

# JOYDEEP CHATTERJEE

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2011- Assistant Professor of Global Business Strategy, University of Washington, Bothell, WA  
2011- Senior Fellow, Mack Institute for Innovation Management, Wharton School, University of Pennsylvania

## **Educational Background:**

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2011 PhD, Wharton School, University of Pennsylvania (June 2011)  
Committee: Harbir Singh (Advisor), Sid Winter (Chair), Johannes Pennings, Saikat Chaudhuri, Sendil Ethiraj; Major: Strategic Management; Dissertation available at <http://repository.upenn.edu/cgi/viewcontent.cgi?article=1545&context=edissertations>

2007 MA, Management Science & Applied Economics, University of Pennsylvania

2002 MBA, The George Washington University, Washington DC

1997 BE, Electrical Engineering, Jadavpur University, Calcutta, India

## **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 Technological Innovation
- 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

## Publications:

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- 'Strategy, Human Capital Investments, Business Domain Capabilities, and Performance: A Study in the Global Software Services Industry' – forthcoming at the Strategic Management Journal, 2016, <http://onlinelibrary.wiley.com/doi/10.1002/smj.2505/pdf>
- 'The Impact of Offshore Outsourcing Scale, Scope, and Vendor Relationships on Firm Market Value Creation', with Saikat Chaudhuri, Academy of Management Best Paper Proceedings, January 2013, <http://proceedings.aom.org/content/2013/1/17243.short>
- '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>
- '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. <http://ojs.uniroma1.it/index.php/PSLQuarterlyReview/article/view/9893/9775>

## Papers in progress:

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- 'The Impact of Outsourcing Scope, and Prior Vendor Relationships on Firm Market Value Creation: Evidence from Offshored IT-Based Services' with Saikat Chaudhuri (Under Review: Organization Science)
- 'Human Capital Investments, Shared Knowledge and Performance: A study in the Offshored IT Services Industry' with Kannan Srikanth (Under Review: Management Science)
- 'Capability-seeking foreign investments in software services: market reactions and implications for competitive advantage' with Harbir Singh (Target: Strategic Management Journal)

## Featured Research in Online Fora:

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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>
- <http://www.hreonline.com/HRE/view/story.jhtml?id=534359718>
- <http://www.infomanagementcenter.com/publications/e-newsletter/cidm-enews-01-16/the-value-of-customer-focused-training/>

## **Invited Research Presentations:**

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- 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:**

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- 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 33rd 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
- Presented poster at the Academy of Management Annual Meeting, 'Role of Knowledge Type in Capability Development: A study of the global Software Services Industry' Chicago, August 2009
- Presented poster at the 6th Annual Atlanta Competitive Advantage Conference, 'Capability Development and Performance Impact: Evidence from the Global Software Services Industry', Atlanta, May 2009
- Presented paper and served as discussant at the 3rd Annual Duke Offshoring Conference, 'Capability Development and Performance Impact: Evidence from the Global Software Services Industry', The Fuqua School of Business, Duke University, Durham, NC April 2009

- Presented Poster at the Academy of Management Meetings, Title: ‘Environmental Change and Adaptation: Indian Entrants vs. U.S. Incumbents in the Global Information Technology Services Industry’, Anaheim, California, August, 2008
- Served as Discussant of Technology & Innovation Management Division Paper Session on ‘Adaptation and Change: Learning and New Product Development’, Anaheim, California, August, 2008

## **Teaching:**

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### **2011-16 University of Washington, Bothell**

- Designed new course syllabus and taught the Undergraduate Capstone course on Global Business Environment (BBUS 480)

### **2013 Completed the Harvard Case Method Teaching Seminar (Part I)**

### **2005-2010 Wharton School, University of Pennsylvania, Philadelphia, PA**

- Case Study: ‘Dynamic Capability Development through Human Capital Upgrading at Infosys Technologies - A & B’ prepared with John Paul MacDuffie. These cases are currently taught to UWB Undergraduates in my Global Business Capstone course and to Wharton MBAs, Undergrads, and Exec MBAs in John Paul MacDuffie’s elective course – “Managing People at Work”
- TA for the following MBA and Executive MBA courses:
  - Strategy and Competitive Advantage (MGMT 701, ‘10/2)
  - Strategy Implementation (MGMT 782, ‘09/1, ‘10/1)
  - Global Strategic Management (MGMT 655, ‘09/1)
  - The Economic & Financial Crisis: Causes, Consequences, and Policy Options (MGEC 899, ‘09/1)
  - Competitive Strategy (MGMT 654, ‘07/2)
  - Organizational Behavior and Design (MGMT 555, ‘06/1, ‘07/1, ‘08/1, ‘09/1, ‘10/1)
- TA for undergraduate courses:
  - The Economic & Financial Crisis: Causes, Consequences, and Policy Options (MGMT199, ‘09/1)
  - Introduction to Management (MGMT 101, ‘07/1, ‘07/2)
  - Organizational Design (MGMT 239, ‘10/1)

## Service:

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- 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.
- Facilitated Business Ethics Case Discussion together with business faculty at the UWB Ethics in Accounting Conference in November 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.
- Reviewer for Academy of Management Meetings (TIM, 2006, 2008, 2009 & BPS Division, 2008-2015 & IM, 2013-2015)
- Reviewer for Strategic Management Society Annual Conference (Competitive Strategy Track, 2011-2015)

## 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.