

Konstantinos I. Stouras

Curriculum Vitæ

Darden School of Business
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Academic Positions

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

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

- 2016–2018 *Research Fellowship*, Batten Institute for Entrepreneurship and Innovation, The Darden School, University of Virginia (Additionally supported with a \$10,000 travel budget)
- 2011–2016 *INSEAD Doctoral Fellowship* for Management Research

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)

Other

- 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

- 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, SolBridge International School of Business, National Technical University of Athens
- 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, Data Analytics (forecasting, text mining, pricing, clustering), Service Marketplaces, Innovation, Project Management

- Spring 2019 **Instructor**, Operations Management, *MBA Core course*, **UCD** (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*
 Hands-on experience on starting an online community, encouraging participation and commitment. More than 300k global visitors so far and 100+ 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

- 2017–2020 Officer, Technology, Innovation Management and Entrepreneurship Section (TIMES) of INFORMS.
- 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

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| Work Eligibility | H-1B US Visa holder and EU Citizen |
| Computer skills | Java, R, Python, SQL, Excel (VBA and @Risk) |
| Languages | Greek (native), English (fluent), German (intermediate), French (basic) |
| Hobbies and General Interests | Professional Water Polo player (until 2007), Traveling/Culture, Programming, Cooking |