Evgeny Kagan

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POSITION

Johns Hopkins Carey Business School
Associate Prof. of Operations Management and Business Analytics   2025 - Present
Assistant Prof. of Operations Management and Business Analytics   2018 - 2025

RESEARCH INTERESTS

Technology and innovation management, Service design, Biases and heuristics

EDUCATION

University of Michigan, Ann Arbor, MI   2018
PhD in Operations Management, Ross School of Business

Erasmus University, Rotterdam, The Netherlands   2012
M.Sc. in Logistics and Information Systems

Mannheim University, Mannheim, Germany   2010
B.Sc. in Business Administration

RESEARCH

Peer Reviewed Publications

1. "Sequential Decision-Making: From Decision Elicitation to Strategy Identification"
   Kagan, E., Leider, S. and Sahin, O. Accepted at *Management Science*. Link

2. "Operational Strategies for Customer Service: A Gatekeeper Framework" Dada, M., Hathaway, B. and Kagan, E. *Production and Operations Management (POM)*, forthcoming. Link

3. "The Gatekeeper's Dilemma: When Should I Transfer This Customer?"
   Hathaway, B., Kagan, E. and Dada, M. *Operations Research*, 71(3), 2023: 791-1020. Link

   - *Winner, Manufacturing and Service Operations Management (MSOM) Service Management SIG Best Paper Award 2024*

   - *Winner, Institute for Operations Research and the Management Sciences (INFORMS) Behavioral Operations Working Paper competition 2020*

4. "Equity Contracting and Incentive Design in Startup Teams"
   Kagan, E., Leider, S. and Lovejoy, W. *Management Science*, 66(10), 2020: 4879-4898. Link

   - *Runner-up, Production and Operations Management Society College of Product Innovation and Technology Management, best student paper competition 2017*

5. "Ideation-Execution Transition in Product Development: Experimental Analysis"
   Kagan, E., Leider, S. and Lovejoy, W. *Management Science, 64(5), 2018: 1975-2471.* Link

   - *Runner-up, INFORMS TIME (Technology, Innovation Management and Entrepreneurship) best published paper in 2018-2023*

   - *Winner, EBS (European Business School) Best paper competition in Innovation Management 2017*

   - *Finalist, INFORMS Behavioral Operations Working Paper competition 2016*

Papers under Review/Revision

6. "On Repeat: Does Iteration Drive Innovation?" Kagan, E., Jost, C., Schiffels, S., and Lieberum, T. Minor revision at *Manufacturing and Service Operations Management (MSOM)*. Link

   - *Accepted at MSOM Special Interest Group (SIG) Conference 2024, Technology, Innovation and Entrepreneurship Track (Average acceptance rate: 19.8%)*

7. "Deploying Chatbots in Customer Service: Adoption Hurdles and Simple Remedies" Kagan, E., Hathaway, B. and Dada, M. Major revision at *Manufacturing and Service Operations Management (MSOM)*. Link

   - *Accepted at MSOM SIG Conference 2024, Technology, Innovation and Entrepreneurship Track (Average acceptance rate: 19.8%)*
   - *Winner, INFORMS TIME (Technology, Innovation Management and Entrepreneurship) best working paper competition 2023*
   - *Winner, Best presentation award at Behavioral Operations Conference 2024*

8. "Sources of Leverage in Entrepreneur-Investor Negotiations" Kagan, E., Hyndman, K. and Qi, A. Major revision at *Manufacturing and Service Operations Management (MSOM)*. Link

   - *Accepted at MSOM SIG Conference 2023, Technology, Innovation and Entrepreneurship Track (Average acceptance rate: 24%)*

9. "Beyond Averages: How Do Customers Respond to Wait Time Distributions?" Kagan, E., Hyndman, K. and Davis, A. Major revision at *Management Science.* Link

   - *Accepted at MSOM SIG Conference 2025, Service Management Track*

Work in Progress

10. "Task Selection in Queues." Kagan E.

11. "Solar Panel Technology Adoption: Individual Biases and Heuristics." Kagan E.

12. "Behavioral Biases in Emergency Care Patient Assignment: Evidence from the Field and the Lab." Hathaway, B., Kagan, E., Smith, I., and Jones, J.

13. "Anxiety: The Hidden Cost of Dynamic Pricing." Kagan, E., Stamatopolous, Y. and Kinch, M.

Other (non-refereed) publications

"Mentoring in Startup Ecosystems" Brophy, D., Milovac, M., Sanchez-Burks, J., Jensen, T. and Kagan, E. Link

- A report commissioned by Kauffman Foundation and supported by a Kauffman grant

INVITED SEMINARS	**"Beyond Averages: How Do Customers Respond to Wait Time Distributions?"**
	- Leeds School of Business, University of Colorado, Boulder CO, December 2024

- *Scheller College of Business, Georgia Institute of Technology, Atlanta GA, October 2024*
- *Rotman School of Business, University of Toronto, Toronto ON, September 2024*
- *Tuck School of Business, Dartmouth University, Hanover NH, September 2024*
- *School of Business, University of Wisconsin, Madison WI, September 2024*

"Beyond Algorithm Aversion: The Role of Risk and Gatekeeper Aversion in Chatbot Adoption"

- *Foster School of Business, University of Washington, Seattle WA, May 2023*
- *Smith School of Business Queens University, Kingston ON, March 2023*
- *McDonough School of Business, Georgetown University, Washington DC, February 2023*
- *Kogod School of Business, American University, Washington DC, November 2022*

"On Repeat: Does Iteration Drive Innovation?"

- *Darden School of Business, University of Virginia, Charlottesville VA, April 2022*
- *School of Business, George Washington University, Washington DC, November 2021*

"Dynamic Decision-Making in Operations Management"

- *Questrom School of Business, Boston University, Boston MA, November 2019*

"Equity Contracting and Incentive Design in Startup Teams"

- *McCombs School of Business, UT Austin, Austin TX, invited PhD seminar, March 2019*
- *Jindal School of Management, University of Texas at Dallas, Dallas TX, March 2019*
- *Krannert School of Management, Purdue University, West Lafayette IN, February 2019*
- *Carey Business School, Johns Hopkins University, Baltimore MD, January 2018*
- *European School of Management and Technology (ESMT) Berlin, Germany, January 2018*
- *Wharton School of Business, University of Pennsylvania, Philadelphia PA, January 2018*
- *Kelley School of Business, Indiana University, Bloomington IN, January 2018*
- *Cox School of Business, Southern Methodist University, Dallas TX, January 2018*
- *Haute Etudes Commerciales (HEC) Paris, France, January 2018*
- *Beedie School of Business, Simon Fraser University, Vancouver BC, Canada, December 2017*
- *Lee Kong Chian School of Business, Singapore Management University, Singapore, December 2017*

- *Hong Kong University of Science and Technology (HKUST) Business School, Hong Kong, December 2017*
- *Frankfurt School of Finance and Management, Germany, December 2017*
- *School of Management, University College London, United Kingdom, November 2017*
- *D'Amore-McKim School of Business, Northeastern University, Boston MA, November 2017*
- *Wharton Innovation Doctoral Symposium, University of Pennsylvania, Philadelphia PA, September 2017*
- *Ross School of Business, University of Michigan, Ann Arbor MI, May 2017*

"Ideation-Execution Transition in Product Development: An Experimental Analysis"

- *Rotterdam School of Management, Erasmus University, The Netherlands, December 2017*

CONFERENCE PRESENTATIONS

"Beyond Averages: How Do Customers Respond to Wait Time Distributions?"

- *INFORMS Annual Meeting, Seattle WA, October 2024*

"Beyond Algorithm Aversion: The Role of Risk and Gatekeeper Aversion in Chatbot Adoption"

- *INFORMS Annual Meeting, Phoenix AZ, October 2023*
- *MSOM Conference, Montreal QC, Canada, June 2023*

"On Repeat: Does Iteration Drive Innovation?"

- *MSOM Conference, TIE SIG, Minneapolis, MN, June 2024*
- *INFORMS Annual Meeting, Indianapolis IN, October 2022*
- *Behavioral Operations Conference, Fayetteville AK, June 2022*

"The Gatekeeper's Dilemma: When Should I Transfer This Customer?"

- *MSOM Conference, Munich, Germany, June 2022*
- *INFORMS Annual Meeting, virtual, October 2021*
- *MSOM Conference, virtual, Jun 2021*
- *INFORMS Annual Meeting, virtual, October 2020*

"Dynamic Decision-Making in Operations Management"

- *Behavioral Operations Conference, Eindhoven, The Netherlands, June 2019*

"Entrepreneurial Market Research: When Hypotheses Outnumber Samples"

- *MSOM Conference, Singapore, June 2019*

- *Behavioral Operations Conference, Dallas TX, June 2018*

- *POMS Conference, Washington DC, May 2019*

"Equity Contracting and Incentive Design in Startup Teams"

- *The Academy of Management Annual Meeting, Invited Panel on "The Why and How of Founding Teams: Key Theoretical and Methodological Directions", Seattle WA, August 2022*

- *INFORMS Annual Meeting, Seattle WA, October 2019*

- *INFORMS Annual Meeting, Phoenix AZ, October 2018*

- *Wharton Innovation Doctoral Symposium (WINDS), Philadelphia PA, October 2018*

- *INFORMS Annual Meeting, Houston TX, October 2017*

- *MSOM Conference, Chapel Hill NC, June 2017*

- *Behavioral Operations Conference, Madison WI, June 2016*

- *Entrepreneurship and Behavioral Economics Workshop, Tampa FL, April 2015*

"Ideation-Execution Transition in Product Development: An Experimental Analysis"

- *INFORMS Annual Meeting, Nashville TN, October 2016*

- *MSOM Conference, Toronto ON, Canada, June 2015*

- *Behavioral Operations Conference, Ithaca NY, June 2015*

TEACHING	Foundations of Business Analytics (Johns Hopkins Carey, FT MBA)	2020 - present
	Business Analytics (Johns Hopkins Carey, MSc and Flexible MBA)	2018 - present
	Operations Management (Michigan Ross, BBA)	Winter 2015

SERVICE

University Service
Board Member and Carey Business School Representative, Johns Hopkins Homewood Institutional Review Board (IRB) 2022 - present

School Service

Faculty Recruitment Committee (Operations Management and Business Analytics)	2024, 2019
Faculty Recruitment Committee (Strategy)	2023
Postdoc Recruitment Committee (Operations Management and Business Analytics)	2022, 2020
Staff Recruitment Committee (Office of Faculty and Research)	2024
Course lead, Business Analytics	2018 - present
Carey Business School Mentoring Initiative (Co-organizer)	2022 - 2023
Operations Management Seminar Series Organizer	2019-2022

Professional Service

Discussant, Societal Impact Driven Marketing Conference	2024
Organizer, Behavioral Operations Conference	2023
Session Chair, POMS Annual Meeting	2021
Cluster chair, INFORMS Behavioral Operations Track, virtual	2020
Session Chair, Informs Annual Meeting	2024, 2021, 2019, 2018, 2017, 2016

Committee Chair, INFORMS TIME (Technology, Innovation Management and Entrepreneurship) Best Paper Competition   2021, 2020
Treasurer, INFORMS Behavioral Operations Management Section   2021 - 2023

Reviewer
Management Science, Operations Research, Management of Service and Operations Management, Experimental Economics, Production and Operations Management, Journal of Economic Behavior and Organization, Service Science, Journal of Operations Management, Strategic Entrepreneurship Journal, Strategic Organization

AWARDS/SEED FUNDING	*Note: See RESEARCH section for paper-specific awards*

Distinguished Service Award, *Management Science*   2023, 2022

Meritorious Service Award, *MSOM*   2023

Meritorious Service Award, *Management Science*   2024, 2021

Supplemental Research Award (Carey Business School)
Joint with Brett Hathaway and Maqbool Dada, $5000   2020

INFORMS TIME (Technology, Innovation Management and Entrepreneurship) dissertation award
Second place   2019

Rustgi Family Fund Award in Entrepreneurship (Carey Business School)
Joint with Stephen Leider and Bill Lovejoy, $2500   2018 - 2019

Rackham Pre-doctoral Fellowship (University of Michigan)
Highest award for doctoral research at the University of Michigan   2017 - 2018

Heinrich-Boell-Foundation Scholarship, Germany
Academic excellence scholarship   2007 - 2012

Fulbright Scholarship, California State University East Bay, USA   2007

MEDIA MENTIONS

POMS College of Operational Excellence webinar Link
The Wall Street Journal Link
AARP Bulletin Link
The Baltimore Banner Link
Changing Business (Inaugural Issue) Link
INFORMS Resoundingly Human Podcast Link
MITechNews Link

INDUSTRY EXPERIENCE

DHL Inhouse Consulting Bonn, Germany   Summer 2010
Summer associate, developed performance measurement tools for sales teams

Center for European Economic Research (ZEW), Germany   2009 - 2010
RA; conducted a large-scale innovation survey of German technology firms

BASF SE, Ludwigshafen, Germany   Summer 2008
Summer associate; developed a predictive model for campus recruiting

Sudzucker AG, Mannheim, Germany   Winter 2008
Intern; developed optimization tools for plant-customer delivery streams