

Evgeny Kagan

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POSITION **Johns Hopkins Carey Business School** 2018 - present
Assistant Professor of Operations Management and Business Analytics

RESEARCH INTERESTS Technology and innovation management, Service design, Incentive design, Biases and heuristics.

EDUCATION **University of Michigan**, Ann Arbor, MI 2018
PhD in Operations Management, Ross School of Business
Co-advisors: Stephen Leider and William Lovejoy

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. “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, *INFORMS Behavioral Operations Working Paper competition 2020*
2. “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, *POMS College of Product Innovation and Technology Management, best student paper competition 2017*
3. “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*

Working Papers

4. “Dynamic Decision-making in Operations Management”
Kagan, E., Leider, S. and Sahin, O. Major revision at *Management Science* [Link](#)
5. “AI Chatbots in Customer Service: Adoption Hurdles and Simple Remedies”
Kagan, E., Hathaway, B. and Dada, M. Major revision at *Management Science* [Link](#)

- Winner, *INFORMS TIME (Technology, Innovation Management and Entrepreneurship) best working paper competition 2023*

6. “Sources of Leverage in Entrepreneur-Investor Negotiations” Kagan, E., Hyndman, K. and Qi, A. Under review after resubmission to *Management Science*. [Link](#)
 - Accepted at *MSOM SIG Conference 2023, Technology, Innovation and Entrepreneurship Track* (16% acceptance rate)
7. “On Repeat: Does Iteration Drive Innovation?” Kagan, E., Schiffels, S., Lieberum, T., and Jost, C. Under review at *MSOM/TIE SIG Dual Purpose Submission*. [Link](#)
8. “Operational Strategies for Customer Service: A Gatekeeper Framework” Dada, M., Hathaway, B., and Kagan, E. Under revision [Link](#)

Work in Progress

9. “Spending Time in Service Systems: Understanding Customer Response to Priority Lanes, Uncertainty and Waiting Time Information” Hyndman, K., Kagan E., and Davis, A.
10. “Anxiety: The Hidden Cost of Dynamic Pricing” Kagan, E., Stamatopolous, Y. and Shell, M.
11. “Entrepreneurial Market Research: When Hypotheses Outnumber Samples” Kagan, E., Leider, S., and Lovejoy, W.

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*

PRESENTATIONS

2023

Smith School of Business (Queens University, ON), Foster School of Business (University of Washington), McDonough School of Business (Georgetown University), MSOM conference (Montreal, QC), INFORMS Annual Meeting (Phoenix, AZ)

2022

Darden School of Business (University of Virginia), Kogod School of Business (American University), INFORMS (Indianapolis), MSOM conference (Munich, Germany), Behavioral Operations Conference (University of Arkansas), AOM Annual Meeting, Panelist (Seattle, WA)

2021

INFORMS Annual Meeting (virtual), MSOM conference (virtual), George Washington University School of Business

2020

INSEAD (postponed due to Covid-19 pandemic), INFORMS Annual Meeting (virtual)

2019

Krannert School of Management (Purdue University), Jindal School of Management (University of Texas at Dallas), Questrom School of Business (Boston University), McCombs School of Business (UT Austin, invited PhD seminar), POMS Conference (Washington DC), MSOM conference (Singapore), Behavioral Operations Conference (Eindhoven), INFORMS Annual Meeting (Seattle, WA)

2018

Wharton Business School (University of Pennsylvania), Carey (Johns Hopkins University), Kelley School of Business (Indiana), Cox School of Business (Southern Methodist University), Hautes Etudes Commerciales (HEC) Paris, European School of Management and Technology (ESMT) Berlin, Beedie School of Business (Simon Fraser University), Behavioral Operations Conference Young Scholar's workshop (UTD), INFORMS Annual Meeting (Phoenix)

2017

Lee Kong Chian School of Business (Singapore Management University), Hong Kong University of Science and Technology (HKUST) Business School, D'Amore-McKim School of Business (Northeastern), Rotterdam School of Management (Erasmus University), Frankfurt School of Finance and Management, University College London (UCL) School of Management, Warton Innovation Doctoral Symposium (University of Pennsylvania), INFORMS Annual Meeting (Houston), MSOM conference (Chapel Hill, NC)

TEACHING

Foundations of Business Analytics (Johns Hopkins Carey, FT MBA)	2020 - present
Business Analytics (Johns Hopkins Carey, MSc and Flexible MBA)	2018 - present
Course lead, Business Analytics	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
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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
Carey Business School Mentoring Initiative (Co-organizer)	2022 - 2023
Operations Management Seminar Series Organizer	2019-2022

Professional Service

Organizer, Behavioral Operations Conference	2023
Cluster chair, INFORMS Behavioral Operations track, virtual	2020

Session Chair, Informs Annual meeting 2024, 2021, 2019, 2018, 2017, 2016
 Session Chair, POMS Annual meeting 2021
 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 (Meritorious Service Award 2021), 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

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

Supplemental Research Award (Carey Business School)
 Joint with Brett Hathaway and Maqbool Dada 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 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

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

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

COMPUTER AND NATURAL LANGUAGES

STATA, MATLAB, R, SQL, Python, LaTeX,
 English (fluent), German (fluent), Russian (fluent), French (conversational)