
Academic Positions

- 2018– **University College Dublin, Michael Smurfit Graduate Business School, Ireland**
Assistant Professor of Operations Management
Batten Institute Fellow, Entrepreneurship and Innovation, UVA Darden
- 2016–2018 **University of Virginia, Darden School of Business, USA**
Post-doctoral Research Fellow, supported by the Batten Institute

Education

- 2011–2016 **INSEAD, France and Singapore**
Ph.D., M.Sc. in *Management, Technology and Operations Management Area*
Dissertation: Incentive Design of On-Demand Marketplaces for Service and Innovation
Advisors: Serguei Netessine and Karan Girotra
- 2005–2011 **National Technical University of Athens (NTUA), Greece**
2-year M.Sc. *summa cum laude* in *Financial Engineering*
5-year Diploma (M.Sc. equivalent) *summa cum laude* in *Applied Mathematics and Physical Sciences*
Thesis: Probabilistic Solutions of Partial Differential Equations and their Path Integral Representation: Applications in Stochastic Interest Rate Modeling
Advisors: Vassilis G. Papanicolaou and Themistocles M. Rassias

Research Interests

Crowdsourcing, User Innovation, Service Systems with Endogenous Capacity

Under Review/Revision

- [P1] Stouras, Konstantinos I., Jeremy Hutchison-Krupat and Raul O. Chao, **The Role of Participation in Innovation Contests**, January 2018

Working Papers

- [P2] Stouras, Konstantinos I., **Product Support Forums: Customers as Partners in the Service Delivery**, 2016
- [P3] Stouras, Konstantinos I., Serguei Netessine and Karan Girotra, **First Ranked First To Serve: Strategic Agents in a Service Contest**, 2016

Other Research

- [P4] Stouras, Konstantinos I., **Crowdsourcing Contests with Incomplete Information and Evaluation Uncertainty** (A preliminary version accepted in CAEC '17: Cambridge Area Computation and Economics Day, 2017)

In Preparation

Stouras, Konstantinos I., Sanjiv Erat and Kenneth C. Lichtendahl Jr., **Dueling Crowdsourcing Contests**

Chen, Louis Lester, Ioannis Panageas and Konstantinos I. Stouras, **Average Case Performance of Supply Chain Contracts**

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

Awards and Honors

Research

- 2018 *Finalist for Best Dissertation Award*, INFORMS Technology, Innovation Management and Entrepreneurship (TIMES) Section

Grants

- 2018–2019 Batten Institute for Entrepreneurship and Innovation, \$10,000 Research Grant on “Dueling Crowdsourcing Contests”, The Darden School, University of Virginia (joint with K.C. Lichtendahl and S. Erat, UC San Diego, Rady)
- 2016–2018 *Research Fellowship*, Batten Institute for Entrepreneurship and Innovation, The Darden School, University of Virginia (\$150,000 incl. travel budget)

Teaching

- 2013–2014 Winner of *Deans’ Commendation for Excellence in MBA Teaching*, INSEAD (Annual award to top three PhD Students across Departments and Campuses in France and Singapore)

Student

- 2011–2016 *INSEAD Doctoral Fellowship* for Management Research (€135,000 incl. travel budget)
- 2015 Part of Winning Team, “Hack4Insead”, Data Analytics Competition, INSEAD
- 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)

Invited Seminars and Presentations

- 2019 University College London, Singapore University of Technology and Design
- 2018 University of Toronto, Product and Service Innovation (University of Utah, David Eccles School of Business), UCD Michael Smurfit Graduate Business School
- 2017 Marketplace Innovation (Stanford University), Microsoft Research (New England), Rutgers University, Frankfurt School of Finance & Management, Koç University GSB
- 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
- MSOM Chapel Hill (2017), Seattle (2014), Fontainebleau (2013)
- INFORMS Phoenix (2018), Houston (2017), Nashville (2016), Philadelphia (2015), San Francisco (2014), Minneapolis (2013)

MBA Teaching Experience

Teaching interests: Operations Management, Innovation, Data Analytics (forecasting, text mining, pricing, clustering), Marketplaces, Project Management

- Spring 2019 **Instructor**, Operations Management, *MBA Core course*, **UCD Smurfit** (scheduled)
- 2017-2018 TA, Business Analytics, *MBA Elective*, **Darden**: MBA Projects in R, Python and MySQL

- 2016-2018 Operations Management, *MBA Core course*, **Darden**: Attended MBA lectures taught using the “Case Method”
- 2015, 2014 **Beer Game Instructor**, *Executive Education Program*, **INSEAD**
- 2012-2016 **Teaching Fellow**, Operations Management, *MBA Core course*, **INSEAD**
 Prepared and delivered 5x5x2 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.

Case Studies and Teaching Materials

- [T1] Stouras, Konstantinos I., **An Introduction to Crowdsourcing Contests and Procurement Auctions**. (Ph.D. class notes in preparation)
- [T2] Stouras, Konstantinos I., Ozlem Yildiz and Elliott N. Weiss, **Improving Food Delivery Service with Good Operations**. (Case and Teaching Note in preparation)
- [T3] 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, and MBA electives at New York University and Baruch College; see cases.insead.edu/LiveOps)

Relevant Professional Experience

- 2014– **Founder and Developer**, *OperationsAcademia.org*
 A multi-sided platform to match supply with demand in the Operations Job Market. More than 300k global visitors so far and 200+ views on a daily basis.
- 2015–2017 **Consultant**, *Voiro.com* (online marketplace of video professionals), Bangalore, India.
 Contributed 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.

Service

- Reviewer for *ACM Conference on Economics and Computation (EC)*, *Management Science*, *Manufacturing & Service Operations Management*, *Production and Operations Management*
- Judge for *INFORMS TIMES Best Working Paper Award* (2018)
- 2017–2020 Officer, Technology, Innovation Management and Entrepreneurship Section (TIMES) of INFORMS.

Miscellaneous

- Computer skills Java, R, Python, SQL, Excel (VBA and @Risk)
- Languages Greek (native), English (fluent), German (intermediate), French (basic)
- Hobbies and Professional Water Polo player (until 2007), Traveling/Culture, Coding, Cooking
- General Interests