

JOSEPH PANCRAS

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ACADEMIC WORK EXPERIENCE

Associate Professor of Marketing (with tenure), School of Business, University of Connecticut (August 2013-)

Assistant Professor of Marketing, School of Business, University of Connecticut (August 2005-July 2013)

EDUCATION

Ph.D., Marketing, August 2005

Leonard N. Stern School of Business, New York University

M. Phil., Marketing, 2003

Stern School of Business, New York University

M.B.A., 1996

Bharathidasan Institute of Management, Trichy, India
(co-majors: Marketing Research and Finance)

B.E., Electronics and Communication Engineering, 1992

PSG College of Technology, Coimbatore, India

HONORS AND AWARDS

Research Awards

- William R. Davidson Award (2010) for the Best Article in the Journal of Retailing in 2008
- Donald R. Lehmann Award (2008) for the Best Dissertation-Based Article published in the American Marketing Association (AMA) journals *Journal of Marketing* or *Journal of Marketing Research* in the years 2006 and 2007
- Direct Marketing Educational Foundation (DMEF) Don Kuhn Lifetime Value and Customer Equity Competition (2008), (Winner, Task1, Phase 1: Predicting Aggregate Customer Equity)
- Runner-Up, University of Connecticut School of Business Best Article Award, 2007

Teaching Awards

- MBA Teacher of the Year (Marketing, 2008-2009), Voted by University of Connecticut Full Time MBA Students
- MBA Teacher of the Year (Marketing, 2012-2013), Voted by University of Connecticut Full Time MBA Students

GRANTS

- Joseph Pancras, Rajkumar Venkatesan, and Bin Li: “Returns from Customizing Mobile Loyalty Programs: Spatial and Temporal Aspects” (\$13,000), Marketing Science Institute Grant #4-1820, June 2013. This is one of 6 awards among 35 entries for the MSI Research Competition, ‘Mobile Platforms, Location-Based Services, and their Impact on Consumers’.

PUBLICATIONS (REFEREED JOURNALS)

1. "Everywhere and at All Times: Mobility, Consumer Decision-Making, and Choice." (2018) (with Lurie, Nicholas H., Jonah Berger, Zoey Chen, Beibei Li, Hongju Liu, Charlotte H. Mason, David M. Muir et al.), *Customer Needs and Solutions* 5, no. 1-2 (2018): 15-27.
2. “An Empirical Analysis of the Impact of Promotional Discounts on Store Performance”, (2017) (with Dinesh Gauri, Brian Ratchford and Debu Talukdar), *Journal of Retailing*, 93(3), Sept 2017.
3. “Matching Exactly or Semantically? An Examination of the Effectiveness of Synonym-based Matching Strategy in Chinese Paid Search Market”, (2017) (with Shuai Yang and Yiping Song), *Journal of Electronic Commerce Research*, 18, no. 1 (2017): 32.
4. “Mobile Promotions: A Framework and Research Priorities”, (2016) (with Michelle Andrews , Jody Goehring, Sam Hui and Lance Thornswood), *Journal of Interactive Marketing*, Volume 34,,: Pages 15-24.
5. Investigating the impact of customer stochasticity on firm price discrimination strategies using a new Bayesian mixture scale heterogeneity model (with Xia Wang and Dipak K. Dey), *Marketing Letters*, Volume 27, no. 3 (2016): 537-552.
6. “On the Brink: Predicting Business Failure with Mobile Location-Based Checkins” (2015) (with Lei Wang, Ram Gopal and Ramesh Shankar), *Decision Support Systems*, Volume 76, August 2015, Pages 3-13.

7. "Managing Customer Acquisition Risk Using Co-operative Databases," (with Hongju Liu and Malcolm Houtz), *Journal of Interactive Marketing*, Volume 29, February 2015, Pages 39–56.
8. "Loss Leaders and Cross Category Passthroughs: A Bayesian Multilevel Analysis" (2013) (with Dinesh Gauri and Debu Talukdar), *Journal of Retailing*, Vol.89, No.2, 140-157.
9. "An Empirical Investigation of Retail Expansion and Cannibalization in a Dynamic Environment" (2012), (with S. Sriram and V. Kumar), *Management Science*, November, 2012, Vol. 58, No.11, 2001-2018.
10. "The Nested Consideration Model: Investigating Dynamic Store Consideration Sets and Store Competition" (2011), *European Journal of Operational Research*, Vol. 14, No.2, 340-347.
11. "A Comparison of Generalized Multinomial Logit and Latent Class Approaches to Studying Consumer Heterogeneity with some extensions of the Generalized Multinomial Logit Model" (2011), (With Dipak K. Dey), *Applied Stochastic Models in Business and Industry*, November-December 2011, Vol. 27, No.6, 567-578.
 - *Lead Article, with Discussions by Peter Lenk and Duncan K.H. Fong, and Rejoinder (ASMBI, 27(6), 584-585).*
12. "A Framework to Determine the Value of Consumer Consideration Set Information for Firm Pricing Strategies" (2010), *Computational Economics*, Vol.35, No. 3, 269-300.
13. "A Method to Predict Aggregate Customer Equity Using Activeness Thresholds" (2009), *Journal of Interactive Marketing*, August 2009, Vol. 23, No. 3, 276-278.
 - *Winner, 2008 DMEF Customer Lifetime Value Modeling Competition (Task 1).*
14. "Cross-buying in retailing: Drivers and consequences" (2008), (with V Kumar and Morris George), *Journal of Retailing*, April 2008, Vol. 84, No. 1, 15-27.
 - *William R. Davidson Award (2010) for the Best Article in the Journal of Retailing in 2008*
15. "Optimal Marketing Strategies for a Customer Data Intermediary" (2007), (with K Sudhir), *Journal of Marketing Research*, November 2007, Vol. 44, No.4, 560-578. Previously titled: "Personalization Services Firms: What to Sell, To Whom to Sell and For How Much".
 - *Donald R. Lehmann Award (2008) for the Best Dissertation-Based Article published in the AMA journals Journal of Marketing or Journal of Marketing Research in the years 2006 and 2007.*

- *Runner-up, University of Connecticut School of Business Best Article Award, 2007.*

16. “Issues And Perspectives In Global Customer Relationship Management” (2006), (With B. Ramaseshan, D. Bejou, S. Jain and C. Mason), *Journal of Service Research*, Vol. 9, No. 2, 195-207.

WORKING PAPERS (available on request)

- Financial Impacts of Marketing Alliances (with Hang Nguyen, William T. Ross and Hieu Phan)
- Customizing Mobile Loyalty Programs: (with Rajkumar Venkatesan and Bin Li)
- Dynamic Pricing In Perishable Goods Markets (with S. Sriram, Dinesh Gauri and Satheesh Srinivasan)
- Gamification and Word-of-Mouth Effectiveness (with Lei Wang, Ram Gopal, Kunter Gunasti and Ramesh Shankar)
- Broad Match Effectiveness in Paid Search Advertising,(with Shuai Yang and Yiping Song)

MARKETING SCIENCE INSTITUTE REPORTS

- “Investigating the Value of Competitive Mobile Loyalty Program Platforms for Intermediaries and Retailers” (2015),(with Rajkumar Venkatesan and Bin Li), MSI Working Paper Series 2015, *MSI Report 15-107*.
- “Investigating the Effects of New Store Openings in a Dynamic Environment” (2009), (with S. Sriram and V. Kumar), MSI Working Papers Series 09-003, 77-101 (*MSI Report No. 09-114*).

OTHER PUBLICATIONS

- “The Demonstration Effect on Consumption Across Cities in China: Evidence from the Automobile Market”, (with Yiping Song and Chenxi Li), BRICS Conference book chapter, 2014.

RESEARCH INTERESTS

Targeted Marketing; Retail Competition; Customer relationship management (CRM); Cross-category and cross-media marketing; Empirical analysis of strategic firm behavior; Competitive Marketing Strategy

INVITED CONFERENCES AND PRESENTATIONS

- Returns from Customizing Mobile Loyalty Programs: Spatial and Temporal Aspects, Wifin Tech (Mobile Promotions Startup), Chennai, India, July, 2014
- Returns from Customizing Mobile Loyalty Programs: Spatial and Temporal Aspects, Fudan University Department of Marketing Research Seminar, Shanghai, China, July, 2014
- Quantitative Models in Marketing (R based) (4 day short course)
Fudan University Department of Marketing, Shanghai, China, July, 2014
- Applications of Bayesian Statistics in Marketing: Focus on Multilevel / Hierarchical Bayesian Linear Regression Models
 - OPIM Department Seminar Series on Empirical Analysis, School of Business, University of Connecticut, November 2012
- Direct Marketing Educational Foundation (DMEF) Professors' Institute, Dallas, Texas, January, 2012
- Retail Proliferation and Cannibalization
 - Inaugural ING Global Colloquium, School of Business, University of Connecticut, March 2012
 - Marketing Department Seminar, Whitman School of Management, Syracuse University, November 2011
 - Department of Management Studies (DoMS), Indian Institute of Technology, Madras, July 2010
 - Department of Agricultural and Resource Economics, University of Connecticut, April 2010
 - University of Massachusetts, Amherst, April 2009
- Hierarchical Bayes Discrete Choice Models in Marketing: Focus on Multinomial Logit and the Metropolis Hastings Method
 - Workshop on Bayesian Analysis, Department of Agricultural and Resource Economics, University of Connecticut, April 2010
- Predicting Aggregate Customer Equity Using Empirical Distributions and an 'Activeness' Threshold
 - LTV and Customer Equity Competition Roundtable, Direct / Interactive Marketing Research Summit , Las Vegas, Oct 12, 2008
- Faculty Fellow, AMA Doctoral Consortium, 2005 (Chair, Session on Marketing Models)
- Strategies for Purchase History Data Suppliers: Whom to Sell to, What to Sell and For How Much?

- State University of New York, Buffalo, September 2004
- University of Connecticut, October 2004
- University of Georgia, Athens, October 2004
- University of Southern California, October 2004
- University of Texas at Austin, October 2004
- Washington University at St. Louis, October 2004
- University of Central Florida, November 2004
- London Business School, November 2004

CONFERENCE PRESENTATIONS

- Investigating the Value of Competitive Mobile Loyalty Program Platforms for Intermediaries and Retailers, June 2017, INFORMS International Conference On Marketing Science, Los Angeles.
- The Demonstration effect on Consumption across cities in China: Evidence from Automobile Market, Revisiting BRICS Conference, Storrs, CT, June, 2014
- A Longitudinal Study of Price Changes in Perishable Goods Markets, June 2014, INFORMS International Conference On Marketing Science, Atlanta.
- Investigating Nested Geographic Structure in Consumer Purchases: A Bayesian Dynamic Multi-scale Spatiotemporal Modeling Approach, NBER-NSF Seminar on Bayesian Inference in Econometrics and Statistics (SBIES), University of Chicago, May 2014
- Mobile Coupon Redemption: Spatio-Temporal Aspects, Winter AMA Conference, Las Vegas, February 2013.
- Investigating the Tradeoff between Agglomeration and Competition, Winter AMA Conference, Las Vegas, February 2013.
- Emerging Market E-Marketing: Matching Strategies for Small and Medium-sized Businesses in the Online Paid Search Sector, Marketing Science Emerging Markets Conference, Wharton, Philadelphia, September 2012.
- Coupon Redemption Timing and its Consequences in Mobile and Offline Markets, Marketing Science Conference, Boston, June 2012, INFORMS International Conference On Marketing Science.
- Targeted Coupon Redemption Timing and Its Consequences, Marketing Science Conference, Houston, June 2011, INFORMS International Conference On Marketing Science.
- Retail Proliferation and Cannibalization, Marketing Science Conference, Ann Arbor, June 2009, INFORMS International Conference On Marketing Science.

- Online Retailer Pricing: Impact of Market Structure and Service Quality, Singapore, June 2007, INFORMS International Conference On Marketing Science.
- Demand Specifications and Firm Profitability, Marketing Science Conference, Pittsburgh, June 2006, INFORMS International Conference On Marketing Science.
- The Linkage Between Lapsing From Usage of a Brand and Price-Value Perceptions along a Price Continuum, Mumbai, 1999, Market Research Society of India (MRSI) Conference.

PROFESSIONAL SERVICE

Editorial Review Board:

Journal of Marketing (2014-2018)

Ad Hoc Reviewer:

Marketing Science; Journal of Marketing Research; Journal of Retailing; Journal of Consumer Psychology; Applied Stochastic Models in Business and Industry; Industrial Marketing Management; International Journal of Forecasting; Decision Support Systems; Computational Economics; The American Statistician; Discrete Dynamics in Nature and Society;); Journal of Consumer Marketing; Industrial Marketing Management

PROFESSIONAL MEMBERSHIPS

- Member, Institute for Operations Research and Management Science (INFORMS)
- Member, American Marketing Association (AMA)

TEACHING INTERESTS

Marketing Management, Customer Relationship Management, Marketing Research, Brand Management, Advertising, New Product Development, Technology/Online Marketing, Database Marketing

COURSES TAUGHT (University of Connecticut)

- *Current:*
 - *Integrated Marketing Communications in the Digital Age* (Undergraduate)
 - *Quantitative Models in Marketing*, PhD seminar,
 - *Marketing Research* (MBA – Online)
- *Previous Courses Taught:*
 - *Marketing Research*, MBA elective (Offline)
 - *Advanced Marketing Research* MBA elective students,
 - *Market-Driven Management*, MBA core,

- *Marketing Research, undergraduate*
- *Customer Relationship Marketing,*

DOCTORAL ADVISING (University of Connecticut)

Major Advisor

- Shuai Yang, 2nd Year Committee (2011), Qualifying Paper and Proposal Committees, (2012-2014), placed at Donghua University, Shanghai
- Nian Wang (2013-2018)

Associate Advisor

- Lu Huang, 1st year committee (2014-)
- Bin Li, (2012-), (placed at Wright State University, Ohio)
- Sophie Chen, 2nd Year Committee (2011), QP Committee (2012-)
- Shan Lin, 2nd Year Committee (2011), QP Committee (2012-)
- Chen Zhu (Agricultural Economics), Proposal and Dissertation, 2012 -2013 (placed at College of Economics and Management, China Agricultural University, Beijing)
- Lei Wang (OPIM), Dissertation Proposal Defense Committee, 2011-2014 (placed at Smeal College of Business Information Systems Department, Pennsylvania State University)
- Jeff Carlson, Member, Qualifying Paper Committee, 2011, Proposal and Dissertation (2012-2014), placed at Robins School of Business, University of Richmond).
- Hang Nguyen, Member, Qualifying Paper Committee, 2011, Proposal and Dissertation (2012-2013), (placed at Broad College of Business, Michigan State University)
- Morris George, Member, Thesis Committee, (PhD. 2008, placed at Hankamer School of Business, Baylor University)
- Denish Shah, Member, Thesis Committee, (PhD. 2008, placed at J. Mack Robinson College of Business, Georgia State University)
- Anita Man Luo, Member, Thesis Committee, (PhD. 2010, placed at J. Mack Robinson College of Business, Georgia State University)
- Jia Fan (Marketing), 2008, Second Year Paper Committee

SERVICE

Department-level committees

Acting Chair (Fall 2014), MBA Policy Committee
 Chair, Marketing Research Certification Committee, 2010-2011
 Member, Recruitment Committee 2007-2008,
 2016-2019
 Member, PhD Committee 2009 – 2015

School-wide Committees

CIBER Faculty Advisory Council, Spring 2014-

Member, MBA Program Redesign Committee, Fall 2008
Member, Masters Program Committee, 2008-2011, Fall 2014
Member, Undergraduate Programs Committee, 2006-2008,
2016-2018

INDUSTRY EXPERIENCE

1998-2000 Senior Research Executive / Associate Project Director/ Project Director,
 Indian Market Research Bureau, Bangalore, India
1997-1998 Research Executive, Taylor Nelson Sofres MODE, Bangalore, India
1996-1997 Equity Analyst, Dresdner Kleinwort Benson Securities, Madras, India
1992-1994 Service Engineer, India Telecomp Limited, Pune, India

Other Academic Honors and Awards

- Faculty Fellow, AMA Doctoral Consortium, 2005; Taggart Fellowship, 2004-2005, Stern School of Business, New York University; INFORMS Doctoral Consortium Fellow, June 2003, University of Maryland; Doctoral Fellowship, 2000-2004, Stern School of Business, New York University; BAMM Conference Graduate Scholarship 2002; National Merit Scholarship, India 1988-1992; Governor's Medal for Outstanding Overall Performance, Tamil Nadu Higher Secondary Exam, India, 1988

May 2018