

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](#)
2. “Equity Contracting and Incentive Design in Startup Teams” with Stephen Leider & William Lovejoy. *Management Science*, 66(10), 2020: 4879-4898. [Link](#)
3. “The Gatekeeper’s Dilemma: When Should I Transfer This Customer?” with Brett Hathaway and Maqbool Dada, **Forthcoming at Operations Research**. [Link](#)

Working Papers

4. “Venture Deals: Sources of Leverage in Entrepreneur-Investor Negotiations” with Kyle Hyndman and Anyan Qi, **Under revision for resubmission to Management Science**. (First decision: Reject and Resubmit, second decision: Reject and Resubmit). [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. **Major Revision requested at Management Science** [Link](#)
8. “The Omnichannel Service Desk: Chatbots, Live Agents, or Both?” with Brett Hathaway and Maqbool Dada. **In preparation for submission** [Link](#)

In Preparation

9. “Anxiety: The Hidden Cost of Dynamic Pricing” with Yannis Stamatopoulos and Michelle Shell.
10. “Incentives and Patient Assignment in Emergency Care: Field and Lab Data”, with Brett Hathaway, Bradley Staats and John Jones.
11. “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), McDonough (Georgetown University), MSOM (Montreal, QC), INFORMS Annual Meeting (Phoenix, AZ)

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	<p>DHL Inhouse Consulting Bonn, Germany Summer 2010 Summer associate, developed performance measurement tools for sales teams</p> <p>Center for European Economic Research (ZEW), Germany 2009 - 2010 RA; conducted a large scale innovation survey of German technology firms</p> <p>BASF SE, Ludwigshafen, Germany Summer 2008 Summer associate; developed a predictive model for campus recruiting</p> <p>Suedzucker AG, Mannheim, Germany Winter 2008 Intern; developed LP-based optimization tools for plant-customer delivery streams</p>
SERVICE	<p>Organizer Behavioral Operations Conference, Johns Hopkins Carey Business School June 2023</p> <p>Cluster Chair INFORMS Behavioral Operations track, virtual Nov 2020</p> <p>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</p> <p>Committee Chair: INFORMS TIMES best paper award 2020, 2021</p> <p>Treasurer: INFORMS Behavioral Operations Management Section 2021 - 2023</p> <p>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</p> <p>Board Member Johns Hopkins Homewood Institutional Review Board (IRB) 2022 - now</p> <p>Course Lead Business Analytics (Carey Business School) 2018 - now</p>

SELECTED GRANTS & AWARDS	INFORMS Behavioral Operations working paper competition	2020
	First place	
	INFORMS TIMES Dissertation award	2019
	Runner up	
	Best paper competition in Innovation Management	2017
	First place	
	POMS College of Product Innovation and Technology Management	2017
	Finalist, best student paper competition	
	INFORMS Behavioral Operations working paper competition	2016
Finalist		
Rustgi Family Fund Award in Entrepreneurship (Carey Business School)	2018 - 2019	
Joint with Stephen Leider and Bill Lovejoy.		
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	2007	
COMPUTER & NATURAL LANGUAGES	STATA, MATLAB, R, SQL, Python, LaTeX, English (fluent), German (fluent), Russian (fluent), French (conversational)	