

Rafael Toassi Crispim

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EMPLOYMENT

Postdoctoral Fellow <i>CEPID Bridge, University of Sao Paulo</i>	Sao Paulo, Brazil <i>Oct 2025 – Present</i>
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EDUCATION

University of Sao Paulo <i>PhD. in Management</i>	Sao Paulo, Brazil <i>Mar 2021 – Apr 2025</i>
SDA Bocconi School of Management <i>Visting PhD Student</i>	Milan, Italy <i>Sep 2023 – Feb 2024</i>
Federal University of Rio Grande do Sul (UFRGS) <i>MSc. in Management</i>	Porto Alegre, Brazil <i>Mar 2018 – Oct 2020</i>
Santa Catarina State University (UDESC) <i>BSc. in Business Administration</i>	Florianopolis, Brazil <i>Feb 2011 – Aug 2015</i>

RESEARCH INTERESTS

Innovation Management, Technological change, Innovation Capabilities, Artificial Intelligence.

RESEARCH EXPERIENCE

Center for Technology Policy and Management (PGT, University of Sao Paulo) <i>Researcher</i>	Sao Paulo, Brazil <i>2022 – Present</i>
<ul style="list-style-type: none">• Associated with PGT under Dr. Marcos Bruno supervision.• Current research project investigates innovation development during critical conditions, particularly past epidemics in Brazil and Kenya.	
Innovation Research Center (NITEC, UFRGS) <i>Researcher</i>	Porto Alegre, Brazil <i>2018 – Present</i>
<ul style="list-style-type: none">• Research group coordinated by Dr. Paulo Zawislak.• Current projects: Application of smart technologies for improved healthcare services (granted BRL 83.500 by FAPERGS), and Policy proposals for a resilient and sustainable agribusiness (granted BRL 198.000 by FAPERGS).	

TEACHING EXPERIENCE

University of Sao Paulo, School of Economics, Business and Accounting	2021 – Present
<ul style="list-style-type: none">• MBA Digital Business (classes of 2022, 2024, and 2025, postgraduate program): Teaching Assistant and Advisor for students final thesis• EAD0715 Innovation Management for Business Competitiveness (Undergraduate): Teaching Assistant for Dr. Marcos Bruno and Dr. Ary Plonski	
Federal University of Rio Grande do Sul, School of Management	2018
<ul style="list-style-type: none">• ADM01183 Science, Technology and Production (Undergraduate): Teaching Assistant for Dr. Paulo Zawislak	

PUBLICATIONS

Peer-reviewed journals

Crispim, R., Camboim, G., & Zawislak, P. (2024). Collaborative spaces as intermediaries for small business innovation. *International Journal of Innovation and Technology Management*, 21(5), 2450036. [Link](#)

Crispim, R., Netto, C., Camboim, G., & Camboim, F. (2022). Capabilities for service innovation: Bibliometric analysis and directions for future research. *Revista de Administração Mackenzie*, 23(6), eRAMD220030. [Link](#)

Crispim, R., & Reichert, F. (2019). Analysis of technology services growth: An innovation capabilities approach. *Revista Debates Sobre Innovación*, 3(1), 1142-1156. [Link](#)

Book chapters

Zawislak, P., Netto, C., **Crispim, R.,** & Camboim, G. (2023). Dynamic capabilities for service innovation in the digital era. In F. Gallouj, C. Gallouj, M-C. Monnoyer, L. Rubalcaba (Eds.), *Elgar Encyclopedia of Service Studies* (pp. 361-363). Edward Elgar Publishing. [Link](#)

Crispim, R., & Zawislak, P. (2021). Towards a service innovation capabilities model. In C. Silva (Org.), *Administração: Ciência e tecnologia, estratégia, administração pública e estudos organizacionais 2*. Atena, pp. 369-388. DOI 10.22533/at.ed.81621090326. [Link](#)

Other publications

Marmentini, G. & **Crispim, R.** (2024). How civil society organizations can contribute to civic education: Learnings from a developing country. *National Civic Review*, 113(3). [Link](#)

WORKING PAPERS

“Artificial intelligence as a tool for innovation processes enhancement: Antecedents and use cases for adoption”, with Eduardo Vasconcellos and Vincenzo Baglieri (revise & resubmit *IEEE Transactions on Engineering Management* - ABS 3)

“Outcomes of AI-enabled innovation: A review and meta-synthesis”, with Vincenzo Baglieri, Marcos Bruno, and Felipe Borini (submitted to *Technological Forecasting and Social Change* - ABS 3)

“Service innovation capabilities: Towards a comprehensive framework”, with Carlai Netto, Guilherme Camboim, Ricardo Leo, Paulo Zawislak, and Faiz Gallouj (submitted to *Journal of Engineering and Technology Management* - ABS 2)

“Measuring the smartness of an urban innovation ecosystem”, with Guilherme Camboim, Paulo Zawislak, Vinicius Brei, and Carlai Netto (ready for submission)

“Leveraging AI for service innovation: Bridging knowledge gaps and integrating operational models”, with Vincenzo Baglieri, Felipe Borini, Carlai Netto, and Paulo Zawislak (final revision)

“Innovation during critical situations: evidence from past epidemics”, with Marcos Bruno, Monica Otto, Vincenzo Baglieri, and Viviana Mangiaterra (data collection)

PRESENTATIONS

2025

- 85th Annual Meeting of the Academy of Management, Copenhagen, Denmark
- EurOMA Sustainability Forum 2025, Virtual

2024

- 27th SemeAd Conference, Sao Paulo, Brazil
- 48th Brazilian Academy of Management Annual Meeting - ANPAD, Florianopolis, Brazil
- Triple Helix Conference, Sao Paulo, Brazil
- 32nd Technological Innovation Management Symposium - ANPAD, Sao Paulo, Brazil
- ISPIM Connects, Porto Alegre, Brazil

2023

- R&D Management Conference, Seville, Spain
- European Academy of Management - EURAM, Dublin, Ireland
- 32nd International Conference on Management of Technology – IAMOT, Porto Alegre, Brazil

2022

- European Academy of Management - EURAM, Winterthur, Switzerland
- NITEC Innovation Seminar, Virtual

2021

- 24th SemeAd Conference, Virtual
- 31st European Association for Research on Services International Congress – RESER, Virtual
- 31st Technological Innovation Management Symposium – ANPAD, Virtual

2020

- 30th European Association for Research on Services International Congress – RESER, Virtual
- 44th Brazilian Academy of Management Annual Meeting – ANPAD, Virtual
- 55th Latin American Council of Management Schools Annual Congress – CLADEA, Virtual

2019

- R&D Management Conference, Paris, France
- 18th Latin Ibero-American Conference on Management of Technology - ALTEC, Medellín, Colombia
- 43rd Brazilian Academy of Management Annual Meeting - ANPAD, Sao Paulo, Brazil

WORKSHOPS AND DOCTORAL CONSORTIA

AOM TIM Doctoral Consortium, Copenhagen, Denmark (scheduled)	2025
AOM TIM Idea Development Workshop, Virtual	2024
BALAS Doctoral Colloquium, Sao Paulo, Brazil	2024
EURAM Innovation SIG Methodology Workshop, Virtual	2024
Young Scholars Initiative Workshop, Pisa, Italy	2023
IAMOT 2023 PhD Colloquium, Porto Alegre, Brazil	2023
Joint AMD/AMR Idea Development Workshop, Sao Paulo, Brazil	2023
CatChain's Skills Development Workshop for Young Researchers, Virtual	2023
Economics of Ideas, Science and Innovation Online PhD Short Course, Virtual	2022
Ewing Marion Kauffman Foundation Professional Development Series, Virtual	2022
SemeAd Conference, Virtual	2021
R&D Management Conference Doctoral Colloquium, Virtual	2021
SMS Entrepreneurship and Strategy Interest Group Doctoral Research Lab, Virtual	2021
AOM Technology and Innovation Management Workshop for Doctoral Students, Virtual	2021
Ewing Marion Kauffman Foundation Professional Development Series, Virtual	2021
SemeAd Pre-doc Consortium, Virtual	2020

GRANTS, HONORS AND AWARDS

Academy of Management TIM Division Travel Award (USD 500)	2025
CAPES Visiting Scholarships Program - PrInt (EUR 12.990)	2023
Advisor for the best Final Thesis in the MBA Digital Business (USP)	2022
CAPES Doctoral Fellowship (R\$ 110.400)	2021 – 2025
CAPES Masters Fellowship (R\$ 36.000)	2018 – 2020

ACADEMIC SERVICE

Commission for Culture and Outreach at the School of Economics, Business and Accounting, USP, 2022
 Student representative for the Innovation, Technology and Entrepreneurship Division - ANPAD, 2021-2023
 Volunteer in academic conferences (EnPQ, EMA, Scibiz, Triple Helix, SemeAd), 2021
 Reviewer for academic conferences (AOM, EURAM), 2020-2025
 Organizing committee member IAMOT Conference 2023

Ad hoc reviewer:

- Innovation and Management Review (INMR)
- International Journal of Innovation Management (IJIM)
- European Journal of Innovation Management (EJIM)
- International Journal of Innovation and Technology Management (IJITM)

INDUSTRY EXPERIENCE

EloGroup, Sao Paulo, Brazil <i>Management consulting firm</i>	2020 – 2021
Globulo, Florianopolis, Brazil <i>Consulting boutique</i>	2016 – 2018
Dialetto, Florianopolis, Brazil <i>Marketing agency</i>	2014 – 2016
Certi Foundation, Florianopolis, Brazil <i>R&D organization</i>	2013 – 2014

EXTRACURRICULARS AND LEADERSHIP

Politize!, Florianopolis, Brazil <i>Non-profit organization, Institutional Director</i>	2022 – Present
Estudar Foundation, Sao Paulo, Brazil <i>Non-profit organization, Leadership program facilitator</i>	2016 – 2022
United Nations Association of Bulgaria, Sofia, Bulgaria <i>Non-profit organization, Volunteer</i>	2016
FEJESC, Florianopolis, Brazil <i>Association representing Junior Enterprises, Communications Director</i>	2014 – 2015

SKILLS

Programming: R (basic), LaTeX (basic)
Software: Nvivo, Atlas.ti, VosViewer, SPSS, Jamovi
Languages: Portuguese (native), English (fluent), Spanish (basic), Italian (basic)

REFERENCES

Vincenzo Baglieri

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Bocconi University (Italy)
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Felipe Borini

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