

## **VIRGINIA L. DOELLGAST**

Associate Professor  
Cornell University  
School of Industrial and Labor Relations  
Ives Faculty Building  
Ithaca, NY 14853  
Email: vld7@cornell.edu

### **EDUCATION**

Cornell University, School of Industrial and Labor Relations  
Ph.D. January 2006

Massachusetts Institute of Technology, Department of Urban Studies and Planning  
M.C.P. May 2001

Bard College  
B.A. May 1998

### **PROFESSIONAL EXPERIENCE**

Cornell University, School of Industrial and Labor Relations – Ithaca, NY USA  
Associate Professor, July 2015 – present

London School of Economics, Department of Management – London, UK  
Lecturer; Associate Professor in Comparative Employment Relations, September 2008 – July 2015

King's College London, Department of Management – London, UK  
Lecturer in Comparative Human Resource Management, January 2006 – August 2008

### **VISITING POSITIONS**

FAOS Employment Relations Research Center, University of Copenhagen – Copenhagen, Denmark (August 2016)

Freie Universität – Berlin, Germany (July-September 2011-2013)

Laboratoire d'Economie et de Sociologie du Travail (LEST) – Aix-en-Provence, France (Jan-May 2010; July 2016)

Australian School of Business, University of New South Wales – Sydney, Australia (August 2009)

Wissenschaftszentrum Berlin für Sozialforschung – Berlin, Germany (August 2008)  
Forschungs- und Beratungsstelle Arbeitswelt (FORBA) – Vienna, Austria (April 2008)  
Max Planck Institute for the Study of Societies – Cologne, Germany (November 2003 – July 2004)  
Technische Universität Chemnitz – Chemnitz, Germany (September-October 2003)

## **PUBLICATIONS**

### ***Book Manuscripts***

V. Doellgast, N. Lillie, and V. Pulignano, eds. (2018) *Reconstructing solidarity: Labour unions, precarious work, and the politics of institutional change in Europe*. Oxford: Oxford University Press.

Doellgast, V. (2012) *Disintegrating Democracy at Work: Labor Unions and the Future of Good Jobs in the Service Economy*. Ithaca, NY: Cornell University Press.

### ***Journal Articles***

Jackson, G., V. Doellgast, and L. Baccaro (2018) Corporate Social Responsibility and Labour Standards: Bridging Private Governance, Industrial Relations and Management Perspectives. Introduction to a Special Symposium. *British Journal of Industrial Relations*.

Doellgast, V. and P. Berg (2018) Negotiating Flexibility: External Contracting and Working Time Control in Danish and German Telecommunications Firms. *Industrial and Labor Relations Review*.

Greer, I. and V. Doellgast. (2017) Marketization, inequality, and institutional change. Toward a new framework for comparative employment relations. *Industrial Relations Journal*. 59(2): 192-208.

Doellgast, V., K. Sarmiento-Mirwaldt, and C. Benassi. (2016) Contesting firm boundaries: Institutions, cost structures and the politics of externalization. *Industrial and Labor Relations Review*. 69(3): 551-578.

Benassi, C., V. Doellgast, and K. Sarmiento-Mirwaldt. (2016) Institutions and Inequality in Liberalizing Markets: Explaining Different Trajectories of Institutional Change in Social Europe. *Politics and Society*. 44(1): 117-142.

Sørensen, O. H., Doellgast, V., & Bojesen, A. (2015). Intermediary cooperative associations and the institutionalization of participative work practices: A case study in the Danish public sector. *Economic and Industrial Democracy*, 36(4): 701-725.

Doellgast, V. and K. Sarmiento-Mirwaldt. (2014) Marktliberalisierung und der Wandel der Beschäftigungsverhältnisse in der Deutschen Telekommunikationsbranche. *WSI-Mitteilungen* 8/2014, pp.599-608. [http://www.boeckler.de/wsi-mitteilungen\\_52133\\_52145.htm](http://www.boeckler.de/wsi-mitteilungen_52133_52145.htm)

Holtgrewe, U. and V. Doellgast (2012) A service union's innovation dilemma: Limitations on creative action in German industrial relations. *Work, Employment and Society*. 26(2): 314-330.

Doellgast, V. (2010) Collective Voice under Decentralized Bargaining: A Comparative Study of Work Reorganization in US and German Call Centers. *British Journal of Industrial Relations*. 48(2): 375-400.

Doellgast, V. R. Batt, and O. Sorensen (2009) Introduction: Institutional Change and Labour Market Segmentation in European Call Centres. *European Journal of Industrial Relations*. 15(4): 349-371.

Doellgast, V., H. Nohara and R. Tchobanian (2009) Institutional Change and the Restructuring of Service Work in the French and German Telecommunications Industries. *European Journal of Industrial Relations*. 15(4): 373-394.

Doellgast, V. (2009) Still a Coordinated Model? Market Liberalization and the Transformation of Employment Relations in the German Telecommunications Industry. *Industrial and Labor Relations Review*. 63(1)

Doellgast, V., U. Holtgrewe and S. Deery (2009) The Effects of National Institutions and Collective Bargaining Arrangements on Job Quality in Front-line Service Workplaces. *Industrial and Labor Relations Review*. 64(4): 489-509.

Doellgast, V. (2008) Collective Bargaining and High Involvement Management in Comparative Perspective: Evidence from US and German Call Centers. *Industrial Relations*. 47(2): 284-319

Doellgast, V. (2008) National Industrial Relations and Local Bargaining Power in the US and German Telecommunications Industries. *European Journal of Industrial Relations*. 14(3): 265-287.

Doellgast, V. and I. Greer. (2007) Vertical Disintegration and the Disorganization of German Industrial Relations. *British Journal of Industrial Relations*. 45(1): 55-76

## **Book Chapters**

Doellgast, V. (2018) Reconstructing Solidarity: Combating inequality through rebalancing worker power. In *The Fourth Industrial Revolution: Opportunities and Threats*. J. O'Reilly, M. Neufeind, and F. Ranft, eds. Rowman and Littlefield National.

Kwon, H. and V. Doellgast (2018) Women, Employment, and Gender Inequality in South Korea. In *The Evolution of Korean Employment and Industrial Relations*, Lee Young-Myon and Bruce Kaufman, eds. Edward Elgar.

Doellgast, V., N. Lillie, and V. Pulignano. (2018) From Dualization to Solidarity: Halting the Cycle of Precarity. In *Reconstructing solidarity: Labour unions, precarious work, and the politics of institutional change in Europe*. V. Doellgast, N. Lillie, and V. Pulignano, eds. Oxford: Oxford University Press. Pp. 1-41.

Doellgast, V., Sarmiento-Mirwaldt, K. and C. Benassi (2015) Union campaigns to organize across production networks in the European telecommunications industry: lessons from the UK, Italy, Sweden, and Poland. In *The Outsourcing Challenge: Organizing Workers Across Fragmented Production Networks*. Jan Drahokoupil, ed. Brussels: ETUI.

<https://www.etui.org/Publications2/Books/The-outsourcing-challenge-organizing-workers-across-fragmented-production-networks>

Doellgast, V. and E. Pannini (2015) The impact of outsourcing on job quality for call centre workers in the telecommunications and call centre subcontractor industries. In *The Outsourcing Challenge: Organizing Workers Across Fragmented Production Networks*. Jan Drahokoupil, ed. Brussels: ETUI. pp. 117-136. <https://www.etui.org/Publications2/Books/The-outsourcing-challenge-organizing-workers-across-fragmented-production-networks>

Doellgast, V. and C. Benassi (2014) Collective Bargaining. In *Edward Elgar Handbook of Employee Voice*. Adrian Wilkinson, Jimmy Donaghey, T. Dundon and R. Freeman, eds. Edward Elgar.

Doellgast, V. and K. Sarmiento-Mirwaldt (2013) Telecommunications Workers. In *Sociology of Work*, V. Smith and J.G. Golson, eds. Sage Publications. Pp. 869-872.

Doellgast, V. and H. Gospel (2013) Outsourcing and Human Resource Management. *Managing Human Resources: Personnel Management in Transition (5th Edition)*. S. Bach and M. Edwards, eds. Blackwell Publishing.

Doellgast, V. and H. Gospel (2011) Outsourcing and HRM. *International Human Resource Management: Globalization, National Systems and Multinational Companies*. T. Edwards and C. Rees, eds. Essex: Pearson.

Batt, R., V. Doellgast and H. Kwon (2006) Service Management and Employment Systems in U.S. and Indian Call Centers. In *Brookings Trade Forum 2005: Offshoring White-Collar Work*. S.M. Collins and L. Brainard, eds. Washington, D.C.: Brookings Institution. Reprinted in: (2009) *The Next Available Operator Managing Human Resources in Indian Business Process Outsourcing Industry*. Mohan Thite and Bob Russell, eds.

Doellgast, V. (2005) Regulating the Flexible Workplace: Union Strategies toward Call Center Outsourcing in the United States and Germany. In *Neue Medien im Alltag. Befunde aus den Bereichen: Arbeit, Lernen und Freizeit*. A. Schütz, S. Habscheid, W. Holly, J. Krems and G. G. Voß, eds. Berlin: Pabst-Verlag.

Batt, R. and V. Doellgast (2004) Groups, Teams, and the Division of Labour: Interdisciplinary Perspectives on the Organization of Work. In *The Oxford Handbook of Work Organization*. S. Ackroyd, R. Batt, P. Thompson and P. Tolbert, eds. Oxford: Oxford University Press.

Batt, R. and V. Doellgast (2002) Organizational Performance in Services. In *The New Workplace: A Guide to the Human Impact of Modern Working Practices*. D. Holman, T. D. Wall, Chris W. Clegg, P. Sparrow, and A. Howard, eds. England: Wiley & Sons Ltd. Reprinted in Holman et al. (2004) *The Essentials of the New Workplace*. England: Wiley & Sons Ltd.

### **Reports**

Doellgast, V., Sarmiento-Mirwaldt, K., C. Benassi. (2014) *Alternative Routes to Good Jobs in the Service Economy: Employment Restructuring and Human Resource Management in Incumbent Telecommunications Firms*. Final Project Report. ESRC Grant RES-061-25-0444.  
[http://www.academia.edu/4498267/Alternative\\_routes\\_to\\_good\\_jobs\\_in\\_the\\_service\\_economy\\_Employment\\_restructuring\\_and\\_human\\_resource\\_management\\_in\\_incumbent\\_telecommunications\\_firms](http://www.academia.edu/4498267/Alternative_routes_to_good_jobs_in_the_service_economy_Employment_restructuring_and_human_resource_management_in_incumbent_telecommunications_firms)

Doellgast, V. and L. Sezer (2012) *Making the Right Call: Redesigning Call Centres from the Bottom Up*. UNI (Union Network International). Report commissioned for UNI's annual Call Centre Action Month.  
<http://www.uniglobalunion.org/Blogs/ccam.nsf/dx/30.09.2012125453AHOETF.htm>

Batt, R., V. Doellgast and H. Kwon (2006) *Ownership Status Matters: Call Centers, Employment Systems, and Turnover*. Impact Brief #5. Ithaca, NY: Cornell University.  
<http://digitalcommons.ilr.cornell.edu/impactbrief/5/>

Batt, R., V. Doellgast and H. Kwon (2005) U.S. Call Center Industry Report 2004 - National Benchmarking Report: Strategy, HR Practices & Performance. *Center for Advanced Human Resource Studies, Working Paper Series, Working Paper 05-06*. Ithaca, NY: Cornell University.

Batt, R., V. Doellgast, H. Kwon, M. Nopany, P. Nopany and A. da Costa (2005) The Indian Call Centre Industry - National Benchmarking Report: Strategy, HR Practices, & Performance. *Center*

for *Advanced Human Resource Studies, Working Paper Series, Working Paper 05-07*. Ithaca, NY: Cornell University.

### **Reviews**

Doellgast, V. (2018) Comment on 'Diversified Quality Production Re-Visited' by Arnt Sorge and Wolfgang Streeck. *Socio-Economic Review*.

Doellgast, V. (2013) *Are Bad Jobs Inevitable? Trends, Determinants and Responses to Job Quality in the Twenty-First Century*. Edited by Chris Warhurst, Françoise Carré, Patricia Findlay, and Chris Tilly. Reviewed in *Industrial and Labor Relations Review*.

Doellgast, V. (2008) *Flexible Menschen in flexiblen Organisationen: Bedingungen und Möglichkeiten kreativen und innovativen Handelns*, U. Holtgewe; and *Subjektivierete Taylorisierung: Organisation und Praxis medienvermittelter Dienstleistungsarbeit*, Matuschek, Ingo, Katrin Arnold, and G. Günter Voß. Joint review in *Work, Employment and Society*. 22(1): 181-184.

Doellgast, V. (2006) *Not Just Getting By: The New Era of Flexible Workforce Development*. M.L. Gatta and K.P. McCabe. Reviewed in *Equal Opportunities International*. 25(6)

Doellgast, V. (2005) *Trade Unions in Europe: Meeting the Challenge*. D. Foster and P. Scott, eds. Reviewed in *Labour/Le Travail*. 56 (Fall)

Doellgast, V. (2004) *Immer Anschluss Unter Diese Nummer: Rationalisierte Dienstleistung und Subjektivierete Arbeit in Call Centern*. F. Kleeman and I. Matuschek, eds. Reviewed in *kommunikation@gesellschaft*. 5(1)

### **CONFERENCE PRESENTATIONS**

Doellgast, V., N. Lillie, and V. Pulignano. From Dualization to Solidarity: Halting the Cycle of Precarity. Paper presented at the Annual Meeting on Socio-Economics, Lyon, France, June 2017.

Benassi, C., V. Doellgast, and K. Sarmiento-Mirwaldt. Institutions and Inequality in Liberalizing Markets: Explaining Different Trajectories of Institutional Change in Social Europe. Paper presented at the Annual Meeting on Socio-Economics, London, UK, June 2015; the Council of Europeanists annual conference, Paris, France, July 2015.

Doellgast, V., M. Bellego, and E. Pannini. After the social crisis: The transformation of labour relations and work organization at France Telecom. Paper presented at the International Labour Process Conference, Athens, Greece, April 2015; the Annual Meeting on Socio-Economics, London, UK, June 2015.

Doellgast, V. and D. Marsden. Institutions as rules and resources: Explaining cross-national divergence in employment systems. Paper presented at the International Labour Process Conference, Athens, Greece, April 2015; the Annual Meeting on Socio-Economics, San Francisco, CA, June 2016.

Doellgast, V. and P. Berg. Negotiating Flexibility: External Contracting and Internal Working Time Control. Paper presented at the workshop 'Neoliberal restructuring and marketization in Europe,' Konnevesi, Finland, September 2014.

Doellgast, V., K. Sarmiento-Mirwaldt, and C. Benassi. Institutions and Inequality in Liberalized Markets: A Cross-national Comparison. Paper presented at the Employment Relations in Europe Conference, Lisbon, Portugal, September 2012; the Annual Meeting of the Labor and Employment Relations Association, St. Louis, MO, June 2013; the Annual Meeting on Socio-Economics, Milan, Italy, June 2013.

Bojesen, A., O. Sorensen and V. Doellgast. Social Partnership and High Involvement Management in Denmark. Paper presented at the International Labour Process Conference, Leeds, UK, April 2011.

Greer, I. and V. Doellgast. Marketization and Institutional Change: From an Idea to its Social Effects. Paper presented at the Work Employment and Society Conference, Brighton, UK, September 2010; the Cardiff University Business School 'Ideas at Work' conference, September 2010; and the Annual Meeting on Socio-Economics, Madrid, Spain, July 2011

Doellgast, V. Still a Coordinated Model? Market Liberalization and the Transformation of Employment Relations in the German Telecommunications Industry. Paper presented at the 61<sup>st</sup> Annual Meeting of the Labor and Employment Relations Association, San Francisco, CA, January 2009; and the 27<sup>th</sup> Annual International Labor Process Conference, Edinburgh, Scotland, April 2009.

Doellgast, V., H. Nohara and R. Tchobanian. Collective Bargaining and the Restructuring of Service Work in the French and German Telecommunications Industries. Paper presented at the Sloan Industry Studies Annual Conference, Boston, MA, 1-2 May 2008; the 21<sup>st</sup> Annual Meeting on Socio-Economics, July 2009; and the 15<sup>th</sup> World Congress of the International Industrial Relations Association, Sydney, Australia, August 2009.

Doellgast, V. Representative Voice and High Involvement Management: A Comparative Study of Service Work Reorganization in the US and Germany. Paper presented at 'Comparative Workplace Studies: A British Journal of Industrial Relations Workshop', Centre for Economic Performance, London School of Economics, London, UK, 13-14 March 2008.

Doellgast, V., U. Holtgrewe and S. Deery. The Effects of National Institutions and Collective Bargaining Arrangements on Job Quality in Front-line Service Workplaces Paper presented at

the 19<sup>th</sup> Annual Meeting on Socio-Economics, Copenhagen, Denmark, July 2007; and the Global Call Center Project Conference, Edinburgh, UK, November 2006.

Doellgast, V. Collective Bargaining and High Involvement Management in Comparative Perspective: Evidence from US and German Call Centers. Paper presented at the British Universities Industrial Relations (BUIRA) International IR Study Group, Kings College London, July 2007; and the Global Call Center Project Meeting, WZB, Berlin, Germany, May 2005.

Doellgast, V. The New Politics of Restructuring: National Industrial Relations and Local Bargaining Power in the US and German Telecommunications Industries. Paper presented at the British Academy of Management (BAM) HRM Special Interest Group Conference, London School of Economics, May 2007; the 59<sup>th</sup> Annual Meeting of the Labor and Employment Relations Association, Chicago, IL, January 2007; the 18<sup>th</sup> Annual Meeting on Socio-Economics, Trier, Germany, July 2006; and the 24<sup>th</sup> Annual International Labor Process Conference, London, UK, April 2006.

Doellgast, V. Market Convergence and the Disorganization of Collective Bargaining in Telecommunications: The US and Germany Compared. Paper presented at the International Knowledge, Economy and Management Congress, Kocaeli, Turkey, November 2006.

Holtgrewe, U. and V. Doellgast. Path Dependency and New Flexibility: Union Strategies and Constraints in German Call Centers. Paper presented at the 18<sup>th</sup> Annual Meeting on Socio-Economics, Trier, Germany, July 2006.

Kwon, H. and V. Doellgast. Call Center Outsourcing in India and the US: Good Jobs or Global Sweatshops? Paper presented at the Academy of Management, Honolulu, Hawaii, August 2005.

Doellgast, V. and I. Greer. Vertical Disintegration and the Disorganization of German Industrial Relations. Paper presented at the 17<sup>th</sup> Annual Meeting on Socio-Economics, Budapest, Hungary, July 2005.

Batt, R., H. Kwon and V. Doellgast. The Effects of Outsourcing and Off-shoring of Call Center Work on Employment Outcomes: The US and India Compared. Paper presented at the 2005 Brookings Trade Forum, Offshoring White-Collar Work, Washington D.C., May 2005.

DeGriip, A., V. Doellgast, U. Holtgrewe, K. Shire, D. van Jaarsveld. Call Center Management and Worker Outcomes in the European Union: The Labor Mediated Cases of the Netherlands and Germany Compared. Paper presented at the 57<sup>th</sup> Annual Meeting of the Industrial Relations Research Association, Philadelphia, PA, January 2005.

Doellgast, V. Regulating the Flexible Workplace: Union Strategies toward Call Center Outsourcing in the United States and Germany. Paper presented at the conference Neue Medien im Alltag, Technische Universität Chemnitz, Germany, November 2004.



Doellgast, V. Organisational Relationships, Management Strategy and Work Organisation: Comparing Contract and Union Call Centres. Paper presented at the 22nd International Labour Process Conference, Amsterdam, Netherlands, April 2004.

Doellgast, V. and D. Van Jaarsveld. Interfirm Networks in the Call Center Industry. Paper presented at the 56<sup>th</sup> Annual Meeting of the Industrial Relations Research Association, San Diego, CA, January 2004.

Stone, K.V. and V. Doellgast. Risk: Rhetoric and Reality in Corporate Life. Paper presented at Corporate Citizens in Corporate Cultures: Restructuring and Reform, Conference organized by the Feminism and Legal Theory Project at Osgoode Hall Law School, Toronto, Canada, September 2002.

### **INVITED SEMINARS AND PRESENTATIONS**

Author meets Critics session: Baccaro, L. and C. Howell (2017) *Trajectories of Neoliberal Transformation: European Industrial Relations Since the 1970s*. Cambridge University Press. American Political Science Association Annual Meeting, San Francisco, CA (2017)

Invited Opening Plenary Speaker, Canadian Industrial Relations Association Annual Meeting, Toronto, Canada (2017)

Cornell University, Einaudi Center Faculty Salon: Brexit and the Future of the European Union (2016)

FAOS Employment Relations Research Center, University of Copenhagen (2016)

Workshop Panelist, Writing and Publishing Books in our Fields: Insights and Considerations, Labor and Employment Relations Association Annual Meeting, Minneapolis, MN (2016)

Panelist, Early Career Development Professional Development Workshop (PDW), Industry Studies Annual Meeting, Minneapolis, MN (2016)

European Trade Union Institute, Workshops to present and discuss chapters in *The Outsourcing Challenge: Organizing Workers Across Fragmented Production Networks*. Jan Drahokoupil, ed. Brussels, London (2014 and 2015)

Freie Universität, Invited presenter for seminar on 'The Effects of Marketization on Societies in Europe' (2013)

Royal Holloway, Invited presenter for seminar on 'Varying Models of Corporate Governance and Employment Relations in Europe: Comparisons and Contrasts' – part of the EU-funded seminar series 'Information and Consultation in Europe' (2012)

Warwick Business School, Industrial Relations Research Unit (2012)

Freie Universität, Institut für Management (2011, 2012, 2013)

Cardiff University, 'Ideas at Work' Conference, Invited final panel discussant (2010)  
Laboratoire d'Economie et de Sociologie du Travail (LEST) (2010, 2017)  
University of New South Wales, Australian School of Business (2009)  
Loughborough University Business School, Invited presenter for ESRC seminar series  
'Interdisciplinary Perspectives on Career and Migration' (2009)  
Leeds University Business School (2009)  
Birkbeck School of Management and Organisational Psychology (2009)  
Cardiff University Business School (2009)  
Wissenschaftszentrum Berlin (2008)  
Nijmegen University Business School (2004)

#### **PRESENTATIONS AT PRACTITIONER AND STUDENT MEETINGS**

Keynote speaker, the Cornell International Affairs Review Gala dinner, Cornell University, May 2016  
Invited speaker, *Union Network International World ICTS Meeting*, Stockholm, Sweden, April 2015  
Invited speaker, *Global Call Center Conference*, organized by UNI-ICTS and CWA, Orlando, FL, January 2014  
Invited speaker, Communication Workers of America, Washington DC, June 2013.  
Conference organizer and presenter, *Alternative routes to good jobs in the service economy: Employment restructuring and HRM in telecommunications firms*. Final Project Conference: ESRC Grant RES-061-25-0444. London School of Economics and Political Science, May 2013  
Invited speaker, *People, Purpose, Power: LSE HR Conference 2013*, London School of Economics and Political Science, May 2013  
Invited panelist, *Union Network International ICTS World Committee meeting*, Geneva, Switzerland, May 2013  
Invited to present report: *Making the Right Call: Redesigning Call Centres from the Bottom Up*. Union Network International Europa ICTS Plenary, Brussels, Belgium, October 2012.  
Invited speaker, *Where are the world's unions headed?* Conference at Sydney Trades Hall, Unions New South Wales, Sydney, Australia, August 2009  
Invited speaker, *Expert Meeting on the Social Implications of Corporate Governance*, EuroFound, Dublin, Ireland, December 2008  
Invited speaker, Final conference, Projekt *'Zukunft von Arbeitsbeziehungen und Arbeit in Europa'* (ZAUBER), Osnabrueck, Germany, September 2008

Invited speaker, Workshop on precarious employment in Europe (*„Prekäre Beschäftigung in Europa – Konzepte für mehr sichere Arbeit“*), Projekt *„Zukunft von Arbeitsbeziehungen und Arbeit in Europa“* (ZAUBER), ver.di Bundesverwaltung, Berlin, Germany, September 2008

Invited speaker, *Call Centre Association Annual Convention*, Edinburgh, UK, November 2006

Invited speaker, *Communication Workers of America Customer Service Conference*, Cranford, NJ, May 2005

Invited participant, *Call Center Forum Deutschland e.V. Regional Conference*, Dortmund, Germany, April 2004

## **TEACHING**

### **Cornell University (September 2015- present)**

ILRIC 4325/6325 European Social Model; ILRIC 2350 Work, Labor, and Capital in the Global Economy; ILRIC 2370 Employee Involvement and Workplace Democracy; ILRIC 5300 Outsourcing and HRM in the Networked Firm

### **London School of Economics (September 2008-2015)**

ID300 Special Topics in Management; ID432 International Employment Relations; ID438 Globalization and Human Resource Management; MG190 Human Resource Management and Employment Relations

### **King's College London (January 2006-August 2008)**

PhD seminar: Strategies in Theory and Research; SMN133 Evolution of Modern Business; SMN348 International Human Resource Management; SMM107 Comparative Human Resource Management

### **Invited teaching**

PhD workshop: Industrielle Beziehung: Theory and Research, April 2008  
SOQUA - Sozialwissenschaftliche Berufsqualifizierung, FORBA, Vienna, Austria

Workshop on US Labor Law and Labor History, April 2008  
Bildungsstaette Jagdmeierhof, Arbeitnehmerkammer Linz, Austria,

### **PhD student supervision**

Nickolaus Krachler (from 2017) Understanding the Conditions for Reorganizing Work in Health and Social Care: A Comparison of Care Coordination Programs in the US and the UK

Elisa Panini (2012-2015) Effects of labour market policy on employer strategies towards contingent workers

Lisa Sezer (2009-2014) Social networks and regional development in an emerging economy: The new Muslim business elite in Turkey

Chiara Benassi (2010-2014) Union strategies toward contingent workers in Europe

## **ADMINISTRATION AND SERVICE**

Department Chair, International and Comparative Labor Department (2017-present)

Faculty Advisor, the Association for International Human Rights (2016-present)

Member, International Programs Committee (2016-present)

Co-chair, International Subcommittee and Research Subcommittees, Strategic Planning Committee, ILR School, Cornell University (2015-present)

Faculty Group Lead, Employment Relations and Human Resource Management Group, LSE (2014 – 2015)

Member, Graduate Studies Sub-Committee, LSE (2011 - 2014)

Head of MSc Exam Committee, EROB, LSE (2011 - 2015)

Programme Director, MSc International Employment Relations and HRM, LSE (2011 -2014)

Committee member, Teaching Committee, EROB Group, Department of Management, LSE (2011 -2015)

Third-year tutor, BSc in Human Resource Management, LSE (2008-2012)

Committee member, PhD in Management Working Party, LSE (2008-2010)

Coordinator, 'With Management' and 'Maths and Management' Degree Programmes, King's College London (2006–2008)

Study Abroad Tutor and Exchange Programme Coordinator, King's College London (2007–2008)

## **RESEARCH GRANTS**

Body: Economic and Social Research Council (First Grants Competition)

Amount: £355,455

Ref No: RES-061-30-000288

Period of Award: Feb 2010 – June 2013

Principal Investigator: Dr Virginia Doellgast

Other Investigators: Professor David Marsden (Mentor)

Title: Organizational Restructuring and Employment Outcomes in the European Telecommunications Industry

## **AWARDS AND SMALL GRANTS**

Einaudi International Faculty Fellow

2015-2017

LERA John T. Dunlop Scholar Award	2013
LERA James G. Scoville Best International/Comparative IR Paper Award	2010
STICERD Grant Award, LSE	2009
British Academy Conference Travel Grant	2009
Labor and Employment Relations Association, Thomas A. Kochan – Stephen R. Sleight Best Dissertation Award	2006
Sloan Industry Studies Dissertation Award, second prize	2006
SASE Graduate Student Travel Grant and Best Paper Award, with I. Greer	2005
Einaudi Travel Grant	2005
Fulbright Scholarship	2003 – 2004
Max Planck Institute for the Study of Societies Dissertation Fellowship	2003 – 2004
Benjamin Miller Scholarship	2003
MIT Department of Urban Studies and Planning Fellowship	1999 – 2001

## **SERVICE**

Member of the Executive Board, *Labor and Employment Relations Association* (from 2017)

Guest Editor for a special issue of *Industrial and Labor Relations Review* on Toward New Theories in Employment Relations, with A. Colvin and M. Bidwell; Co-organizer of a conference for the special issue at MIT (from 2017)

Guest Editor for special issue of *Human Resource Management Journal* on Situating Human Resource Management Practices in their Political and Economic Context, with S. Vincent, G.J. Bamber, R. Delbridge, J. Grady, and I. Grugulis (from 2017)

Organizing Committee, *Transatlantic Social Dialogue: Labor Solidarity in Dividing Times*, Cornell Worker Institute, NYC (2017)

Member of the scientific committee of the Chair *Industrial relations and firm's competitiveness (Dialogue social et compétitivité des entreprises)* from ESCP Europe Business School (from 2016)

Organizer and Chair, Chapter development workshop for the edited book, *Reconstructing solidarity: Labour unions, precarious work, and the politics of institutional change in Europe*, V. Doellgast, N. Lillie, and V. Pulignano, eds. Cornell University, ILR School (June 2016)

Guest Editor for a special issue of *British Journal of Industrial Relations* on Corporate Social Responsibility and Labour Standards, with Gregory Jackson and Lucio Baccaro; Co-organizer of BJIR conference for the special issue at LSE (2015-2017)

Member of the Advisory Committee (Beirat) for the Hans-Böckler-Stiftung funded project, *Gute Arbeit und Sozialpartnerschaft in der Energiewende? Das Beispiel der Windkraftindustrie* (from 2014)

Member of Executive Council, *Society for the Advancement of Socio-Economics* (from 2014)

Associate Editor, *British Journal of Industrial Relations* (from January 2013)

Member of the Economic and Social Research Council (ESRC) Grant Review College (From December 2012)

Invited reviewer, *Industrial Relations in Europe 2012 Report*, European Commission, Project Conference, Brussels, Belgium, June 2012.

Member of the International Editorial Board, *Industrial and Labor Relations Review* (from August 2011)

Member of the International Advisory Board, *Industrielle Beziehungen* (from 2010)

Coordinator, *Work and Employment Relations Network*, Labor and Employment Relations Association, with Alex Colvin (2011-2013)

Guest Editor for special issue of *British Journal of Industrial Relations* on the Outsourcing and Offshoring of Service Work, with Sarosh Kuruvilla and Christopher Erickson (2010); Co-organizer of BJIR conference for the special issue (November 2010)

Member of Editorial Board, *Work, Employment and Society* (July 2008-July 2012)

Book Reviews Editor, *British Journal of Industrial Relations* (January 2009-December 2012)

Reviewer for *Administrative Science Quarterly*, *British Journal of Industrial Relations*, *Cambridge Journal of Economics*, *Economy and Society*, *European Journal of Industrial Relations*, *European Journal of Sociology*, *Human Relations*, *Industrial and Labor Relations Review*, *Industrial Relations*, *Industrielle Beziehungen*, *Journal of Common Market Studies*, *Journal of Labor Research*, *Relations Industrielles/Industrial Relations*, *Socio-Economic Review*

Reviewer for the Economic and Social Research Council (ESRC), various grant applications

Coordinator, *Comparative Employment Relations and Governance Study Group*, LSE and King's College London (2009)

Invited discussant, Russell Sage Low Wage Project, *Opportunity in the Workplace: A United States-Europe Comparison*, Project Conference, Paris, France, February 2008

## **PAST RESEARCH EXPERIENCE**

Dissertation research, Cornell University (2004-2006)

“Negotiating Flexibility: The Politics of Call Center Restructuring in the US and Germany”

*Funded by grants from:* the US Fulbright Commission; Council for European Studies; Max Planck Institute for the Study of Societies; Mario Einaudi Center, Cornell University; and Benjamin Miller Scholarship Fund, Cornell University

Research Assistant, Cornell University (2001-2004)

Supervised by Professor Rosemary Batt and Professor Harry Katz

*Funded Research Projects:* The Cornell-Wharton Customer Service Center Project (Alfred P. Sloan Foundation); Cornell-Rutgers Telecommunications Project (Alfred P. Sloan Foundation); the Global Call Center Project (Russell Sage Foundation)

## **NON-ACADEMIC WORK EXPERIENCE**

Intern, Low income housing development and community organizing, Jamaica Plain Neighborhood Development Corporation, Jamaica Plain, MA (2000 – 2001)

Managing Editor, Projections: The MIT Student Journal of Planning, Cambridge, MA (2000 – 2001)

Project Coordinator, Youth education and urban planning workshops, Young People's Project, Cambridge, MA (1999 – 2000)

Intern, Community development and women's health projects, Instituto de la Naturaleza y la Sociedad de Oaxaca, Oaxaca, Mexico (1999)

Program Coordinator, Youth education and women's literacy, GMAAC Resources for Refugee Youth, Atlanta, GA (1998 – 1999)

## **PROFESSIONAL MEMBERSHIPS**

Labor and Employment Relations Association (LERA)

Society for the Advancement of Socio-Economics (SASE)

## **LANGUAGES**

**German:** fluent speaking proficiency, strong reading proficiency, good writing proficiency

**Spanish:** conversational speaking proficiency, strong reading proficiency, basic writing proficiency

**French:** conversational speaking proficiency, strong reading proficiency, basic writing proficiency