

## KYLE B. MURRAY

Vice Dean & Professor of Marketing

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### EDUCATION

- Ph.D. Marketing and Psychology, 2004  
School of Business and Department of Psychology  
University of Alberta, Edmonton, Alberta, Canada
- B.Sc. Psychology, 1994  
Faculty of Science, Department of Psychology  
University of Alberta, Edmonton, Alberta, Canada

### APPOINTMENTS

- 2017 – Vice Dean, Alberta School of Business  
University of Alberta, Edmonton, Alberta, Canada
- 2013 – Professor, Alberta School of Business  
University of Alberta, Edmonton, Alberta, Canada
- 2015 – Professor, Monash Business School  
Fractional Appointment, Monash University, Melbourne, Australia
- 2008 – 2017 Director of the School of Retailing, Alberta School of Business  
University of Alberta, Edmonton, Alberta, Canada
- 2013 Visiting Professor, Faculty of Business and Economics  
Monash University, Melbourne, Australia
- 2008 – 2013 Associate Professor, Alberta School of Business  
University of Alberta, Edmonton, Alberta, Canada
- 2012 Visiting Professor, School of Retailing and Services Management  
Dublin Institute of Technology, Dublin, Ireland
- 2008 – 2010 Adjunct Professor, Richard Ivey School of Business  
University of Western Ontario, London, Ontario, Canada
- 2007 Visiting Professor, INSEAD  
Fontainebleau, France

2004 – 2008	Assistant Professor, Richard Ivey School of Business University of Western Ontario, London, Ontario, Canada
1994 – 1999	Investment Advisor, Private Client Wealth Management Edmonton, Alberta, Canada

## BOOKS

Babin, B. J., Harris, E. G., & Murray, K. B. *CB: Consumer Behavior*. 1<sup>st</sup> (2014) and 2<sup>nd</sup> (2017) Canadian Editions. Toronto, ON: Nelson.

Murray, K. B. (2013). *The Retail Value Proposition: Crafting Unique Experiences at Compelling Prices*. Toronto, ON: University of Toronto Rotman Press; and the U.S. Edition (2016), *The American Retail Value Proposition: Crafting Unique Experiences at Compelling Prices*. Toronto, ON: University of Toronto Rotman Press.

## ARTICLES

Trudel, R., Murray, K. B., Kim, S., & Chen, S. (2015). The impact of traffic light color-coding on food health perceptions and choice. *Journal of Experimental Psychology: Applied*, 21(3), 255-275.

Godek, J., Murray, K. B., & Karns, G. (2015). The effect of tuition increases on marketing student decisions. *Journal of Education for Business*, 90(5), 255-259.

Noseworthy, T., Di Muro, F. & Murray, K. B. (2014). The role of arousal in congruity-based evaluation. *Journal of Consumer Research*, 41 (4), 1108-1126.

Trudel, R. & Murray, K. B. (2013). Self-regulatory strength amplification through selective information processing. *Journal of Consumer Psychology*, 23 (1), 61-73.

Di Muro, F. & Murray, K. B. (2012). An arousal regulation explanation of mood effects on consumer choice. *Journal of Consumer Research*, 39 (3), 574-584.

Godek, J. & Murray, K. B. (2012). The effect of spikes in the price of gasoline on behavioral intentions: A mental accounting explanation. *Journal of Behavioral Decision Making*, 25 (3), 295–302.

Trudel, R., Murray, K. B. & Cotte, J. (2012). Beyond expectations: The effect of regulatory focus on consumer satisfaction. *International Journal of Research in Marketing*, 29 (1), 93-97.

Murray, K. B. & Häubl, G. (2012). Why dominant companies are vulnerable. *MIT Sloan Management Review*, 53 (2), 12-14.

Murray, K. B. & Häubl, G. (2011). Freedom of choice, ease of use, and the formation of interface preferences. *MIS Quarterly*, 35(4), 955-976.

Trudel, R. & Murray, K. B. (2011). Why didn't I think of that? Self-regulation through selective information processing. *Journal of Marketing Research*, 48 (4), 701-712.

Fisher, R. J., Gregoire, Y. & Murray, K. B. (2011). The limited effects of power on satisfaction with joint consumption decisions. *Journal of Consumer Psychology*, 21, 277-289.

Murray, K. B. & Bellman, S. (2011). Productive play time: How consumers optimize hedonic experiences. *Journal of the Academy of Marketing Science*, 39 (3), 376-391.

Murray, K. B., Di Muro, F., Finn, A., & Popkowski Leszczyc, P. (2010). The effect of weather on consumer spending. *Journal of Retailing and Consumer Services*, 17(6), 512-520.

Murray, K. B., Liang, J., & Häubl, G. (2010). ACT 2.0: The next generation of assistive consumer technology. *Internet Research*, 20(3), 232-254.

Murray, K. B. & Brown, N. R. (2009). A feature-based inference model of numerical estimation: The split seed effect. *Acta Psychologica*, 131, 221-234.

Murray, K. B., & Häubl, G. (2009). Personalization without interrogation: Towards more effective interactions between consumers and feature-based recommendation agents. *Journal of Interactive Marketing*, 23 (2), 138-146.

Godek, J. & Murray, K. B. (2008). Willingness to pay for advice: The role of rational and experiential processing. *Organizational Behavior and Human Decision Processes*, 106 (1), 77-87.

Murray, K. B., & Häubl, G. (2008). Interactive consumer decision aids. In Wierenga, B. (Ed), *Handbook of marketing decision models* (pp. 55-77). New York, NY: Springer Science + Business Media.

Murray, K. B., & Häubl, G. (2007). Explaining cognitive lock-in: The role of skill based habits of use in consumer choice. *Journal of Consumer Research*, 34(1), 77-88.

Murray, K. B., & Habulin, C. M. (2007). A community facilitation model for e-government: A case study in monitoring water quality. In Hakim, L (Ed), *Global e-government: Theory, applications and benchmarking* (pp. 114-126). Hersey, PA: Idea Group. Reprinted in *Electronic Government: Concepts, Methodologies, Tools and Applications* (2008), Anttiroiko, A. (Ed.), (pp. 307-317). Hershey, PA: IGI Global.

Häubl, G., & Murray, K. B. (2006). Double agents: Assessing the role of electronic product recommendation systems. *MIT Sloan Management Review*, 47(3), 8-12.

Murray, K. B. (2005). Experiencing quality: The impact of practice on customers' preference for and perceptions of electronic interfaces. In Krishnamurthy, S. (Ed.), *Contemporary research in e-marketing* (pp. 130-148) Volume 1. Hersey, PA: Idea Group. Reprinted in *Electronic Commerce: Concepts, Methodologies, Tools and Applications* (2008), Becker, A. (Ed.). Hershey, PA: IGI Global.

Murray, K. B., & Häubl, G. (2005). Processes of preference construction in agent-assisted online shopping. In C. Haugtvedt, K. Machleit, & R. Yalch (Eds.), *Online consumer psychology: Understanding and influencing behavior in the virtual world* (pp. 265-286). Mahwah, NJ: Erlbaum.

Häubl, G., Dellaert, B. G. C., Murray, K. B., & Trifts, V. (2004). Buyer behavior in personalized shopping environments: Insights from the institute for online consumer studies. In C. Karat, J. Karat, & J. Blom (Eds.), *Designing personalized user experiences in e-commerce* (pp. 207-230). New York, NY: Kluwer. Murray, K. B., & Häubl, G. (2003). A human capital perspective of skill acquisition and interface lock-in. *Communications of the Association for Computing Machinery*, 46(12), 272-278.

Häubl, G., & Murray, K. B. (2003). Preference construction and persistence in digital marketplaces: The role of electronic recommendation agents. *Journal of Consumer Psychology*, 13(1), 75-91.

Häubl, G., Murray, K. B., & Trifts, V. (2003). Personalized product presentation: The influence of electronic recommendation agents on consumer choice. In Rangaswamy, A. & Pal, N. (Eds.), *The power of one – Leverage value from personalization technologies* (pp. 144-163). Victoria, BC: Trafford.

Murray, K. B. & Häubl, G. (2002). The fiction of no friction: A user skills approach to cognitive lock-in. In Broniarczyk, S.M. & Nakamoto, K. (Eds.), *Advances in Consumer Research XXIX* (pp. 11-18). Valdosta, GA: Association for Consumer Research.

Häubl, G. & Murray, K. B. (2001). Recommending or persuading? The impact of a shopping agent's algorithm on consumer behavior. In Wellman, M. & Shoham Y., *Proceedings of the ACM Conference on Electronic Commerce (EC'01)* (pp. 163-170). New York, NY: Association for Computing Machinery.

## TRADE PUBLICATIONS

Murray, K. B. (2016-17). Marketing Matters Column. *Alberta Venture*, 15 articles available online at: <http://kylemurray.com/columns.html>

Murray, K. B. (2016). Connecting students to the retail industry. *Canadian Retailer*, Fall.

Murray, K. B. (2016). Building a brand to recruit on campus. *Canadian Retailer*, Spring.

Murray, K. B. (2012). Trends in North American Retail. *The Edition, Dublin Institute of Technology*, November 10th.

Murray, K. B. (2012). Selling to the senses: Changing your customers' sensory experience can boost sales. *Profitguide.com*, October 15th.

Murray, K. B. (2011). The importance of retail environments. *Commerce News*, Nov 7th.

Murray, K. B. & Buczek, J. (2011). The myth that more is better: How too much choice is hurting consumer satisfaction and corporate profitability. *Leger Marketing White Paper*, Montreal, QC.

Murray, K. B. and Vandenbosch, M. (2011). Relevant by Design. *Enterprise Loyalty in Practice*, Spring.

Murray, K. B. and Sullivan, J. (2010). What about the shareholders? *Enterprise Loyalty in Practice*, Fall.

Murray, K. B. (2010). Letting go: If you love your customers, set them free. *Colloquy*, April 30th.

- McCollum, A. & Murray, K. B. (2009). Cautious optimism growing among Canadian retailers. *National Post*, August 4th.
- Murray, K. B. (2009). Automakers aren't playing games. *National Post*, January 27.
- Murray, K. B. (2008). Old habits die easy. *National Post, FP Executive*, November 25.
- Murray, K. B. (2008). Small equals big potential: The value of personal service. *National Post*, October 28.
- Murray, K. B. (2006). Free stuff and loyal dogs. *National Post*, November 11.
- Murray, K. B. (2006). Neuro-Marketing: A peek inside your mind. *National Post, Marketing*, August 18.
- Murray, K. B. (2003). Why online buyers don't shop around. *National Post*, July 28.
- Murray, K. B. (2003). A match made in cyberspace. *National Post*, June 23.
- Murray, K. B. (2003). Pricing outside the box. *National Post*, May 20

#### **CONFERENCES, SYMPOSIA & INVITED TALKS**

- Invited Talk*, Faculty of Business and Economics, University of Melbourne, Australia, 2017.
- Keynote, Advertising and Marketing Week, Morning Masters Series*, Toronto, 2017.
- Retail Thought Leadership Conference*, Edmonton, Alberta, 2017.
- Keynote, Retail Summit*, Prague, Czech Republic, 2016.
- Invited Talk*, School of Business, Monash University, Melbourne, Australia, 2016.
- Retail Thought Leadership Conference Panel*, Edmonton, Alberta, 2015.
- Invited Talk*, School of Business, Monash University, Melbourne, Australia, 2015.
- South Edmonton Business Association Luncheon Panel*, Edmonton, Alberta, 2014.
- Keynote, Edmonton Business Revitalization Zones' Main Street Seminar*, Edmonton, Alberta, 2014.
- Keynote, Canadian Association of Chain Drug Stores National Conference*, Vancouver, British Columbia, 2014.
- Invited Talk*, College of Management & Economics, University of Guelph, Ontario, 2013.
- Invited Talk*, Rotman School of Business, University of Toronto, Toronto, Ontario, 2013.
- Invited Talk*, School of Business, Monash University, Melbourne, Australia, 2013.
- Invited Talk*, University of Technology Sydney, Centre for the Study of Choice, 2013.
- Invited Talk*, Faculty of Business and Economics, University of Melbourne, Australia, 2013.
- Innovative Leaders Reception*, Toronto, Ontario, 2013.
- Keynote, Eric Geddes Lecture Series*, Edmonton, Alberta, 2013.
- Invited Talk*, J.E. Cairnes School of Business and Economics, National University of Ireland, Galway, Ireland, 2012.
- Invited Talk*, Dublin Institute of Technology, School of Retailing, Dublin, Ireland, 2012.
- Invited Talk*, University College of Dublin, Smurfit School of Business, Dublin, Ireland, 2012.

*Arthur Ryan Retail Centre Symposium: Retailing in a Changing Environment*, Dublin Institute of Technology, Dublin, School of Business, Dublin, Ireland, 2012.

*Webinar, The Mark News Online Panel with Bryan Pearson*, 2012.

*Webinar, Junction Solutions*, 2012.

*Competition Bureau of Canada Symposium on Online Fraud*, Edmonton, Alberta, 2012.

*Transformative Innovation for Healthy-Living: A Focus on Healthy Eating*, McGill University, Montreal, Quebec, Canada, 2011.

*Global Youth Assembly 2011*, Edmonton, Alberta, 2011.

*Keynote, Hardlines Conference*, Toronto, Ontario, 2010.

*The European Institute for Retailing and Services Studies (EIRASS) Conference on Recent Advances in Retailing and Services Science*, Istanbul, Turkey, 2010.

*Alberta Treasury Branch Leadership Team Training Symposium*, Edmonton, 2010.

*Leger Marketing Symposium*, Toronto, Ontario, 2010.

*AWE (Alberta Women Entrepreneurs) Inspiring Conference*, Edmonton, 2010.

*Keynote, Canadian Natural Health Retailer Live Conference*, Calgary, Alberta, 2009.

*Invited talk, Newcastle University Business School, Newcastle upon Tyne, UK*, 2009.

*The European Institute for Retailing and Services Studies (EIRASS) Conference on Recent Advances in Retailing and Services Science*, Niagara Falls, Canada, 2009.

*Keynote, Hardlines Conference*, Toronto, Ontario, 2009.

*Social Sciences and Humanities Research Council of Canada 30<sup>th</sup> Anniversary Celebration*, University of Alberta, Edmonton, Alberta, 2008.

*Annual Southern Ontario Behavioral Decision Research Conference*, Wilfred Laurier University, Waterloo, Ontario, 2008.

*Royal Bank of Canada Retail Symposium*, Edmonton, Alberta, 2009.

*Keynote, Hardlines Conference*, Toronto, Ontario, 2008.

*Keynote, Eric Geddes Lecture, Edmonton, Alberta*, 2008.

*Keynote, Eric Geddes Lecture, Calgary, Alberta*, 2008.

*Invited talk, Schulich School of Business, York University*, 2007.

*Mid-Northwestern Consumer Behavior Winter Carnival and Research Camp*, Ivey Business School, Western University, London, Ontario, 2007.

*Symposium on e-Retailing and Service*, Edmonton, Alberta, 2006.

*Association for Consumer Research's Conference*, Orlando, Florida, 2006.

*Invited talk, Warrington College of Business Administration, University of Florida*, Gainesville, Florida, USA, 2006.

*Marketing Science Conference*, Pittsburgh, Pennsylvania, USA, 2006.

*Workshop on Advances in Marketing Decision Models*, Athens, Greece, 2006.

*Symposium on eRetailing and Service*, McMaster University, Hamilton, Ontario, 2005.

*Southern Ontario Behavioral Decision Research Conference*, Rotman School of Management, University of Toronto, Toronto, Ontario, 2006

*Society for Judgment and Decision Making Annual Meeting*, Toronto, Ontario, 2005.

*Society for Consumer Psychology Conference*, St. Pete Beach, Florida, 2005.

*Southern Ontario Behavioral Decision Research Conference*, University of Waterloo, 2005.

*Invited talk*, Sauder School of Business, University of British Columbia, 2004.

*Invited talk*, Owen Graduate School of Management, Vanderbilt University, 2004.

*Invited talk*, Smeal College of Business, Pennsylvania State University, 2004.

*Invited talk*, Joseph L. Rotman School of Management, University of Toronto, 2004.

*Invited talk*, Richard Ivey School of Business, University of Western Ontario, 2004.

*Invited talk*, Schulich School of Business, York University, 2004.

*Invited talk*, John Molson School of Business, Concordia University, 2004.

*Association for Consumer Research's Conference*, Portland, Oregon, 2004.

*University of Alberta's Distinguished Scholars' Retreat*, Edmonton, Alberta, 2004.

*Society for Consumer Psychology Conference*, New Orleans, Louisiana, USA, 2003.

*Society for Competitive Intelligent Professionals*, Edmonton Chapter, Edmonton, 2003.

*Association for Consumer Research's Conference*, Atlanta, Georgia, USA, 2002.

*Joseph R. Royce Research Conference*, Edmonton, Alberta, 2002

*University of Alberta's Business Research Conference 2002*, Edmonton, Alberta, 2002.

*Fordham University Pricing Conference*, New York, New York, USA, 2001.

*Marketing Science Conference*, Wiesbaden, Germany, 2001.

*Association for Consumer Research Conference*, Austin, Texas, USA, 2001.

*Society for Consumer Psychology Conference*, Scottsdale, Arizona, USA, 2001.

*Association for Consumer Research's 2000 Conference*, Salt Lake City, Utah, USA, 2000.

*INFORMS Conference Marketing Science and the Internet*, LA, California, USA, 2000.

*University of Alberta Graduate Students' Association's Media Symposium*, Edmonton, Alberta, 2000.

## **GRANTS**

- 2015-2020 Social Sciences and Humanities Research Council of Canada (SSHRC) Insight Grant (\$137,700). "Cognitive lock-in to emerging technologies: efficiency, efficacy and emotion."
- 2005-2009 Social Sciences and Humanities Research Council of Canada (SSHRC) Standard Grant (\$76,130). "Modifying habits: New product adoptions in markets with established patterns of consumption."

- 2006-2008 Academic Development Fund, New Research and Scholarly Initiative Award, Major Grant (\$60,205), University of Western Ontario. "Behavioral Lab and Research Participant Pool Development," with June Cotte, Ivey Business School.
- 2002-2006 Initiative on the New Economy (INE) Research Alliance Grant, Social Sciences and Humanities Research Council of Canada (\$865,000), "Harnessing the Web-Interaction Cycle for Canadian Competitiveness," (collaborator), with principal investigator Paul Messinger, University of Alberta, and 13 other researchers.
- 2003-2005 Teradata Center for Customer Relationship Management Research Seed Grant (\$3000), Duke University, Fuqua School of Business. "Skill-based habits of use and consumer choice," with Gerald Häubl, University of Alberta.

### **HONOURS AND AWARDS**

- 2016-2017 Killam Professorship, University of Alberta
- 2016 Best Paper Award Honourable Mention for the Marketing Division of Administrative Sciences Association of Canada (ASAC) Conference 2016
- 2015 Profiled by Discovery Science as one of Canada's "Research Stars"
- 2015 The Mackenzie Teaching Award of Excellence, presented by the Business Students Association, University of Alberta, School of Business
- 2012-2015 Winspear Senior Faculty Fellowship, University of Alberta, School of Business
- 2012-2013 Petro-Canada Young Innovator Research Award, University of Alberta
- 2011 Best Paper Award for the Marketing Division of Administrative Sciences Association of Canada (ASAC) Conference 2011 in Montreal
- 2010 Recognized as one of Edmonton's "Top 40 Under 40" by Avenue Magazine
- 2008 Dean's Commendation for Teaching, Richard Ivey School of Business, University of Western Ontario
- 2007 Research Merit Award, Richard Ivey School of Business, University of Western Ontario
- 2006-2008 Teaching Honour Roll, University Students' Council, Richard Ivey School of Business, University of Western Ontario
- 2006-2008 F.W.P. Jones Faculty Research Fellowship, Richard Ivey School of Business, University of Western Ontario
- 2002-2004 Doctoral Fellowship, Social Sciences and Humanities Research Council of Canada
- 2003 Andrew Stewart Memorial Research Award, University of Alberta
- 2003 Dissertation Fellowship, University of Alberta
- 2003 Graduate Student Teaching Award, University of Alberta
- 2002 MBA Professor of the Year (Nominee), University of Alberta



2002	Walter H Johns Graduate Fellowship, Research Award, University of Alberta
2002	W.R. Runquist Research Award for best psychology graduate student paper, 16 <sup>th</sup> Annual Joseph R. Royce Research Conference, University of Alberta
2001	Province of Alberta Graduate Fellowship
2001	AMA-Sheth Doctoral Consortium Fellow, University of Miami
1999-2003	Ph.D. Fellowship, University of Alberta, School of Business
1994	Dean's List, Faculty of Science, University of Alberta

## **COURSES TAUGHT**

### *Most Recent [with instructor rating]:*

Retail and Channel Management, undergraduate (Alberta), Winter 2016 [5 out of 5]

Marketing, Executive MBA (Alberta), Fall 2016 [4.9 out of 5]

### *Previously Taught:*

*Undergraduate* . Retail and Channel Management (Alberta); Retail Marketing Management (Ivey); Marketing Management (Ivey); Electronic Marketing (Alberta)

*Graduate*. Retail Marketing Management (Alberta MBA); Marketing Management (Alberta EMBA, MBA); Data Driven Marketing (Ivey MBA); Retail Marketing Management (Ivey MBA); Foundations of Marketing (INSEAD MBA, France); Consumer Behaviour Seminar (Ivey PhD); Using and Managing Communications Networks (Alberta MA); Introduction to Electronic Commerce (Alberta MA); Electronic Marketing (Alberta MBA)

*Executive Education*. Retail Essentials Program (Alberta); Safeway Retail Managers Program (Alberta); CFO Leadership Program (CPA); Royal Canadian Mounted Police Program (Alberta); Senior & Executive Managers' Development Program (Alberta); Management Development Program (Alberta); Management Essentials Program (Alberta); Business in Dentistry Program (Alberta); KPMG Quantum Shift Program for Entrepreneurs (Ivey)

## **CASES & TEACHING MATERIALS**

Murray, K. B., Goode, M. and Di Muro, F. (2009). Strategic planning at Apple Inc. *Ivey Business School Case and Teaching Note; Harvard Business School Case and Teaching Note*.

Murray, K. B. and Chan, J. (2008). Customization at BMW. *Ivey Business School Case; Harvard Business School Case and Teaching Note*.

Murray, K. B. and Moffat, M. (2008). Conroy's Acura: Customer lifetime value and return on marketing. *Ivey Business School Case, Excel Spreadsheet and Teaching Note; Harvard Business School Case and Teaching Note*.

Murray, K. B. & Chandrasekhar, R. (2008). Personal shoppers at Sears: The Elf initiative. *Ivey Business School Case and Teaching Note; Harvard Business School Case and Teaching Note*.

Murray, K. B. and Mark, K. (2007). Indigo Books & Music Inc.: Optimizing its loyalty program. *Ivey Business School Case, Excel Spreadsheet, and DVD; Harvard Business School Case and Teaching Note.*

Murray, K. B. and Mark, K. (2007). Sunripe Marketplace: A private label strategy. *Ivey Business School Case, DVD and Teaching Note; Harvard Business School Case and Teaching Note.*

Murray, K. B. & Liang, J. (2007). SMART co-operative marketing. *Ivey Business School Case and Teaching Note.*

Murray, K. B. & Girard, P. (2006). Merchandising at the Forzani Group Ltd. *Ivey Business School Case.*

Murray, K. B. & Chandrasekhar, R. (2006). The Home Depot Canada: Renovating strategy. *Ivey Business School Case and Teaching Note.*

Murray, K. B. & Chandrasekhar, R. (2006). The Home Depot Canada: EcoOptions. *Ivey Business School Case and Teaching Note.*

Murray, K. B. & Mark, K. (2006). OQOQO: Socially conscious fashion. *Ivey Business School Case, DVD and Teaching Note. A featured case at the Aspen Institute's CasePlace.org*

Pearce, M.P., Murray, K. B. & Morrison, K. (2006). Note on the retail value proposition. *Ivey Business School Technical Note.*

Pearce, M.P., Murray, K. B. & Morrison, K. (2006). Note on retail formats. *Ivey Business School Technical Note.*

Murray, K. B. & Mark, K. (2005). Jill's Table: Set to serve. *Ivey Business School Case, DVD and Teaching Note; Harvard Business School Case and Teaching Note.*

## **DOCTORAL DISSERTATION COMMITTEES**

Shou Chen (Chair, Marketing, Alberta, expected graduation 2019)

Soyoung Kim (Co-chair, Marketing, Alberta, expected graduation 2018)

Qian Deng (Committee Member, Alberta, expected graduation 2018)

Ding Tian (Committee Member, Marketing, Alberta; now at Wuhan University)

Christopher R. Madan (Committee Member, Psychology, Alberta, 2014: now at Boston College as a postdoctoral fellow)

Fabrizio Di Muro (Chair, Marketing, Ivey, 2010: now at the University of Winnipeg)

Jianping Liang (Chair, Marketing, Ivey, 2009: now at Sun Yat-sen University)

Remi Trudel (Co-chair, Marketing, Ivey, 2009: now at Boston University)

Michael Conyette (External Examiner, Newcastle University, 2009; at Okanagan College)

Eric Dolansky (Co-chair, Marketing, Ivey, 2008: now at Brock University)

Tanya Mark (Committee member, Marketing, Ivey, 2007: now at the University of Guelph)

Veronika Papyrina (Committee member, Marketing, Ivey, 2007: at San Francisco State)

## **ACADEMIC & COMMUNITY SERVICE**

### *Current*

Member, Editorial Review Board, *Journal of the Academy of Marketing Science* (2013 – present)

Senior Research Fellow, Institute for Online Consumer Studies (2001 – present)

*Ad hoc reviewer for:* Journal of Consumer Research, Journal of Marketing Research, Journal of Marketing, European Journal of Marketing, MIS Quarterly, Journal of Applied Social Psychology, Association for Consumer Research's Conference, Society for Consumer Psychology's Conference, SSHRC's standard grant program.

Regular contributor on marketing, consumer behaviour, retailing and electronic commerce to local, national and international media (web, print, television and radio). Recent columns and select media mentions are available at: <http://www.kylemurray.com/in-the-news.html>

### *Past*

Member, Strategic Management and Organization Recruiting Committee, Alberta School of Business (2015 - 2016)

Member, Alberta School of Business Research Awards Committee (2014 - 2016)

Columnist for *Alberta Venture Magazine*, 2016 & 2017 (12 articles per year).

Member, 2016 Program Committee for the 15th Biennial Behavioral Decision Research in Management, Rotman School of Management, University of Toronto.

Director, School of Retailing, University of Alberta School of Business (2008-2017), responsible for:

- Fundraising (2008-13 campaign raised over \$10 million)
- Management of Student Consulting Group and Applied Research Services
- Development of retail programs at the undergraduate (major and minor), MBA, PhD, post-doctoral, and executive education level
- Oversight of undergrad and MBA programs in real estate & urban economics
- More than 25 academic-industry partnerships with retail firms
- Research facilitation (faculty research grants and PhD student support)

External Examiner, Bachelor of Science in Retail and Services Management, Dublin Institute of Technology, Dublin, Ireland (2013 – 2015)

Member, Advisory Board, Leger Marketing (2008 – 2015)

Member, Advisory Board, LoyaltyOne/Colloquy (2009 – 2014)

Chair, Edmonton Opera Board (2011-12); Member, Edmonton Opera Board 2008-2013

Program Committee Member, Society for Consumer Psychology's 2012 Conference, Las Vegas, Nevada.

Faculty Representative, Alberta School of Business Dean's Selection Committee (2011)

Member, Selection Committee for the Colloquy Loyalty Awards (2010 & 2011)

Member, University of Alberta, School of Business Strategy Committee (2010-2011)

Advisor to Industry Canada and the Retail Council of Canada (RCC) on the first Canadian State of Retail Report (2010)

Member, Marketing, Business Economics and Law, Department Chair Selection Committee (2010)

Member, Canadian Business Leader Award Selection Committee, University of Alberta, School of Business (2009, 2014-2016)

Academic Advisor, Fraternity of Phi Gamma Delta, Epsilon Alpha Chapter (2008 – 2010)

Member, AMA Interviewing Team (2008), University of Alberta, School of Business

Director of the Behavioural Research Lab and Participant Pools, Richard Ivey School of Business, University of Western Ontario (2005 – 2008)

Marketing PhD Student Coordinator, Richard Ivey School of Business, University of Western Ontario (2007-2008)

Chair, Marketing Group Recruiting Committee, Richard Ivey School of Business, University of Western Ontario (2007)

MBA Marketing Elective Development Committee, Richard Ivey School of Business, University of Western Ontario (2007)

Host and Conference Chair for the 3<sup>rd</sup> Annual Southern Ontario Behavioural Decision Researchers' Conference at the Richard Ivey School of Business, University of Western Ontario (2007)

Graduate Student Representative on the University of Alberta's School of Business Dean and Marketing Department's Chair Selection Committees (2004)

PhD Student Representative on the Business Council and Student Representative on the Faculty of Graduate Studies and Research Council, School of Business, University of Alberta (2001-2003)

## **CONSULTING PROJECTS**

Competition Bureau of Canada

Consumers Council of Canada

General Motors

Industry Canada

Johnson and Johnson

Leger, The Research Intelligence Group

LoyaltyOne

Microsoft