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ACADEMIC EXPERIENCE

- 2021-present **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

11. [Ilk, N.](#), Shang, G. (Forthcoming). The Impact of Waiting on Customer Response Delay: Field Evidence from an Online Contact Center. *Journal of Operations Management*.
10. Shang, G., [Ilk, N.](#), Fan, S. (Forthcoming). Need for Speed, but How Much Does It Cost? Unpacking the Fee-Speed Relationship in Bitcoin Transactions. *Journal of Operations Management*.
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.
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.
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.

WORKING PAPERS

Sense and Simplicity – Does multi-line Messaging Improve Service Quality and Customer Satisfaction? A Study of Text-based Service Centers in the Era of Digital Transformations. *Major revision*.

Towards New Frontiers: How Fundraising Performance Affects Entrepreneurial Exploration on Crowdfunding Platforms. *Reject with Resubmit*.

RESEARCH TALKS / PRESENTATIONS

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).
- 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 - Present).

Professional Service

- Conference Chair, WeB 2021.
- Assoc. Editor, ICIS 2018 - 2022.
- 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).