

Konstantinos I. Stouras

Curriculum Vitæ

Darden School of Business
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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

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*

Research Interests

Operations Economics: Contests, Crowdsourcing, Gamification

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

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.

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**

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)

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

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)

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.

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.

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).

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