

Klaus Garrido Tenorio

CONTACT

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EDUCATION

2023 - ongoing PHD CANDIDATE
Rotterdam School of Management, Erasmus University Rotterdam
TOPIC: **Dealing with Conversational Agents**
SUPERVISORS: prof. dr. M. (Michael) Becker-Peth, prof. dr J. (Jelle) de Vries

WORKING PAPERS Human or AI Favoritism: Operational Impact of Automating Negotiations
Delegation under Uncertainty: How Agent Nature (Human/AI) shapes B2B Negotiation
Post-Negotiation Behavior with AI Counterparts
Out-of-Line: Field Evidence of Passenger Queue Jumping Behavior in Aircraft Boarding

SUMMER SCHOOLS:

Tinbergen Institute: Deep Learning
St. Gallen University Global School in Empirical Research Methods: Gen AI with LLMs
Oxford University: LLMs Workshop
Universität Wien: Behavioral Operations Research
Behavioral Operations Management Summer Institute (University of Wisconsin-Madison)
Tinbergen Institute: AI Agents

2022 - 2023 Master of Science: BUSINESS ANALYTICS & MANAGEMENT
Rotterdam School of Management, Erasmus University Rotterdam
GPA: 4
Thesis: Forecasting Demand in Grocery Retail, Comparing the Performance of
Machine Learning and Econometric methods on Extreme Promotional Intensities.
SUPERVISORS: prof. dr. R. (Robert) Rooderkerk, prof. dr. A. (Angelos) Tsoukalas

2019 - 2022 **Honours** Bachelor of Science: ECONOMICS & BUSINESS ECONOMICS
PROFILE OF ECONOMIC DEVELOPMENT & GLOBALISATION
Rijksuniversiteit Groningen (RUG)
GPA: 3.8
Thesis: Structural Transformation in sub-Saharan Africa: The Gender Employment Gap
SUPERVISOR: prof. dr. T. (Tarek) M Harchaoui

WORK EXPERIENCE

- 2023 DATA SCIENCE (THESIS INTERNSHIP) @ LTPLABS
Porto, Portugal (Remote)
Developed a forecasting package tailored for consultants to use as a tool for operational decision-making.
- 2022/23 IT SERVICES – STUDENT ASSISTANT @ ROTTERDAM SCHOOL OF MANAGEMENT MBA & EXECUTIVE ED
Rotterdam, The Netherlands
Provided technical support and assistance to staff members and students.
- 2021/22 TECHNICAL IT SUPPORT IN LEARNING ENVIRONMENT @ RIJKSUNIVERSITEIT GRONINGEN (RUG)
Groningen, The Netherlands
Assisted teaching staff to smooth the transition into Brightspace learning environment.
- 2021 RESEARCH ASSISTANT FOR LAB-IN-THE-FIELD EXPERIMENT @ RIJKSUNIVERSITEIT GRONINGEN (RUG)
Groningen, The Netherlands
Dealt with qual- quantitative data & designed a visualization of a social norm experiment.

CONFERENCE PARTICIPATIONS

SPRING 2025 & 2026	Behavioral Operations Conference - Young Scholars Presentation: WORKING PAPER I & II
SPRING 2026	Production and Operations Management (POMS) 2026 Presentation: WORKING PAPER IV
WINTER 2025 & 2026	CEMS Research Seminar on Supply Chain Management Presentation: WORKING PAPER I & II Riezlern, Austria
FALL 2025	INFORMS 2025 - Presentation (Invited Session)
FALL 2025	CONVERSATIONS 2025 - Poster Presentation Proceedings Publication: LECTURE NOTES OF COMPUTER SCIENCE SPRINGER
SUMMER 2025	Manufacturing & Service Operations Management 2025 Poster Presentation: WORKING PAPER I
SPRING 2025	IPSERA Doctoral Workshop - Presentation: WORKING PAPER I Rotterdam, The Netherlands
FALL 2024	RSM Research Seminar Psychology of AI Lab - Presentation: WORKING PAPER I Rotterdam, The Netherlands
FALL 2024	Behavioral Operations Research Summer School - Poster: WORKING PAPER I Vienna, Austria

TEACHING EXPERIENCE

Teaching Asst. Designing Assessments Rotterdam School of Management	Course: Fundamental Models of Operations Mgmt. (MSc BAM) Terms: Fall 2024, 2025
Thesis Coaching and Co-Reading Rotterdam School of Management	MSc SCM, Business Analytics (BAM), Business Information Mgmt. Multiple students - Years: 2024, 2025, 2026
Teaching Asst. Practical Workshops Rotterdam School of Management	Course: Business Analytics and Decision Making (Executive MBA) Terms: Spring 2024, 2025
Teaching Asst. Single Lecture Rotterdam School of Management	Course: Behavioral Operations, MSc Supply Chain Mgmt. (SCM) Terms: Spring 2025, 2026
Internship Academic Supervisor Rotterdam School of Management	Course: BSc International Business Administration (IBA) & BSc BA Multiple students - Years: 2024, 2025, 2026
Teaching Asst. Rijksuniversiteit Groningen	Course: International Business, BSc Economics & Business Economics Terms: Winter 2021
Mentor Rijksuniversiteit Groningen	Study Performance & Academic Attitude Terms: Winter 2021

RESEARCH INTERESTS

Machine Customers, Behavioral Experiments, Decision Support Systems, Conversational Agents, Human-Bot Negotiations, Delegation to Virtual Agent, Human-Computer Interaction

AWARDS

JULY 2024	Anton Dreesmann Award - Best Retail Thesis in The Netherlands
JULY 2021	Scholarship Santander Technology Digital Experience - IBM
JUNE 2021	2nd place in the IBM-FC Groningen Digital Business Challenge

LANGUAGES

SPANISH:	Mothertongue
ENGLISH:	Full professional proficiency
PORTUGUESE:	Conversational (Limited Working Proficiency)
ITALIAN:	Conversational (Limited Working Proficiency)
DUTCH:	Conversational (Limited Working Proficiency)