Zhihong “Andrea” Lin

**Profile**

A multilingual Ph.D. student in Hospitality Administration at the University of Houston with a strong foundation in both academic research and practical hospitality experience. With a background in restaurant operations and international visa services, I bring a global perspective to hospitality and food safety education. My academic work focuses on increasing equity for consumers and restaurateurs, sustainability, and food safety, with multiple peer-reviewed publications and ongoing collaborative projects. Passionate about teaching, interdisciplinary research, and advancing knowledge in the hospitality field through data-driven insights and inclusive educational practices.

**Educational Background**

**Ph. D. in Hospitality Administration** *May 2027*

*University of Houston, Houston, TX*

**Master in Global Hospitality Leadership** GPA 4.0/4.0 *May 2023*

*University of Houston, Houston, TX*

**Bachelor in Hotel and Restaurant Management** GPA 3.97/4.0 *Dec 2021*

*University of Houston, Houston, TX*

**College Degree** **in Tourism and Hotel Management** GPA 3.74/4.0 *Jul 2015*

*Guangzhou College of Technology and Business, Guangzhou, GD, China*

**Skills**

* Research & Data analysis: Proficient in MS office software, SPSS.
* Team Leadership & Operational Management: Expert in leading and developing teams, overseeing daily operations, optimizing workflows, and implementing strategies to enhance efficiency and service quality in hospitality settings.
* Languages: Multilingual in English, Mandarin, and Cantonese. Familiar with Korean, Spanish, and Japanese.

**Publications & Under Review**

* Acosta, K. M., Beiza, A. A., Raschke, I., **Lin, Z.**, Madera, J. M., Dawson, M., ... & Sirsat, S. A. (2025). Synthesis and Effectiveness of a Novel Food Safety Toolkit for Low-Literacy Novice Food Handlers. *Journal of Food Protection*, 88(5), 100496.
* Chen, K., **Lin, Z.**, do Prado, I., Mohammad, Z., Acosta, K. M., & Sirsat, S. A. (2024). College Students’ Domestic Kitchen Food Safety Perceptions and Knowledge. *The* *Journal of Extension*, 61(4), 12.
* Yeargin, T. A., **Lin, Z.**, do Prado, I., Sirsat, S. A., & Gibson, K. E. (2023). Consumer practices and perceptions regarding the purchasing and handling of microgreens in the United States. *Food Control*, 145, 109470.
* Beiza, A. A., **Lin, Z.**, & Sirsat, S. A. (2023). On-Farm Produce Safety Practices Assessment in Texas. *Food Protection Trends*, 43(6).
* Yu, H., **Lin, Z.**, Lin, M. S., Neal, J. A., & Sirsat, S. A. (2022). Consumers’ knowledge and handling practices associated with fresh-cut produce in the United States. *Foods*, 11(14), 2167.
* Designing demand: How food rescue app features influence consumer value perception – Under Review
* Resilience Through Constraints: The Entrepreneurial Journey of First-Generation American Restaurateurs – Under Review
* Hydroponic Produce: A Qualitative Needs Assessment – Under Review

**Professional Experience**

**Assistant Manager**

Eric’s Restaurant at Hilton College, Houston, TX, United States *Sep 2023 – Aug 2024*

* Overseeing daily restaurant operations and maintaining high service standards.
* Managing staff schedules, training new employees, and ensuring team performance.
* Handling customer inquiries, resolving issues, and ensuring customer satisfaction.

**Supervisor**

Eric’s Restaurant at Hilton College, Houston, TX, United States *Sep 2022 – Sep 2023*

* Monitoring inventories of food and supplies and maintain necessary par standard.
* Training and retraining both new and existing employees.
* Identifying methods to lower costs and improve revenues.

**Bartender/Server**

Eric’s Restaurant at Hilton College, Houston, TX, United States *Feb 2020 – Aug 2022*

* Provided consistent high-quality customer service.
* Specialized in reading customer’s preference and making suggestions.

**Visa Operation Specialist** *Jan 2015 - Jan 2019*

TLScontact, Guangzhou, GD, China

* Ensured data entry accuracy and supervised intern efficiency.
* Managed, supervised, and trained team members monthly.

**Honors, Awards, & Activities**

* Treasurer of Hilton Doctoral Student Association *2025 - 2026*
* Alumni Association Award for Academic Excellence *2023*
* Provost’s Undergraduate Research Scholarship Program *2021*
* Dean’s List and Good Academic Standing *2019 - 2021*
* First prize Extraordinary Student Scholarship and Remarkable Student *2013 - 2015*