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Tallahassee, Florida 32306

ADMINISTRATIVE EXPERIENCE

2025-present	**Chair**, Dept. of Business Analytics, Information Systems & Supply Chain, Florida State University
2024-present	**Program Director,** Master of Science in Business Analytics, Florida State University

ACADEMIC EXPERIENCE

2022-present	**Synovus Associate Professor of Business Administration**, Florida State University
2021-2022	**Associate Professor,** Florida State University
2014-2021	**Assistant Professor,** Florida State University
2013-2014	**Visiting Assistant Professor,** The University of Arizona

EDUCATION

2012	**Ph.D.** in Management Information Systems, The University of Arizona **Minor**: Systems and Industrial Engineering
2006	**M.Sc.** in Management Information Systems, Florida State University
2005	**B.Sc.** in Management Engineering, Istanbul Technical University, Turkey

RESEARCH INTERESTS

Business Analytics, Service Operations Management, Financial Technologies

JOURNAL PUBLICATIONS

14. Ilk, N., Shang, G., Cui, Z., Zhang, Z. (2024). Towards New Frontiers: How Attainment Discrepancy Affects Exploratory Behavior in Crowdfunding. *Information & Management,* 61(8).

13. Fan, S., Ilk, N., Kumar, A., Xu, R., Zhao, J. L. (2024). Blockchain as a trust machine: From disillusionment to enlightenment in the era of generative AI. *Decision Support Systems,* 182.

12. Shang, G., Ilk, N., Fan, S. (2023). Need for Speed, but How Much Does It Cost? Unpacking the Fee-Speed Relationship in Bitcoin Transactions. *Journal of Operations Management,* 69(1), 102-126.

11. Fan, S., Ilk, N., Kumar, A., Xu, R., Zhao, J. L. (2022). From Data Processing to Blockchain Networking: A Recount and Projection of Information Systems Research. *Quarterly Journal of Economics and Management,* 1(1), 169-194.

10. Ilk, N., Shang, G. (2022). The Impact of Waiting on Customer-instigated Service Time: Field Evidence from a Live-chat Contact Center. *Journal of Operations Management,* 68(5), 487-514.

9. Ilk, N., Fan, S. (2022). Combining Textual Cues with Social Clues: Utilizing Social Features to Improve Sentiment Analysis in Social Media. *Decision Sciences,* 53(2), 320-347.

8. Lu, M., Ilk, N., Tang, X., Liu, Y. (2021). Multi-Disease Prediction Using LSTM Recurrent Neural Networks. *Expert Systems with Applications,* 177(114905).

7. Ilk, N., Shang, G., Fan, S., Zhao, J. L. (2021). Stability of Transaction Fees in Bitcoin: A Supply and Demand Perspective. *MIS Quarterly,* 45(2), 563-592.

6. Ilk, N., Shang, G., Goes, P. (2020). Improving Customer Routing in Contact Centers: An Automated Triage Design Based on Text Analytics. *Journal of Operations Management,* 66(5), 553-577.

    - *Finalist for JOM Best Paper Award*
    - *Finalist for POMS Operational Excellence Best Paper Award*

5. Fan, S., Ilk, N. (2020) A Text Analytics Framework for Automated Communication Pattern Analysis. *Information & Management,* 57(4).

4. Goes, P., Ilk, N., Lin, M., Zhao, J. L. (2018). When More is Less: Field Evidence on Unintended Consequences of Multitasking. *Management Science*, 64(7), 2973-3568.

    - *Selected as a Featured Article on the Journal Site*

3. Ilk, N., Brusco, M., Goes, P. (2018). Workforce Management in Omnichannel Service Centers with Heterogeneous Channel Response Urgencies. *Decision Support Systems,* 105, 13-23.

2. Goes, P., Ilk, N., Yue, W. T., Zhao, J. L. (2011). Live-chat Agent Assignments to Heterogeneous E-customers under Imperfect Classification. *ACM Transactions on Management Information Systems*, 2(4), 24.

1. Ilk, N., Zhao, J. L., Goes, P., Hofmann, P. (2011). Semantic Enrichment Process: An Approach to Software Component Reuse in Modernizing Enterprise Systems. *Information Systems Frontiers*, 13(3), 359-370.

RESEARCH TALKS / PRESENTATIONS

An Investigation of the Fee-speed Relationship in Cryptocurrency Transactions. *2022 INFORMS Annual Meeting (INFORMS'22)*, Indianapolis, IN, October 16-19, 2022.

Transaction Fees in Bitcoin Systems. *2022 International Workshop on Financial Innovation*, Virtual, June 1, 2022.

The Impact of Waiting on Customer Responsiveness in Live-chat Helpdesk. *2020 INFORMS Annual Meeting (INFORMS'20)*, Virtual, November 8-11, 2020.

A Supply and Demand Model for Bitcoin's Data Space Marketplace. *2019 Workshop on Information Technologies and Systems (WITS'19),* Munich, Germany, December 18-20, 2019.

A Text Analytic Approach for Intelligent Customer Routing in Online Service Centers. *2019 Frontiers in Service Conference,* Singapore, July 18-21, 2019.

Investigating the Fee-Delay Relationship in Cryptocurrency Transactions: Evidence from the Bitcoin Network. *2018 Workshop on Information Technologies and Systems (WITS'18),* Santa Clara, CA, December 16-18, 2018.

The Impact of Waiting on Customer Response Delay: Field Evidence from an Online Contact Center. *2018 INFORMS Annual Meeting (INFORMS'18)*, Phoenix, AZ, November 4-7, 2018.

A Text Analytic Approach to Match Customer Inquiries with Agent Specialties in Online Service Centers. *2018 INFORMS Business Analytics Conference,* Baltimore, MD, April 15-17, 2018.

Matching Customer Inquiry with Agent Specialty: A Text-Analytic Framework to Reduce Routing Transfer Rates in Online Contact Centers. *2017 Workshop on Information Technologies and Systems (WITS'17),* Seoul, South Korea, December 13-14, 2017.

Endogeneizing the Customer: Impacts of Pre-Service and In-Service Waiting on Customer Response Delay in Live-Chat Helpdesk. *2017 Manufacturing & Service Operations Management Conference (MSOM'17),* Chapel Hill, North Carolina, June 20-21, 2017.

Endogeneizing the Customer: Impacts of Pre-Service and In-Service Waiting on Customer Behavior in Live-Chat Contact Centers. *2017 Winter Conference on Business Analytics (WCBA'17),* Snowbird, Utah, March 2-4, 2017.

Workforce Management in Omnichannel Service Centers. *2017 Winter Conference on Business Analytics (WCBA'17),* Snowbird, Utah, March 2-4, 2017.

Sentiment Analysis in Social Media Platforms: The Contribution of Social Relationships. *2015 International Conference on Information Systems (ICIS'15),* Fort Worth, TX, USA, December 13-16, 2015.

A Two-Stage Solution Approach to the Cross-Training Design Problem. *2015 Workshop on Information Technologies and Systems (WITS'15),* Dallas, TX, USA, December 11-12, 2015.

Are You Still There? Multitasking and Customer Satisfaction: Evidence from Contact Center Data. *2015 Winter Conference on Business Intelligence (WCBA'15),* Snowbird, Utah, March 12-14, 2015.

Consensus Learning from Heterogeneous Data Sources: A Case Study of Stock Price Movement Prediction. *2015 Winter Conf. on Business Intelligence (WCBA'15),* Snowbird, Utah, March 12-14, 2015.

Cross-training in Live-chat Contact Centers: Is More Flexibility Always Better? *2012 SIG-BPS Pre-ICIS Workshop,* Orlando, Florida, USA, December 15, 2012.

On Admission Control Policy for Live-chat Service Agents. *2011 SIG-IQ Pre-ICIS Workshop,* Shanghai, China, December 3, 2011.

A Framework to Support Service-oriented Architecture Investment Decision. *2010 International Conference on Information Systems (ICIS'10),* St. Louis, MO, USA, December 12-15, 2010.

Live-chat Agent Assignments in Two-class E-customer Queues under Imperfect Profiling. *2010 Workshop on Information Technologies and Systems (WITS'10),* St. Louis, MO, USA, December 11-12, 2010.

An Ontology Based Approach to Software Component Reuse in SOA Services Development. *2010 Raytheon Information Systems and Computing Symposium (ISaCTN'10*), Dallas, TX, USA, April 19-22, 2010.

A Framework for Assessing the Value of Service-oriented Architecture Investments. *2010 Raytheon Information Systems and Computing Symposium (ISaCTN'10*), Dallas, TX, USA, April 19-22, 2010.

On Reuse of Source Code Components in Modernizing Enterprise Systems. *IEEE Symposium on Advanced Management of Information for Globalized Enterprises (AMIGE'08),* Tianjin, China, September 28-29, 2008.

Service Based Re-engineering of Enterprise Systems. *2008 Arizona Symposium on Frontiers in Information Technology and Applications (FITA'08),* Tucson, AZ, USA, February 29 – March 1, 2008.

Equipment Selection Utilizing a Decision Support Model: a Case Study. *2005 International Conference on Computers and Industrial Engineering (CIE'05),* Istanbul, Turkey, June 19-22, 2005.

TEACHING INTERESTS

Data Mining & Business Intelligence; Python Programming; Telecommunications.

TEACHING EXPERIENCE

Florida State University
- Programming for Analytics (ISM 5644), Graduate Level
- Business Intelligence (ISM 5404), Graduate Level
- Data Analytics and Mining for Business (ISM 5136), Graduate Level
- Data Analytics and Mining for Business (ISM 4545), Undergraduate Level
- Information and Communications Systems Management (ISM 4220), Undergraduate Level

The University of Arizona
- Software Design and Integration (MIS 507), Graduate Level
- Data Mining for Business Intelligence (MIS 545), Graduate Level
- Basic Operations Management (MIS 373), Undergraduate Level

SERVICE

University Service
- Chair, Department Faculty Search Committee (2020,2021,2024).
- Member, Department Faculty Search Committee (2023)
- Member, Department Faculty Evaluation Committee (2023,2024)
- Member, College Research Awards Committee (2022).
- Member, College Online Learning Task Force (2017 - 2018).
- Member, College International Programs Committee (2016 - Present).
- Member, College Scholarship Committee (2015 - 2023).

Professional Service
- Guest Editor, Decision Support Systems Special Issue on Blockchain Technologies, 2023.
- Conference Chair, WeB 2021.
- Assoc. Editor, Decision Sciences Journal; ICIS 2018 - 2024.
- Program Chair, AIS Special Interest Group on Business Processes and Services 2020.
- Track Chair, AIS Special Interest Group on Business Processes and Services 2015 - 2018.
- Ad-hoc Assoc. Editor for *Information Systems Journal, Journal of Operations Management*
- Ad-hoc Reviewer for *MIS Quarterly*, *Information Systems Research*, *Journal of Operations Management*, *INFORMS Journal on Computing*, *Decision Support Systems*, *Electronic Commerce Research*, *Information & Management*, among others.

PROFESSIONAL AFFILIATIONS

Association for Information Systems (AIS); Institute for Operations Research and Management Sciences (INFORMS).