

ISMAIL KARABAS

Management, Marketing, and Business Administration
 Arthur J. Bauernfeind College of Business
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EDUCATION

<i>PhD</i> , Marketing Washington State University Pullman, WA	May 2018
<i>MA</i> , Logistics Management Izmir University of Economics Izmir, Turkey <i>Thesis</i> : “Modeling Customer Service Quality: The Case of Bottled Water Distribution”	June 2013
<i>BA</i> , Business Administration Izmir University of Economics Izmir, Turkey	June 2011
<i>BS</i> , Logistics Management Izmir University of Economics Izmir, Turkey	June 2011

POSITIONS HELD

Assistant Professor of Marketing, Murray State University	August 2018- <i>present</i>
Teaching & Research Assistant, Washington State University	2013-2018
Teaching & Research Assistant, Izmir University of Economics	2011-2013

RESEARCH INTERESTS

Services, Service Failures, Retailing, Advertising, Digital/Online Marketing, Consumer Welfare, Gift Giving

PUBLICATIONS (PEER-REVIEWED)

Karabas, Ismail, Jeff Joireman, and Shinhye Kim. (Forthcoming) “Why and When Witnessing Uncivil Behavior Leads Observers to Punish Frontline Employees and Leave the Firm.” *International Journal of Hospitality Management*.

Yurt, Ozgur and Ismail Karabas (2016), “Internationalization Process of a Worldwide Leading Company - Get More Electronics: A Teaching Case Study,” *International Journal of Teaching and Case Studies*, 7 (1), 1-14.

SELECT RESEARCH IN PROGRESS

Karabas, Ismail, Ioannis Kareklas, T.J. Weber, and Darrel Muehling. “Examining e-Retailer Review-Fixing Programs: Insights for Consumers, Online Retailers, and Policy Makers.” *Under review*.

Karabas, Ismail and Jeff Joireman. “‘Tipping Required’: Development of a Model to Understand Customer Reactions to Non-Voluntary Tipping Systems.” *Being revised for submission*.

Karabas, Ismail, Sarah Lefebvre. “What am I Tipping you for?” Customer Response to Tipping Requests at Quick Service Restaurants.” *Two studies collected*.

Karabas, Ismail and Jeff Joireman. "Motivation Behind Gift Giving over Generations." *Two studies collected.*

Nikolov, Nik, Ismail Karabas. "Social Media WOM: How Social is Your Social Media?" *One study collected.*

HONORS & AWARDS

<i>First Place in Research Presentation</i>	2018
Graduate & Professional Student Association - Research Expo	
<i>Outstanding Graduate Student Teaching Award</i>	2017
Carson College of Business, WSU	
<i>Best Student Paper Award</i>	2017
Association of Marketing Theory and Practice Conference (AMTP)	
<i>First Place in Research Presentation</i>	2017
Graduate & Professional Student Association - Research Expo	
<i>Honorable Mention</i>	2017
WSU Marketing Club for Dedication to Students and Research	
<i>Teaching Assistant Excellence Award</i>	2015
Graduate & Professional Student Association	
<i>Second Place in Research Presentation</i>	2015
Wiley Research Exposition Scholarship	
<i>Rod Church Graduate Fellowship Scholarship</i>	2013
Carson College of Business, WSU	
<i>Graduate Scholarship</i>	2011
Izmir University of Economics – Izmir, Turkey	
<i>Erasmus Student Exchange Grant</i>	2009
Izmir University of Economics – Izmir, Turkey	
<i>Bachelor Scholarship</i>	2006
Izmir University of Economics – Izmir, Turkey	

ACADEMIC CONFERENCE PRESENTATIONS

Karabas, Ismail and Jeff Joireman (2019) "‘Tipping Required’: Development of a Model to Understand Customer Reactions to Non-Voluntary Tipping Systems," *Association of Marketing Theory and Practice (AMTP)*, Mt. Pleasant, South Carolina.

Karabas, Ismail and Sky King (2018), "Managing Online Consumer Reviews: Improving Review Quality," *Association of Marketing Theory and Practice (AMTP)*, Ponte Vedra Beach, Florida.

Karabas, Ismail, Ioannis Kareklas, T.J. Weber, and Darrel Muehling (2017), "Suspiciously Positive: Consumer Reactions to Exceedingly Positive Reviews," *American Academy of Advertising (AAA)*, Boston, Massachusetts.

Karabas, Ismail, Jeff Joireman, and Shinhye Kim (2017), "How Third Party Observers Respond to Overheard Service Failures: Implications for Frontline Service Employees and the Firm," *Association of Marketing Theory and Practice (AMTP)*, Myrtle Beach, South Carolina.

Karabas, Ismail and T.J. Weber (2015), "Measuring New Phenomena: A Review of Consumer Behavior Scale Development," *Academy of Marketing Science (AMS)*, Denver, Colorado.

Karabas, Ismail (2012), "Global Sourcing and Supply Chain Risk Management," *8th International Student Conference: Empirical Studies in Social Sciences*, Izmir, Turkey.

OTHER PRESENTATIONS

Karabas, Ismail, Jeff Joireman, and Shinhye Kim (2017), "Overheard Service Failures: Why Witnessing Negative Recoveries Leads Observers to Punish Frontline Employees and Leave the Firm," *Oregon Marketing Research Symposium*, Eugene, Oregon.

Karabas, Ismail, Ioannis Kareklas, T.J. Weber, and Darrel Muehling (2017), "Review-fixing Programs and e-Retailer-driven Consumer Skepticism," *WSU Research Expo*, Pullman, Washington.

Karabas, Ismail, Jeff Joireman, and Shinhye Kim (2016), "Negative Open Loop Exchange Spirals: How Third Party Observers Respond to Overheard Service Failures," *Robert A. Mittelstaedt Doctoral Symposium*, Lincoln, Nebraska.

Karabas, Ismail, Jeff Joireman, and Ioannis Kareklas (2015), "Healing the Self: Parental Gift Giving as a Function of Past Childhood Deprivation," *Wiley Research Exposition*, Pullman, Washington.

TEACHING EXPERIENCE

Murray State University, Arthur J. Bauernfeind College of Business (Undergraduate)

Integrated Marketing Communications		Spring 2019
Principles of Marketing		Spring 2019
Integrated Marketing Communications		Fall 2018 (online and traditional)
Principles of Marketing		Fall 2018
Integrated Marketing Communications		Summer 2018 (online)

Washington State University, Carson College of Business (Undergraduate)

International Business		Summer 2018 (online)	International Marketing		Fall 2016
International Marketing		Spring 2018	Consumer Behavior		Summer 2016
Marketing Research		Fall 2017	International Marketing		Spring 2016
Consumer Behavior		Summer 2017	Principles of Marketing		Summer 20
International Marketing		Spring 2017			

TEACHING INTERESTS

Advertising; Consumer Behavior; Digital Marketing; IMC; International Marketing; Principles of Marketing; Retailing; Services Marketing

SERVICE

<i>Thesis Research Mentor, Murray State University</i>	2019
<i>FBLA Judge</i>	2019
<i>DECA Judge</i>	2019
<i>Presidential Fellow Mentor, Murray State University</i>	Fall 2018-present
<i>White Residential College Fellow</i>	Fall 2018-present
<i>Ad-hoc Reviewer, Journal of Air Transportation Management</i>	2018
<i>Ad-hoc Reviewer, Journal of Environmental Psychology</i>	2018
<i>Reviewer for Academic Conferences (ACR, AMA, AMS, AMTP)</i>	
<i>Board Member, Students' Book Corporation at WSU</i>	2016-2017
<i>Organizing Committee Member, International Conference on Value Chain Sustainability, ICOVACS</i>	2012

Head of Erasmus Mentor System, Izmir University of Economics

2010-2013

RELATED WORK EXPERIENCE

Intern, Marketing and Public Relations, Space Camp Turkey

2010

INTERNATIONAL EXPERIENCE

Erasmus Staff Exchange, University of Applied Sciences Würzburg, Schweinfurt, Germany

2013

Erasmus Student Exchange, Universidad Rey Juan Carlos, Madrid, Spain

2009-2010

PROFESSIONAL AFFILIATIONS

American Marketing Association, Society for Consumer Psychology, American Academy of Advertising
Association of Marketing Theory and Practice

IN THE MEDIA

The Daily Evergreen, April 13, 2017, "Student Wins Award for Paper on Customer Service Research,"
by Tyler Watson.

WSU News, April 5, 2017, "Marketing Ph.D. Student Wins National Recognition for Paper."

LANGUAGES

Turkish (Native)
English (Fluent)
Spanish (Intermediate)