

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

- 2011–2016 **INSEAD, France and Singapore**
Master in *Management*
Ph.D. in *Operations Management*
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

Contests and All-Pay Auction Theory and Practice, Service Systems with Random Servers, User Innovation, Work-from-home call centers, Matching Markets

Working Papers

- [P1] Stouras, Konstantinos I., Jeremy Hutchison-Krupat and Raul O. Chao, **Motivating Participation and Effort in Innovation Contests**, February 2017
- [P2] Stouras, Konstantinos I., Serguei Netessine and Karan Girotra, **First Ranked First To Serve: Strategic Agents in a Service Contest**, April 2017
- [P3] Stouras, Konstantinos I., **Product Support Forums: Customers as Partners in the Service Delivery**, November 2016

In Progress

Stouras, Konstantinos I. and Raul O. Chao, **Crowdsourcing Customer Service to On-line 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**

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 top 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

- 2017 Marketplace Innovation (Stanford University)
- 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 Houston (2017), Nashville (2016), Philadelphia (2015), San Francisco (2014), Minneapolis (2013)

Case Studies and Teaching Materials

- [T1] Stouras, Konstantinos I. and Elliott N. Weiss, **Service Innovation**. (Case and Teaching Note in preparation)
- [T2] 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)

MBA Teaching Experience

- 2016-2018 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 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.

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**, *Voiro.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 and @Risk), 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