases Consumers' Engagement Intentions," working paper.
10. **Rifkin, Jacqueline R.**, Francesca Valsesia, and Keisha M. Cutright, "The Same Thing Happened to Me!': Exploring Divergent Outcomes of Experience Ubiquity," working paper.

RESEARCH IN PROGRESS

"Durability of Life Experiences," with Anja Schanbacher and Nazli Gurdamar.

"Uncanny Communications: Minor Video-call Glitches Undermine Persuasion and Connection," with Melanie Brucks and Jeff Johnson.

"Self-Gifting Stigma," with Eesha Sharma and Rebecca Ponce de Leon.

"Consumer Responses to Supply Chain Disruptions," with Terry Zhang and Ruouo Li.

NON-ACADEMIC PUBLICATIONS (* denotes equal first authors)

1. Rifkin, Jacqueline R.* and Rebecca Ponce de Leon* (June 2022). [People overestimate groups they find threatening – when 'sizing up' others, bias sneaks in.](#) *The Conversation*
 - i. Republished in *Yahoo News*
2. Rifkin, Jacqueline R. (Sept 2021). [Psychological 'specialness spirals' can make ordinary items feel like treasures – and may explain how clutter accumulates.](#) *The Conversation*.
 - i. Republished in *The Boston Globe*, *CNN Health*
 - ii. Garnered over 100,000 views in 1 month
3. Rifkin, Jacqueline R.* and Katherine M. Du* (July 2021). [Boost donations by harnessing the power of self-expression.](#) *Advancing Philanthropy*.
4. Rifkin, Jacqueline R. (August 2020). [Raising money by requesting a "penny for your preferences."](#) *UMKC Bloch Idea Bar*.

HONORS & AWARDS

- 2022 *Co-Principal Investigator*, The Jerome A. Chazen Institute for Global Business Research Grant (\$8,000), with Melanie Brucks and Jeff Johnson
- Best Talk Award*, Society for Consumer Psychology Conference (Interpersonal Relations & Group Processes Track)
- 2021 *Early Career Faculty Award*, University of Missouri-Kansas City Emeritus College
- 2019 *Best Symposium Presentation Award*, Carolina Research in Social and Personality Psychology Conference
- Principal Investigator, Time-Sharing Experiments for the Social Sciences (TESS) Data Collection Grant, with Keisha Cutright and James Bettman
- 2017 *Student Paper Award*, SPSP Judgment and Decision-Making Preconference
- Runner-Up*, SPSP Graduate Student Poster Award
- 2016 Principal Investigator, Marketing Science Institute (MSI) "Customer Experience Initiative" Research Grant (\$10,000), with Cindy Chan and Barbara Kahn
- 2015 *Selected Participant*, PhD Summer School and Meaning & Purpose Conference, Arison School of Business (IDC), Herzliya, Israel
- 2013 *Selected Participant*, IDDEAS (Intro. to Diversity in Doctoral Education & Scholarship) Conference, Wharton School of Business (Univ. of Pennsylvania), Philadelphia, PA

INVITED TALKS

- 2022 University of Missouri-Kansas City Emeritus College
Cornell University
Drexel University
- 2021 Northeastern University
ACR Knowledge Forum: Making Mental Well-Being A Marketing Research Priority (featured panelist)
The Ohio State University
- 2019 Brands and Brand Relationships Conference
University of Connecticut
University of New Hampshire
University of Missouri-Kansas City

TEACHING EXPERIENCE

- 2021 – 2022 Marketing Management (core, *PMBA Program*)
University of Missouri-Kansas City, Bloch School of Management

CONSULTING EXPERIENCE

2021 – Present *Expert Consultant*, consumer legal protections cases

PEER-REVIEWED CONFERENCE PRESENTATIONS (* denotes presenting author)

Melanie Brucks*, Jacqueline R. Rifkin, and Jeff Johnson (2022, October). “Uncanny Communications: Minor Video-call Glitches Undermine Persuasion and Connection,” Paper presented at the *Association for Consumer Research*, Denver, CO.

Jacqueline R. Rifkin*, Kelley Gullo Wight, and Keisha M. Cutright (2022, June). “No Bandwidth to Self-Gift: How Feeling Constrained Discourages Self-Gifting,” Paper presented at the *Business for Social Good (BIBSG) Conference*, Vancouver, BC, Canada.

Jacqueline R. Rifkin*, Francesca Valsesia, and Keisha M. Cutright (2022, March). “The Same Thing Happened to Me’: Exploring Divergent Outcomes of Brand Experience Ubiquity,” Paper presented at the *Society for Consumer Psychology*, Nashville, TN (virtual).

- Winner of Best Talk Award (Interpersonal Relations & Group Processes Track)

Jacqueline R. Rifkin*, Kelley Gullo Wight, and Keisha M. Cutright (2022, March). “No Bandwidth to Self-Gift: How Feeling Constrained Discourages Self-Gifting,” Paper presented at the *Society for Consumer Psychology*, Nashville, TN (virtual).

Jacqueline R. Rifkin*, Katherine M. Du, and Keisha M. Cutright (2021, October). “The Preference for Spontaneity,” Paper presented at the *Association for Consumer Research*, Seattle, WA (virtual).

Jacqueline R. Rifkin*, Kelley Gullo Wight, and Keisha M. Cutright (2021, October). “No Bandwidth to Self-Gift: How Feeling Constrained Discourages Self-Gifting,” Paper presented at the *Association for Consumer Research*, Seattle, WA (virtual).

Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2020, October). “The Role of Social Media-Induced FOMO in Strengthening Brand Communities,” Paper presented at the *Association for Consumer Research*, online.

Jacqueline Rifkin, Cindy Chan*, and Barbara Kahn (2020, March). “Wish You Were Here? How Seeing Social Media Photos of Brand Community Events Impacts Consumers’ Brand Intentions,” Paper presented at the *Society for Consumer Psychology*, Huntington Beach, CA.

Rebecca Ponce de Leon*, Jacqueline Rifkin, and Rick Larrick (2020, February). “The Outnumbered Bias: Catastrophizing Minority Presence,” Paper presented at the *Society for Personality and Social Psychology*, New Orleans, LA.

Jacqueline Rifkin, Cindy Chan, and Barbara Kahn* (2019, December). “Wish You Were Here? How Seeing Social Media Photos of Brand Community Events Impacts Consumers’ Brand Intentions,” Paper presented at the *Journal of Consumer Research Future-of-Brands Conference*, New York, NY.

Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2019, October). “Wish You Were Here? How Seeing Social Media Photos of Brand Community Events Impacts Consumers’ Brand Intentions,” Paper presented at the *Association for Consumer Research*, Atlanta, GA.

- Jacqueline Rifkin, Cindy Chan, and Barbara Kahn* (2019, July). "The Effects of FOMO-Inducing Social Media Content on Consumer-Brand Relationships," Paper presented at the *Consumer Behavior Special Interests Group (CBSIG) Conference*, Bern, Switzerland.
- Jacqueline Rifkin, Cindy Chan*, and Barbara Kahn (2019, June). "FOMO: How the Fear of Missing Out Leads to Missing Out," Paper presented at the *ISMS Marketing Science Conference*, Rome, Italy.
- Jacqueline Rifkin*, Kelley Gullo, and Keisha Cutright (2019, April). "Time to Stop and Smell the Roses: How Time Perceptions Shape Self-Gifting Attitudes," Paper presented at *Carolina Research in Social and Personality Psychology Conference*, Durham, NC.
- Winner of Best Symposium Talk Award
- Jacqueline Rifkin* and Keisha Cutright (2018, October). "Understanding Consumers' Experiences of Busyness and Idleness," Paper presented at the *Association for Consumer Research*, Dallas, TX
- Jacqueline Rifkin*, Katherine Crain, and Jonah Berger (2018, October). "Penny for Your Preferences: Leveraging Self-Expression to Increase Prosocial Giving," Paper presented at the *Association for Consumer Research*, Dallas, TX
- Jacqueline Rifkin, Katherine Crain*, and Jonah Berger (2018, February). "Penny for Your Preferences: Leveraging Self-Expression to Increase Prosocial Giving," Paper presented at the *Society for Consumer Psychology*, Dallas, TX
- Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2018, February). "The Effects of FOMO-Inducing Social Media Content on Consumer-Brand Relationships," Paper presented at the *Society for Consumer Psychology*, Dallas, TX
- Jacqueline Rifkin* and Jordan Etkin (2017, October). "How Variety in Self-Expression Undermines Self-Continuity," Paper presented at the *Association for Consumer Research*, San Diego, CA.
- Jacqueline Rifkin* and Jordan Etkin (2017, February). "How Variety in Self-Expression Undermines Self-Continuity," Paper presented at the *Society for Consumer Psychology*, San Francisco, CA.
- Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2017, January). "FOMO: How the Fear of Missing Out Leads to Missing Out," Poster and data blitz presented at the *Society for Personality and Social Psychology Judgment and Decision-Making Preconference*, San Antonio, TX.
- Winner of Student Paper Award
- Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2017, January). "FOMO: How the Fear of Missing Out Leads to Missing Out," Poster presented at the *Society for Personality and Social Psychology*, San Antonio, TX.
- Runner-Up for SPSP Graduate Student Poster Award
- Jacqueline Rifkin* and Jonah Berger (2016, October). "How Everyday Items Become Treasures," Paper presented at the *Association for Consumer Research*, Berlin, Germany.
- Jacqueline Rifkin* and Katherine Crain* (2016, April). "Can Your Preference for Puppies Over Kittens Change How Much You Tip?" Paper presented at *GradX*, Durham, NC.

Jacqueline Rifkin* and Jordan Etkin (2016, February). "The Trouble with Trying It All: When Variety Decreases Future-Self Connectedness," Paper presented at the *Society for Consumer Psychology*, St. Petersburg, FL.

Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2016, February). "FOMO: How the Fear of Missing Out Leads to Missing Out," Paper presented at the *Society for Consumer Psychology*, St. Petersburg, FL.

Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2015, October). "FOMO: How the Fear of Missing Out Leads to Missing Out," Paper presented at the *Association for Consumer Research*, New Orleans, LA.

Jacqueline Rifkin*, Cindy Chan, and Barbara Kahn (2015, April). "FOMO: How the Fear of Missing Out Leads to Missing Out," Paper presented at *Carolina Research in Social Psychology Conference*, Durham, NC.

CHAired CONFERENCE SYMPOSIA

Rifkin, Jacqueline and Kelley Gullo Wight (2021, October). "Treat Yourself (but Not Myself): Unearthing Discrepant Beliefs about Self-Care, Leisure, and Self-Gifting," *Association for Consumer Research*, Seattle, WA (virtual).

Rifkin, Jacqueline (2018, October). "Can Money (and Time) Buy Happiness? A Resource Approach to Understanding Happiness," *Association for Consumer Research*, Dallas, TX.

Gullo, Kelley and Jacqueline Rifkin (2017, October). "Me, Myself, and My Variety: Exploring the Relationship Between Variety and the Self," *Association for Consumer Research*, San Diego, CA.

Gullo, Kelley and Jacqueline Rifkin (2017, February). "360 Degrees of Variety: The Dynamic Relationship of Variety Preference and Perceptions," *Society for Consumer Psychology*, San Francisco, CA.

Rifkin, Jacqueline (2016, October). "Nonconsumption," *Association for Consumer Research*, Berlin, Germany.

Rifkin, Jacqueline (2016, February). "The Potential Pitfalls of Experiential Consumption," *Society for Consumer Psychology*, St. Petersburg, FL.

Rifkin, Jacqueline (2016, February). "Flashing Forward: Antecedents and Consequences of Future-Self Connectedness," *Society for Consumer Psychology*, St. Petersburg, FL.

SERVICE

Conference Program Committee, Society for Consumer Psychology, 2023

Search Committee, UMKC, Marketing and Supply Chain Management department, 2022

Ad-Hoc Reviewer, Journal of Consumer Behaviour, 2021 - present

Journal of Marketing, 2020 - present

Journal of Marketing Research, 2020 - present

Co-Founder, Fuqua's Society to Advance Gender Equality (STAGE), 2018 - 2020

Co-Organizer, Carolina Research in Social & Personality Psychology Conference (CRISPP), 2017

Ad-Hoc Reviewer, Association of Consumer Research, Society for Consumer Psychology

Student Coordinator, Duke University, Marketing PhD Admit Day (Recruiting), 2017

PROFESSIONAL AFFILIATIONS

Association for Consumer Research (ACR)
Society for Consumer Psychology (SCP)
Society for Personality and Social Psychology (SPSP)

INDUSTRY EXPERIENCE

The Marketing Audit – Research Analyst	2010 – 2014
Marketing and Planning Services (MaPS) – Research Analyst	2011
Sage Communications Partners – Communications and Public Relations Intern	2010