

Evgeny Kagan

✉ ekagan@jhu.edu www.evgenykagan.com

POSITION	Johns Hopkins Carey Business School Assistant Professor of Operations Management and Business Analytics	2018-
RESEARCH INTERESTS	Technology Management, Innovation and Product Development, Incentive design, Human decision-making, Biases and heuristics.	
EDUCATION	University of Michigan , Ann Arbor, MI PhD in Operations Management, Ross School of Business Co-advisors: Stephen Leider and William Lovejoy	2018
	Erasmus University , Rotterdam, The Netherlands M.Sc. in Logistics and Information Systems	2012
	Mannheim University , Mannheim, Germany B.Sc. in Business Administration	2010
RESEARCH	Publications <ol style="list-style-type: none">1. “Ideation–Execution Transition in Product Development: Experimental Analysis” with Stephen Leider & William Lovejoy. <i>Management Science</i>, 64 (5), 2018; pp. 1975-2471. Link<ul style="list-style-type: none">- Finalist, INFORMS Behavioral Operations working paper competition 2016- Finalist, Best paper competition in Innovation Management 2017, EBS Wiesbaden (Awarded for high practical relevance)2. “Equity Contracting and Incentive Design in Startup Teams” with Stephen Leider & William Lovejoy. <i>Management Science</i>, 66(10), 2020: 4879-4898. Link<ul style="list-style-type: none">- Finalist, POMS College of Product Innovation and Technology Management (PITM) best student paper competition 20173. “The Gatekeeper’s Dilemma: When Should I Transfer This Customer?” with Brett Hathaway and Maqbool Dada, Forthcoming at <i>Operations Research</i>. Link<ul style="list-style-type: none">- Winner, INFORMS Behavioral Operations working paper competition 2020 (~50 submissions) Working Papers <ol style="list-style-type: none">4. “Venture Deals: Sources of Leverage in Entrepreneur-Investor Negotiations” with Kyle Hyndman and Anyan Qi, Under second round of review at <i>Management Science</i>. Link5. “Dynamic Decision-making in Operations Management” with Stephen Leider and Ozge Sahin, Under revision for resubmission to <i>Management Science</i> (First decision: Reject and Resubmit). Link6. “One Size Does Not Fit All: Strengths and Weaknesses of the Agile Approach” with Sebastian Schiffels and Tobias Lieberum, Under revision for resubmission to <i>Management Science</i> (First decision: Reject and Resubmit). Link	

7. “AI Chatbots in Customer Service: Adoption Hurdles and Simple Remedies” with Brett Hathaway and Maqbool Dada. **Under review at Management Science**

In Preparation

8. “Designing the Service Experience: Operational and Marketing Trade-offs” with Brett Hathaway and Maqbool Dada.
9. “Anxiety and Dynamic Pricing” with Yannis Stamatopolous and Michelle Shell.
10. “Entrepreneurial Market Research: When Hypotheses Outnumber Samples” with Stephen Leider, & William Lovejoy.

Other (non-refereed) publications

“Mentoring in Startup Ecosystems” with David Brophy, Melanie Milovac, Jeffrey Sanchez-Burks and Tom Jensen. [Link](#)
- A report commissioned by Kauffman Foundation and supported by a Kauffman grant

TALKS

2023

Smith (Queens University, ON), Foster (University of Washington)

2022

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

2021

INFORMS 2021 (virtual), MSOM 2021 (virtual), George Washington University

2020

INSEAD (postponed due to Covid-19 pandemic), INFORMS 2020 (virtual)

2019

Krannert (Purdue), Jindal School of Management (UTD), Questrom (Boston University), McCombs (UT Austin, invited PhD seminar), POMS (Washington DC), MSOM (Singapore), BOM (Eindhoven), INFORMS (Seattle, WA)

2018

Wharton Management/Entrepreneurship (University of Pennsylvania), Carey (Johns Hopkins), Kelley (Indiana), Cox (Southern Methodist University), HEC Paris, ESMT Berlin, Beedie (Simon Fraser University), Behavioral Operations Conference Young Scholar’s workshop (UTD), INFORMS (Phoenix)

2017

Lee Kong Chian School of Business (Singapore Management University), HKUST, D’Amore-McKim (Northeastern), Rotterdam School of Management (Erasmus University), Frankfurt School of Finance and Management, UCL School of Management, WINDS symposium (Wharton), INFORMS (Houston), MSOM (UNC)

TEACHING	Foundations of Business Analytics (Johns Hopkins Carey, Full-Time MBA)	2020-now
	Business Analytics (Johns Hopkins Carey, MSc and Flexible MBA)	2018-now
	Operations Management (Michigan Ross, BBA)	Winter 2015
WORK 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
SERVICE	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	
	Organizer	
	Behavioral Operations Conference, Johns Hopkins Carey Business School	June 2023
	Cluster Chair	
	INFORMS Behavioral Operations track, virtual	Nov 2020
	Session Chair	
	INFORMS Annual Meeting, Anaheim, CA	Oct 2021
	INFORMS Annual Meeting, Seattle, WA	Oct 2019
	POMS Annual Meeting, Washington, DC	May 2019
	INFORMS Annual Meeting, Phoenix, AZ	Nov 2018
	INFORMS Annual Meeting, Houston, TX	Oct 2017
	INFORMS Annual Meeting, Nashville, TN	Nov 2016
	Committee Chair: INFORMS TIMES best paper award	2020, 2021
	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	
	Board Member	
	Johns Hopkins Homewood Institutional Review Board (IRB)	2022 - now
	Course Lead	
	Business Analytics (Carey Business School)	2018 - now

**SELECTED
GRANTS &
AWARDS**

INFORMS TIMES Dissertation award (finalist)	2019
Awarded to outstanding doctoral dissertations in the area of innovation.	
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)	2017 - 2018
Highest award for doctoral research at the University of Michigan.	
Heinrich-Boell-Foundation Scholarship, Germany.	2007 - 2012
Academic excellence scholarship	
Fulbright Scholarship, California State University East Bay, USA	Summer 2007

**COMPUTER &
NATURAL
LANGUAGES**

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