

# Konstantinos I. Stouras

## Curriculum Vitæ

Darden School of Business  
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### Academic positions

2016–2018 **University of Virginia, Darden School of Business, VA**  
*Post-doctoral Research Fellow* in Operations Management, supported by the Batten Institute for Entrepreneurship and Innovation

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### Education

2011–2016 **INSEAD, France and Singapore**  
Ph.D. in *Operations Management*  
M.Sc. in *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

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### Research Interests

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

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### Working Papers

- [P1] Stouras, Konstantinos I., **Crowdsourcing Contests with Incomplete Information and Evaluation Uncertainty**, 2017 (A preliminary version appeared in *CAEC'17*)
- [P2] Stouras, Konstantinos I., Jeremy Hutchison-Krupat and Raul O. Chao, **The Role of Participation in Innovation Contests**, 2017 (*under review at Management Science*)
- [P3] Stouras, Konstantinos I., **Product Support Forums: Customers as Partners in the Service Delivery**, 2016 (*new version coming soon*)
- [P4] Stouras, Konstantinos I., Serguei Netessine and Karan Girotra, **First Ranked First To Serve: Strategic Agents in a Service Contest**, 2016

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### In Preparation

Stouras, Konstantinos I., Sanjiv Erat and Kenneth C. Lichtendahl Jr., **Dueling Crowdsourcing Contests** (*soon to be available*)

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)

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## 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)

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## Invited Seminars and Presentations

- 2018 University of Toronto, Product and Service Innovation (University of Utah, David Eccles School of Business), UCD College of Business
- 2017 Marketplace Innovation (Stanford University), Rutgers University, Frankfurt School of Finance & Management, Koç University GSB, SolBridge International School of Business, National Technical University of Athens, Microsoft Research (New England)
- 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)

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## MBA Teaching Experience

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

- 2017-2018 TA, Business Analytics, *MBA Elective*, **Darden:** MBA Projects in R, Python and MySQL
- 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.

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## Case Studies 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, and MBA electives at New York University and Baruch College; see [cases.insead.edu/LiveOps](http://cases.insead.edu/LiveOps))

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

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## Relevant Professional Experience

- 2014– **Founder and Developer**, *OperationsAcademia.org*  
Hands-on experience on starting an online community, encouraging participation and commitment. More than 170k global visitors so far and 100+ views on a daily basis.
- 2015–2017 **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.

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## Service

- 2017–2020 Chief Information Officer (CIO), 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).

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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 and @Risk), JavaScript
Languages	Greek (native), English (fluent), German (intermediate), French (basic)
Hobbies and General Interests	Professional Water Polo player (until 2007), Traveling/Culture, Programming, Cooking

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## References

### Serguei Netessine

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University of Pennsylvania, Wharton  
Operations, Information and Decisions  
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### Kenneth C. Lichtendahl Jr.

Eleanor F. and Phillip G. Rust Research  
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### Jeremy Hutchison-Krupat

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