Research Notes: Yang Pan

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<u>Yang Pan's</u> paper "Unveiling the Human Touch: Enhancing Customer Satisfaction through Personalized Profiles of Social Media Customer Service Agents," co-authored with Huai-Tzu Cheng (Montana State University) and Rudy Hirschheim (Louisiana State University), has been accepted for publication in *Production and Operations Management*. Pan is an assistant professor of management science.

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