

# JOYDEEP CHATTERJEE

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## Educational Background:

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2011	PhD, <b>Wharton School, University of Pennsylvania</b> (June 2011)
2007	MA, Management Science & Applied Economics, <b>University of Pennsylvania</b>
2002	MBA, <b>The George Washington University</b> , Washington DC
1997	BE, Electrical Engineering, <b>Jadavpur University</b> , Calcutta, India

## Academic & Professional Positions:

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2018 –	Assistant Professor of Professional Practice, <b>Rutgers Business School</b> , Newark, NJ
2011- 2018	Assistant Professor of Global Business Strategy, <b>University of Washington</b> , Bothell, WA
2011-	Senior Fellow, Mack Institute for Innovation Management, <b>Wharton School, University of Pennsylvania</b>
2002-2004	Consultant Financial Analyst, <b>The World Bank</b> , Washington DC
1997-2000	Programmer Analyst/IT Consultant <b>Cognizant Technology Solutions</b> , Calcutta, India & Sunrise, Florida

## Journal Publications (Peer Reviewed):

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- ‘Strategy, Human Capital Investments, Business Domain Capabilities, and Performance: A Study in the Global Software Services Industry’ – Strategic Management Journal, March 2017  
<http://onlinelibrary.wiley.com/doi/10.1002/smj.2505/pdf>
- ‘The Euro and Financial Market Integration’, with Hossein G. Askari, Journal of Common Market Studies, Vol. 43, No.1, pp. 1-11, March 2005. <http://onlinelibrary.wiley.com/doi/10.1111/j.0021-9886.2005.00543.x/abstract> (Lead Article)
- ‘Mission Statements and the Small Business’, Business Strategy Review, with Charles N. Toftoy, Vol.15 (3), pp. 41-44, September 2004. <http://onlinelibrary.wiley.com/doi/10.1111/j.0955-6419.2004.00326.x/abstract>
- ‘Software Exporting: A Developing Country Advantage’, with Hossein G. Askari, Banca Nazionale del Lavoro Quarterly Review, Volume LVI, No 224, March 2003.  
<https://search.proquest.com/docview/205052035?pq-origsite=gscholar>

## Conference Proceedings (Peer Reviewed):

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- ‘Training, Shared Knowledge, and Performance: A Study in the Offshored IT Services Industry’ with Kannan Srikanth, Academy of Management Best Paper Proceedings (BPS Division), 2016,  
<http://proceedings.aom.org/content/2016/1/13368.short>

- ‘The Impact of Offshore Outsourcing Scale, Scope, and Vendor Relationships on Firm Market Value Creation’, with Saikat Chaudhuri, Academy of Management Best Paper Proceedings, (IM Division), 2013, <http://proceedings.aom.org/content/2013/1/17243.short>

## **Presentations (Invited):**

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- Presented paper at invited seminar in the New Jersey Institute of Technology, ‘The Impact of Outsourcing Scope, and Prior Vendor Relationships on Firm Market Value Creation: Evidence from IT-Based Services’, February 2017
- Presented paper at invited seminar in the Southern Methodist University, ‘The Impact of Outsourcing Scope, and Prior Vendor Relationships on Firm Market Value Creation: Evidence from IT-Based Services’, December 2016
- Presented paper at invited seminar in the Niagara University, ‘The Impact of Outsourcing Scope, and Prior Vendor Relationships on Firm Market Value Creation: Evidence from IT-Based Services’, December 2016
- Presented paper at invited seminar in the Indian School of Business, ‘Speed, Offshore Leverage, and Scope Change in Outsourcing Projects: A Study of the Global IT Services Industry’, Hyderabad, December 2011
- Presented paper at invited seminar in the University of Washington, Bothell, ‘Strategy, Customer Oriented Capabilities, and Performance: A Study of the Global Software Services Industry’, Bothell, May 2011
- Presented paper at invited seminar in the University of Calgary, Haskayne School of Business ‘Strategy, Customer Oriented Capabilities, and Performance: A Study of the Global Software Services Industry’, Calgary, May 2011
- Presented paper at invited seminar in the BI Norwegian School of Management, ‘Strategy, Customer Oriented Capabilities, and Performance: A Study of the Global Software Services Industry’, Oslo, March 2011
- Presented paper at invited seminar in the Southern Methodist University, ‘Strategy, Customer Oriented Capabilities, and Performance: A Study of the Global Software Services Industry’, Dallas, January 2011
- Presented paper at invited seminar the University of Illinois, Urbana Champaign, ‘Strategy, Customer Oriented Capabilities, and Performance: A Study of the Global Software Services Industry’, Champaign, December 2010

- Presented paper at the 16<sup>th</sup> Annual CCC Doctoral Colloquium, ‘Capability Development and Performance Impact: Evidence from the Global Software Services Industry’, Copenhagen, Denmark, May 2009
- Presented Paper at the Eighth Annual Trans-Atlantic Doctoral Conference at London Business School, Title: ‘Environmental Change and Adaptation: Indian Entrants vs. U.S. Incumbents in the Global Information Technology Services Industry’, London, May, 2008

### **Conference Presentations (Peer Reviewed):**

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- Presented paper at the 39<sup>th</sup> Annual SMS Conference, ‘Human Capital Investments, Shared Knowledge, and Performance: A study in the Off-shored IT Services Industry’, Minneapolis, October 2019
- Presented paper at the 37<sup>th</sup> Annual SMS Conference, ‘Capability-enhancing foreign investments, and evolution of corporate scope in software services offshore outsourcing: Market reactions and implications for competitive advantage’, Houston, October 2017
- Presented paper at the 37<sup>th</sup> Annual SMS Conference, ‘The Dark Side of Outsourcing: Task Scope, Prior Vendor Relationships, and Market Value Creation in Software Services’, Houston, October 2017
- Presented paper at the 77<sup>th</sup> Academy of Management Annual Meetings, ‘Human Capital Investments, Shared Knowledge, and Performance: A study in the Off-shored IT Services Industry’, Atlanta, August 2017
- Presented paper at the 77<sup>th</sup> Academy of Management Annual Meetings, ‘The Dark Side of Outsourcing: Task Scope, Prior Vendor Relationships, and Market Value Creation in Software Services’, Atlanta, August 2017
- Presented paper at the 36<sup>th</sup> Annual SMS Conference, ‘Effect of Shared Knowledge in Offshore Outsourced Software Development Projects’, Berlin, September 2016
- Presented paper at the 76<sup>th</sup> Academy of Management Annual Meetings, ‘Effect of Shared Knowledge in Offshore Outsourced Software Development Projects’, Anaheim, August 2016
- Presented paper at the 35<sup>th</sup> Annual SMS Conference, ‘Capability-seeking foreign investments in software services: market reactions and implications for competitive advantage’, Denver, October 2015
- Presented paper at the 75<sup>th</sup> Academy of Management Annual Meetings, ‘Effect of Mutual Knowledge in Offshore Outsourced Software Development Projects’, Vancouver, August 2015
- Presented paper at the 34<sup>th</sup> Annual SMS Conference, ‘Effect of Mutual Knowledge in Outsourced Software Development Projects’, Madrid, September 2014
- Presented paper at the 33<sup>rd</sup> Annual SMS Conference, ‘Effect of Mutual and Special Knowledge in Outsourced Software Development Projects’, Atlanta, September 2013

- Presented paper at the 33rd Annual SMS Conference, ‘The Impact of Outsourcing Scale, Scope, and Prior Vendor Relationships on Firm Market Value Creation: Evidence from Offshored IT-Based Services’, Atlanta, September 2013
- Presented paper in paper development workshop on Competitive Strategy at the 33rd Annual SMS Conference, ‘Capability-seeking foreign investments in software services: market reactions and the implications for competitive advantage’, Atlanta, September 2013
- Presented paper at the 73rd Annual AoM Conference, ‘The Impact of Outsourcing Scale, Scope, and Prior Vendor Relationships on Firm Market Value Creation: Evidence from Offshored IT-Based Services’, Lake Buena Vista, August 2013
- Presented paper at the 73rd Annual AoM Conference, ‘Effect of Mutual and Special Knowledge in Outsourced Software Development Projects’, Lake Buena Vista, August 2013
- Presented paper at the 32nd Annual SMS Conference, ‘Service Diversity, Offshore Leverage, Vendor Reputation, and Performance of Customer Accounts in Software Outsourcing’, Prague, October 2012
- Presented paper at the 32nd Annual SMS Conference, ‘Capability-seeking foreign investments in software services: market reactions and the implications for competitive advantage’, Prague, October 2012
- Presented paper at the 31st Annual SMS Conference, ‘Speed, Offshore Leverage, and Scope Change in Outsourcing Projects: A Study of the Global IT Services Industry’, Miami, November 2011
- Presented paper at the 71st Annual Academy of Management Conference, ‘Consequences of Complementary Capability-seeking Investments: Competition between US and Indian firms in the Global Software Services Industry’, San Antonio, August 2011
- Presented paper at the 30th Annual SMS Conference, ‘Strategy, Customer Oriented Capabilities, and Performance: A Study of the Global Software Services Industry’, Rome, September 2010
- Presented paper in panel at the 30th Annual SMS Conference, ‘Outsourcing, Dynamic Capabilities, and the Changing Nature of Firm Boundaries’ co-organized with Saikat Chaudhuri, Rome, September 2010
- Presented paper at the 29th Annual SMS Conference, ‘Impact of Customer Knowledge on Firm Performance’, Washington DC, October 2009

## Case Study:

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- Case Study: ‘Dynamic Capability Development through Human Capital Upgrading at Infosys Technologies - A & B’ co-authored with John Paul MacDuffie. These cases are currently taught to RBS MBAs in my Global Management Strategy course and to Wharton MBAs, Undergrads, and Exec MBAs in John Paul MacDuffie’s elective course – “Managing People at Work”

## Online Media Contributions & Quotes:

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- <https://mackinstitute.wharton.upenn.edu/2016/can-employee-training-lead-to-higher-profits/>
- <http://www.weforum.org/agenda/2016/01/does-employee-training-lead-to-higher-profits>
- <https://web.archive.org/web/20160109205002/http://www.hreonline.com/HRE/view/story.jhtml?id=534359718>

## Professional Memberships:

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- Strategic Management Society (SMS), 2011-2020
- Academy of Management (AoM), 2006-2020
- Mack Institute for Innovation Management, Wharton School, UPenn (Senior Academic Fellow), 2011-2020

## Awards/Honours:

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- 2013 - Nomination, Strategic Management Society Best Conference Paper Prize for Practice Implications
- 2013 - Finalist, SKOLKOVO Best Paper Award, International Management Division, Academy of Management
- 2013 - Finalist, Fundação Dom Cabral Best Paper in Strategy/IB Theory, International Management Division, Academy of Management
- 2013 - Finalist, Douglas Nigh Award, International Management Division, Academy of Management
- 2011- Senior Fellow, Wharton Mack Institute for Innovation Management
- 2007-2011 Wharton Mack Center for Technological Innovation Research Fellowship
- 2004-2009 Wharton Doctoral Fellowship
- 2008 Penn Lauder, Center for International Business Research Fellowship
- 2008 Wharton Center for Leadership & Change Management Research Fellowship
- 2000-2002 George Washington University Global Leaders Fellowship (Full tuition)
- 2000-2002 George Washington University Potomac Fellowship

## Service to Profession:

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- Reviewed manuscript submission for the Strategic Management Journal, June, 2020
- Reviewed manuscript submission to Journal - Production & Operations Management, July, 2020

- Reviewed manuscript submission to Journal - Production & Operations Management, October 2019
- Reviewer for Academy of Management Meetings (TIM, 2006, 2008, 2009 & BPS Division, 2008-2015 & IM, 2013-2020)
- Reviewer for Strategic Management Society Annual Conference (Competitive Strategy Track, 2011-2020 & Global Strategy Track, 2017-2019 & Entrepreneurship & Strategy Track, 2020)
- Reviewer of research paper submission for the Strategic Management Journal, 2016
- Co-organizing panel on Outsourcing, Capability Development, and the Blurring of Firm Boundaries at the Strategic Management Society Annual Conference in Berlin, 2016
- Co-organized panel on Outsourcing, Offshoring, and the Changing Nature of Firm Boundaries at the Strategic Management Society Annual Conference in Denver, 2015
- Reviewer of research paper submission for the Strategic Management Journal, 2013
- Chaired a session on ‘Strategic Responses to Environmental Idiosyncrasies in Emerging Markets’ at the SMS India Conference at Mohali in December 2013.
- Chaired a session on ‘Inter-firm Competition and Cooperation (BPS Division)’ at the 73rd AoM Annual Conference at Lake Buena Vista in August 2013.
- Chaired a session on ‘Acquiring the World! Emerging Market Firm's M&A Activity (IM Division)’ at the 73rd AoM Annual Conference at Lake Buena Vista in August 2013.
- Served on the Marketing Search Committee for recruiting two Assistant Professors at UWB Business School in Fall 2012, and Spring 2013
- Chaired a session on ‘Competitive strategies and the resource based view’ at the 32nd Annual SMS Conference at Prague in October 2012.
- Served as Discussant of Technology & Innovation Management Division Paper Session on ‘Adaptation and Change: Learning and New Product Development’, Anaheim, California, August, 2008

### **Service to Department:**

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- Served as the faculty mentor for RBS students participating in the **PwC’s virtual Challenge Case Competition**, October, 2020
- Delivered guest lecture to visiting MBA and EMBA students from Brazil, January 2020
- Appointed **Academic Advising lead faculty for the UG Global Business concentration** at the Newark campus, April 2020 – Ongoing
- Appointed Member of the **MBA IB Curriculum Revision Committee** (along with Farok Contractor & Pallavi Shukla), October 2019 – Ongoing
- Faculty Advisor for MBA Global Business Club, 2018

## **Industry Experience:**

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2002-2004      **The World Bank**, Washington DC: Consultant Financial Analyst

Enhanced and updated annual liquidity projection and quarterly currency rebalancing models for International Development Association's (IDA) \$13 Billion donations from wealthy nations. Monitored IDA's currency exposure and developed triggers to balance liquid assets/liabilities denominated in SDRs (Special Drawing Rights). Monitored credit risk at International Bank for Reconstruction and Development (IBRD) by preparing swap exposure reports, investigated valuation discrepancies, and resolved anomalies by extensively liaising with counter-party investment banks in course of their margin calls on posted collateral.

1997-2000      **Cognizant Technology Solutions**, Calcutta, India & Sunrise, Florida: Programmer Analyst/IT Consultant

Worked in maintenance and enhancement projects on IBM-mainframe based applications of Fortune 300 clients (First Data & Northwest Airlines). Involved in project planning and estimation for seven-member team, transitioned client's (First Data Merchant Services) application support work from client-site in Florida to offshore development center in Calcutta and earned \$2 million worth of additional assignments from client.