

# Konstantinos I. Stouras

## Curriculum Vitæ

Darden School of Business  
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22903 Charlottesville, VA

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### Academic positions

- 2016–2018 **University of Virginia (Darden School of Business), VA**  
*Post-doctoral Senior Researcher* 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., **Crowdsourcing Customer Service to Online Communities: An Empirical Investigation** (Data collection and analysis in progress)

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### Awards and Honors

- 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 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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## 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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## Selected 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+ 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.

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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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## Relevant Professional Experience

- 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

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## Service

- 2014– Founder and developer of the website **OperationsAcademia.org**, dedicated to gaining further insights about the academic job market in Operations Research/Management Science and related fields (supported by MSOM Society of INFORMS)
- 2012–2014 President, PhD Community, INSEAD

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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