

PRISCILLA RODRIGUEZ CHAVES

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RESEARCH INTERESTS

- Workforce Operations
- Digitalization Processes
- Behavioral Decision-Making
- Gender Issues

EDUCATION

- 2021 – Present: **PhD in Technology and Operations Management**, INSEAD, Fontainebleau, France
- 2017-2019: **Master in Business Administration**, INCAE Business School, Alajuela, Costa Rica.
Magna Cum Laude, Valedictorian.
Management Consulting Practice: “Process improvement at the Technological University of Oteima, Panama”
- 2008-2014: **Bachelor’s in Mechanical Engineering**, University of Costa Rica, San José, Costa Rica.
Graduation project: “Design of hydrogen dispensing systems at Ad Astra Rocket Company, Costa Rica”
Sabbatical: July 2010 – January 2012, Mandarin Language Program, Beijing Language and Culture University, Beijing, China.

ACADEMIC EXPERIENCE

- May 2019 – August 2021, **Senior Researcher, INCAE Business School**, Alajuela, Costa Rica.
- June - August 2018, Research intern, **Latin American Center for Sustainable Development and Competitiveness, INCAE Business School**, Alajuela, Costa Rica.

INDUSTRY EXPERIENCE

- May 2015 – May 2017, **Customer Support Engineer. Emerson Electric**, San José, Costa Rica.
- March – December 2014, **Design Engineer. Sibó Energy**, San José, Costa Rica.

RESEARCH

Published work:

- **Corporate misconduct in GVCs: Challenges and potential avenues for MNEs.** 2023. With Federica Nieri (University of Pisa) and Luciano Ciravegna (INCAE Business School). *Journal of Industrial and Business Economics*. <https://doi.org/10.1007/s40812-022-00235-z>
- **Innovation in the Public Sector: The Costa Rican Primary Healthcare Model.** With Andrea Prado (INCAE Business School) and Alvaro Salas (University of Costa Rica). Health Management, Policy, and Innovation. <https://hmpi.org/2019/11/02/innovation-in-the-public-sector-the-costa-rican-primary-healthcare-model/>

Work in progress:

- **Digital Traces at Work: Can Email Timestamps Shape Performance Evaluations?.** With So Yeon Chun (INSEAD) and Jurgen Mihm (INSEAD)

- **Helping the Most Vulnerable Thrive: Technology-Enabled Support for Preterm Infants, Families, and NICU Medical Teams.** *With So Yeon Chun (INSEAD), Duygu Altop (Cubtale Inc.), Selin Tamer (Cubtale Inc.), and Hafis Ibrahim (Corniche Hospital, Abu Dhabi)*

RESEARCH TALKS

- 2026: European Technology and Operations Management (ETOM) Day Conference (Tilburg, Netherlands)
- 2025: INFORMS Annual Meeting (Atlanta, GA), M&SOM Conference (London), POMS Conference (Atlanta, GA)
- 2024: INFORMS Annual Meeting (Seattle, WA)
- 2023: INFORMS Annual Meeting (Phoenix, AZ)

TEACHING EXPERIENCE

Teaching:

- Teaching assistant, Production and Operations Management, *Prof. Ville Satopaa and Prof. Florin Ciocan*, Master in Business Administration, 2023.
Received the Award for Teaching Excellence in the MBA Tutorials in the Academic Year 2023/2024
- Teaching assistant, *Probability and Statistics*, *Prof. Georgina Hall*, PhD in Management, 2022.
Received the Award for Teaching Excellence in the PhD Tutorials in the Academic Year 2022/2023
- Instructor, *Quantitative Methods*, Master in Business Administration, 2019, 2020 (in Spanish).
- Instructor, *Financial Mathematics*, Master in Business Administration, 2019, 2020 (in Spanish).
- Instructor, *Introduction to Accounting*, Master in Business Administration, 2019, 2020 (in Spanish).
- Teaching Assistant, *Supply Chain Management*, *Prof. Santiago Kraiselburd*, Master in Business Administration, 2019, 2020.
- Teaching Assistant, *Advanced Operations*, *Prof. Santiago Kraiselburd*, Master in Business Administration, 2019 (in Spanish).

Didactic materials:

- Case Study, “Implementation of Agile Methods in the Central American Bank” with Carla Fernandez and Roy Zuniga. INCAE Executive Education 2020.
- Case Study, “Unleash Immuno Oncolytics”, with Santiago Kraiselburd. 2019. René Morales Chair for Entrepreneurship. 2019.
- Case Study, “Social Banking: Designing a structure to strengthen associative ventures”, with Luis Cuenca and Urs Jagger. PIEA Executive Education Program. 2019.
- Case Study, “Independent Republic of Guanamar”, with Alejandro Robles and Victor Umaña. 2018.

ADDITIONAL EDUCATION AND TRAINING

- **INCAE PhD Summer School 2019:** *Behavioral Operations Management*, Kyle Hyndman (UT Dallas); *Behavioral Decision Making*, Kriti Jain (IE Business School); *An Institutional Approach to Entrepreneurship*, Wesley Sine (Cornell University).

ACADEMIC AWARDS

- Luk N. Van Wassenhove PhD Student Research Award, Academic Year 2024/2025
- INSEAD PhD Academic Excellence Award, Academic Year 2024/2025

SERVICE

- **Member of the Organizing Committee of the 13th Wharton-INSEAD Doctoral Consortium in 2024**
Held at the University of Pennsylvania Wharton School of Business on October 15-16, 2024.
- **Member of the Organizing Committee for the PhD-led Student Seminars at INSEAD in the Academic Year 2024/2025**
Organized ten seminars giving PhD students in different academic areas the opportunity to present their work in progress in front of an academic audience including other PhD students, pre-doctoral researchers, and post-doctoral researchers

LANGUAGES

- Spanish: Native speaker
- English: Fluent
- French: Fluent
- Mandarin: Intermediate

COMPUTER SKILLS

- R Studio
- Python
- Stata