# Evgeny Kagan

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| **POSITION** | **Johns Hopkins Carey Business School** | 2018- |
| | Assistant Professor of Operations Management and Business Analytics | |

**RESEARCH INTERESTS**

Technology Management, Innovation and Product Development, Incentive design, Human decision-making, Biases and heuristics.

**EDUCATION**

**University of Michigan**, Ann Arbor, MI     2018
PhD in Operations Management, Ross School of Business
Co-advisors: Stephen Leider and William Lovejoy

**Erasmus University**, Rotterdam, The Netherlands     2012
M.Sc. in Logistics and Information Systems

**Mannheim University**, Mannheim, Germany     2010
B.Sc. in Business Administration

**RESEARCH**

**Publications**

1. "Ideation–Execution Transition in Product Development: Experimental Analysis" with Stephen Leider & William Lovejoy. ***Management Science,*** *64 (5), 2018; pp. 1975-2471.* Link

   - *Finalist, INFORMS Behavioral Operations working paper competition 2016*
   - *Finalist, Best paper competition in Innovation Management 2017, EBS Wiesbaden (Awarded for high practical relevance)*

2. "Equity Contracting and Incentive Design in Startup Teams" with Stephen Leider & William Lovejoy. ***Management Science***, 66(10), 2020: 4879-4898. Link

   - *Finalist, POMS College of Product Innovation and Technology Management (PITM) best student paper competition 2017*

3. "The Gatekeeper's Dilemma: When Should I Transfer This Customer?" with Brett Hathaway and Maqbool Dada, **Forthcoming at *Operations Research.*** Link
   - *Winner, INFORMS Behavioral Operations working paper competition 2020 (∼50 submissions)*

**Working Papers**

4. "Venture Deals: Sources of Leverage in Entrepreneur-Investor Negotiations" with Kyle Hyndman and Anyan Qi, **Under second round of review at *Management Science*.** Link

5. "Dynamic Decision-making in Operations Management" with Stephen Leider and Ozge Sahin, **Under revision for resubmission to *Management Science*** (First decision: Reject and Resubmit). Link

6. "One Size Does Not Fit All: Strengths and Weaknesses of the Agile Approach" with Sebastian Schiffels and Tobias Lieberum, **Under revision for resubmission to *Management Science*** (First decision: Reject and Resubmit). Link

7. "AI Chatbots in Customer Service: Adoption Hurdles and Simple Remedies" with Brett Hathaway and Maqbool Dada. **Under review at _Management Science_**

**In Preparation**

8. "Designing the Service Experience: Operational and Marketing Trade-offs" with Brett Hathaway and Maqbool Dada.

9. "Anxiety and Dynamic Pricing" with Yannis Stamatopolous and Michelle Shell.

10. "Entrepreneurial Market Research: When Hypotheses Outnumber Samples" with Stephen Leider, & William Lovejoy.

**Other (non-refereed) publications**

"Mentoring in Startup Ecosystems" with David Brophy, Melanie Milovac, Jeffrey Sanchez-Burks and Tom Jensen. Link
_- A report commissioned by Kauffman Foundation and supported by a Kauffman grant_

**TALKS**        **2023**
Smith (Queens University, ON), Foster (University of Washington)

**2022**
Darden (University of Virginia), Kogod (American University), INFORMS (Indianapolis), MSOM (Munich, Germany), Behavioral Operations Conference (University of Arkansas), AOM Annual Meeting (Seattle, WA)

**2021**
INFORMS 2021 (virtual), MSOM 2021 (virtual), George Washington University

**2020**
INSEAD (postponed due to Covid-19 pandemic), INFORMS 2020 (virtual)

**2019**
Krannert (Purdue), Jindal School of Management (UTD), Questrom (Boston University), McCombs (UT Austin, invited PhD seminar), POMS (Washington DC), MSOM (Singapore), BOM (Eindhoven), INFORMS (Seattle, WA)

**2018**
Wharton Management/Entrepreneurship (University of Pennsylvania), Carey (Johns Hopkins), Kelley (Indiana), Cox (Southern Methodist University), HEC Paris, ESMT Berlin, Beedie (Simon Fraser University), Behavioral Operations Conference Young Scholar's workshop (UTD), INFORMS (Phoenix)

**2017**
Lee Kong Chian School of Business (Singapore Management University), HKUST, D'Amore-McKim (Northeastern), Rotterdam School of Management (Erasmus University), Frankfurt School of Finance and Management, UCL School of Management, WINDS symposium (Wharton), INFORMS (Houston), MSOM (UNC)

| **TEACHING** | Foundations of Business Analytics (Johns Hopkins Carey, Full-Time MBA) | 2020-now |
| | Business Analytics (Johns Hopkins Carey, MSc and Flexible MBA) | 2018-now |
| | Operations Management (Michigan Ross, BBA) | Winter 2015 |

**WORK EXPERIENCE**

**DHL Inhouse Consulting** Bonn, Germany                                           Summer 2010
Summer associate, developed performance measurement tools for sales teams

**Center for European Economic Research (ZEW)**, Germany          2009 - 2010
RA; conducted a large scale innovation survey of German technology firms

**BASF SE**, Ludwigshafen, Germany                                                 Summer 2008
Summer associate; developed a predictive model for campus recruiting

**Suedzucker AG**, Mannheim, Germany                                              Winter 2008
Intern; developed LP-based optimization tools for plant-customer delivery streams

**SERVICE**

**Organizer**
Behavioral Operations Conference, Johns Hopkins Carey Business School    June 2023

**Cluster Chair**
INFORMS Behavioral Operations track, virtual                                        Nov 2020

**Session Chair**
INFORMS Annual Meeting, Anaheim, CA                                                 Oct 2021
INFORMS Annual Meeting, Seattle, WA                                                 Oct 2019
POMS Annual Meeting, Washington, DC                                                 May 2019
INFORMS Annual Meeting, Phoenix, AZ                                                 Nov 2018
INFORMS Annual Meeting, Houston, TX                                                 Oct 2017
INFORMS Annual Meeting, Nashville, TN                                               Nov 2016

**Committee Chair:** INFORMS TIMES best paper award                            2020, 2021

**Treasurer:** INFORMS Behavioral Operations Management Section             2021 - 2023

**Reviewer**
Management Science (Meritorious Service Award 2021), Management of Service and Operations Management, Experimental Economics, Production and Operations Management, Journal of Economic Behavior and Organization, Service Science, Journal of Operations Management, Strategic Entrepreneurship Journal

**Board Member**
Johns Hopkins Homewood Institutional Review Board (IRB)                       2022 - now

**Course Lead**
Business Analytics (Carey Business School)                                          2018 - now

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| **SELECTED GRANTS & AWARDS** | **INFORMS TIMES Dissertation award (finalist)** | 2019 |
| | Awarded to outstanding doctoral dissertations in the area of innovation. | |
| | **Rustgi Family Fund Award in Entrepreneurship (Carey Business School)** | |
| | Joint with Stephen Leider and Bill Lovejoy. | 2018 - 2019 |
| | **Rackham Pre-doctoral Fellowship (University of Michigan)** | 2017 - 2018 |
| | Highest award for doctoral research at the University of Michigan. | |
| | **Heinrich-Boell-Foundation Scholarship**, Germany. | 2007 - 2012 |
| | Academic excellence scholarship | |
| | **Fulbright Scholarship**, California State University East Bay, USA | Summer 2007 |

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| **COMPUTER & NATURAL LANGUAGES** | STATA, MATLAB, R, SQL, Python, LaTeX, |
| | English (fluent), German (fluent), Russian (fluent), French (conversational) |