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ACADEMIC EXPERIENCE

2014-present	**Assistant Professor,** Florida State University
2013-2014	**Visiting Assistant Professor,** The University of Arizona
2012-2013	**Postdoctoral Research Associate,** INSITE Big Data Analytics Research Center, 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, Online Contact Centers

JOURNAL PUBLICATIONS

Ilk, N., Shang, G., Fan, S., Zhao, J. L. Stability of Transaction Fees in Bitcoin: A Supply and Demand Perspective. *MIS Quarterly,* Forthcoming.

Ilk, N., Fan, S. Combining Textual Cues with Social Clues: Utilizing Social Features to Improve Sentiment Analysis in Social Media. *Decision Sciences,* Forthcoming.

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.

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

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

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.

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.

WORKING PAPERS

Ilk, N., Shang, G. The Impact of Waiting on Customer Response Delay: Field Evidence from an Online Contact Center. *Under 3rd review*.

Shang, G., Ilk, N., Fan, S. Need for Speed, but How Much Does It Cost? Unpacking the Fee-Speed Relationship in Cryptocurrency Transactions. *Reject and resubmit*.

Ilk, N., Shang, G. Towards New Frontiers: How Fundraising Performance Affects Entrepreneurial Exploration on Crowdfunding Platforms. *Under 1st review*.

Lu, M., Ilk, N., Tang, X., Liu, Y. Multi-Disease Prediction Using LSTM Recurrent Neural Networks. *Under 1st review*.

CONFERENCE & WORKSHOP PRESENTATIONS

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
- Member, Online Learning Task Force. (2017 - Present).
- Member, College International Programs Committee. (2016 - Present).
- Member, College Scholarship Committee. (2015 - Present).

Professional Service
- Associate Editor, ICIS 2020, 2018.
- 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 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).