

# Konstantinos I. Stouras

## Curriculum Vitæ

Darden School of Business  
100 Darden Boulevard  
22903 Charlottesville, VA

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### Academic positions

- 2016–2018 **The Darden School, University of Virginia, VA**  
*Post-doctoral Research Fellow* in Operations Management, supported by the Batten Institute for Entrepreneurship and Innovation

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### Education

- 2011–2016E **INSEAD, France and Singapore**  
Ph.D. in Management (specialization: *Operations Management*)
- 2011–2013 **INSEAD, France and Singapore**  
Master in *Management*
- 2010–2011 **National Technical University of Athens (NTUA), Greece**  
2-year M.Sc. *summa cum laude* in *Mathematical Modeling in Financial Engineering*
- 2005–2010 **National Technical University of Athens (NTUA), Greece**  
5-year Diploma (M.Sc. equivalent) *summa cum laude* in *Applied Mathematics and Physical Sciences*

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### Research Interests

**Operations Economics:** Contests, Crowdsourcing, Gamification

**Service Science:** Work-from-home marketplaces, Online Communities, Workforce Management and Analytics, Matching Markets

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### Working Papers

- [P1] Stouras, Konstantinos I., **Product Support Forums: Customers as Partners in the Service Delivery**, November 2016.
- [P2] Stouras, Konstantinos I., Karan Girotra and Serguei Netessine, **First Ranked First To Serve: Strategic Agents in a Service Contest**, August 2016.

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### In Progress

Stouras, Konstantinos I. and Raul O. Chao, **Crowdsourcing Customer Service to Online Communities: An Empirical Investigation** (Data collection from four large-scale online communities and analysis in progress)

Stouras, Konstantinos I., **Peer-to-peer service marketplaces: Coordinating Staffing Level and Service Quality**

Stouras, Konstantinos I., **Innovation Contests with Heterogeneous Agents and Endogenous Participation**

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### Awards and Honors

- 2016–2018 *Research Fellow*, Batten Institute for Entrepreneurship and Innovation, The Darden School, University of Virginia
- 2015 Part of Winning Team, “Hack4Insead”, Data Analytics Competition, INSEAD
- 2013–2014 Winner of *Deans’ Commendation for Excellence in MBA Teaching*, INSEAD (annual award to three PhD Students across Departments and Campuses in France and Singapore)

- 2011–2016 *INSEAD Doctoral Fellowship* for Management Research
- 2010 *Salutatorian*, School of Applied Mathematics and Physical Sciences, NTUA
- 2009–2010 *Thomaideio Foundation Award*, awarded to the best Undergraduate Student, School of Applied Mathematics and Physical Sciences, NTUA
- 2006–2008 *Awards for Academic Excellence*, National Scholarships Foundation of Greece (IKY)

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## Invited Seminars and Presentations

- INFORMS Nashville (2016), Philadelphia (2015), San Francisco (2014), Minneapolis (2013)
- MSOM Seattle (2014), Fontainebleau (2013)
- 2016 University of Virginia (Darden School of Business), Washington University in St. Louis (Olin Business School), HEC Paris, City University Hong Kong (College of Business), Kühne Logistics University

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## Cases and Teaching Materials

- [T1] Stouras, Konstantinos I., Karan Girotra and Serguei Netessine, **LiveOps Inc.: The Contact Centre Reinvented**, INSEAD Business School Case 6097, October 2014. (Case and Teaching Note available at Harvard Business Publishing and used in the OM MBA Core Course at INSEAD; see [cases.insead.edu/LiveOps](http://cases.insead.edu/LiveOps))

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## MBA Teaching Experience

- 2016 Operations Management, *MBA Core course*, **Darden**: Attending MBA lectures taught using the “Case Method”.
- 2015, 2014 **Beer Game Instructor**, *Executive Education Program*, **INSEAD**
- 2012–2016 **Instructor**, Operations Management, *MBA Core course*, **INSEAD**  
 Prepared and delivered 5x2 lectures and designed the Operations Management exams for 5 INSEAD MBA promotions. Class size: 100+ INSEAD MBA Students per lecture.  
**Teaching Evaluations:** 4.7 (2016), 4.5 (2015), 4.7 (2014), 4.7 (2014), 4.3 (2012); 0 - 5 Scale,  $n_{sample} \simeq 140$ ,  $N_{population} \simeq 300$  for each evaluation. Evaluations and video lectures available upon request.

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## Relevant Professional Experience

- 2014– **Founder and Developer**, *OperationsAcademia.org*  
 Hands-on experience on starting an online community, encouraging participation and commitment. More than 150k global visitors so far and 100+ views on a daily basis.
- 2015– **Consultant**, *Voiron.com* (online marketplace of video professionals), Bangalore, India.  
 Contributing to the growth of the marketplace by sharing academic expertise.
- 2014 **Industrial Excellence Best Factory in Europe Competition**, France  
 Audited the factories of L’Oreal, Rambouillet, France and Bosch, Rodez, France (with Prof. Stephen Chick and Prof. Enver Yücesan).
- 2010–2011 **Consultant Actuary**, *Prudential*, Athens, Greece  
 Analyzed a private Defined Contribution pension fund of appr. 6M accounts and provided recommendations to the Greek Supervisory Committee of Occupational Insurance.

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## Service

- 2014– Collected and analyzed survey data of recently hired faculty in Operations Management and related fields. Insights obtained provide a growing, unique resource for PhD job candidates and hiring decision-makers (presented by Prof. Serguei Netessine at the MSOM Annual Business Meeting of INFORMS in 2015 and 2016).

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## Miscellaneous

Work Eligibility	H-1B US Visa holder and EU Citizen
Computer skills	Java, R, Python, MySQL, Mathematica, Matlab, Excel & VBA, JavaScript
Languages	Greek (native), English (fluent), German (intermediate), French (basic)
Hobbies and General Interests	Professional Water Polo player (until 2007), Ancient Greek Drama and Theater, Traveling/Culture, Programming, British Comedy