



Dr. Bhupender Kumar Som

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Director, Professor
GNIOT Institute of Management Studies (GIMS)
Area/s: Statistics/ Operations Research/ QT/ RM/ OM

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Date of Birth	September 30, 1980
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The Goal

My objective is to achieve excellence in three extensive, contemporary and demanding dimensions of academics i.e., teaching, research and academic administration. My ultimate goal is to contribute remarkable accomplishments in above mentioned areas of academics.

Highlights

- **Over one million views and 5.68 k subscribers of YouTube Channel across the world.**
- Best teacher award (non-repeatable for three years) (2015 – 16)
- Delivered Invited talk at International Conference in 2018, 2020 (Overseas)
- Delivered chief guest address in International Conference Overseas
- Conducting MDPs and FDPs regularly
- **Rigorous involvement in Accreditation Processes (NAAC/ NBA/ SAQS/ AIU)**

- Reviewer Board Member of Journal of Business Theory and Practice, Los Angeles, USA
- Editor-in-chief, v3 Journal of Management, India
- Reviewer for PAN IIM conference 2015, and Journals of International repute e.g., ORD
- Four first, one second and one third prize in International & National Conferences
- Session chair in international conferences
- “Achievers Award”, from UAS International

Experience (19 years)

1. Working as a Professor and Director at GNIOT Institute of Management Studies (GIMS)
(May 2023 – till date)

Roles and Responsibilities

- Leading the institute in all functional areas from intake to placement of the students with the vision of elevating GIMS as one of the most acclaimed Business School for stakeholders.

2. Working as a Professor and Dean Professional Outreach at JIMS Rohini
(June 2022 – May 2023)

Roles and Responsibilities

- Leading the activities of Branding of the Institution.
- Taking care of the professional network of the institute with various professional bodies and strengthening the corporate and professional network of the institution. Acting as a spokesperson of JIMS Rohini at professional endeavors.
- Taking courses in Statistics Operations and Business Analytics.

3. Worked as a Deputy Director (Professor) at FIIB Vasant Kunj, New Delhi
(August 2021 – till date)

Roles and Responsibilities

- Leading Center of Executive Education, Career Management Center, Learning and Development Center, Student Affairs and Satisfaction and MARCOMM directly.

Involved in decision making for all academic and non-academic activities at the Institute.

- Area Chair – Operations and Business Analytics

4. Worked as a Director (Professor) at Lloyd Business School, Greater Noida (October 2019 – August 2021)

Roles and Responsibilities

- All Academic and Administrative responsibilities of a Director and Professor
- Managing all the departments from enrollment to the placement.
- Ensuring the growth of the school in terms of quality output.

5. Worked as a Professor and Dean at JIMS, Sec-5, Rohini (June 2014 – October 2019)

Roles and Responsibilities

- Dean - Fellowship in Management & International Business Program
- Dean – PGDM International Business
- Executing all duties of Academic Administration as Dean of the programs.
- Taking classes for PGDM and PGDM IB courses along with execution of all essential academic and administrative activities.
- Cultural, Social and Sports Club Convener (2014 – 17)
- Coordinator for National Inter College Debate Competition in 2014
- Active member of JIMS Research Cell

6. Worked as an Associate Professor at ACCMAN Institute of Management, Greater Noida (August 2008 – June 2014).

Roles and Responsibilities

- **Chief-Class-Coordinator.**
Chief-Class-Coordinator is post which is responsible for management of regular classes, checking weekly session monitoring reports from class coordinators, managing guest lectures and student activities, managing schedules etc.
- **Editor-in-Chief GYANPRATHA – ACCMAN Journal of Management.** GYANPRATHA is a bi – annual research journal published by ACCMAN Institute of Management.

- Taking classes for PGDM, PGDM (M) and PGDM (R) course.
- **Convener** of “Research and Publications committee”.

Research and Publication Committee at ACCMAN institute works towards development of skills of students and members of faculty.

7. Worked as a Senior Lecturer at Institute of Management Studies, Noida
(June 2004 – August 2008).

Roles and Responsibilities

- Taking classes for MBA, MCA, BBA and BCA courses.
- **Coordinator** of “IMS School of Professional Education”.

IMS School of Professional Education imparts the education in the fields of management and Information Technology through Distance Learning

- **Editor** to “IMS Manthan”.

IMS Manthan is a research journal published by IMS Noida.

- **Coordinator** of “IMS Pragati”

IMS Pragati is a compilation of case studies, research papers and articles of Faculty Members of IMS Society.

- **Coordinator** of IMS “Research Committee”.

The committee takes care of all the research and development programs at IMS.

8. Worked as a lecturer at MEWAR Institute of Management,
(February 2003 – June 04)

Roles and Responsibilities

- Class coordinator of BCA.
- Taking classes for BBA, BCA, B.Tech and MCS.
- Coordinator of Sports/ Students Tours.
- Member of career counseling committee.
- Member of discipline committee.

9. Visiting Assignments Undertaken at

- International Management Institute, New Delhi

- Jaipuria Institute of Management, Ghaziabad
- Institute of Management and Technology – CDL, Ghaziabad
- BITS Pilani, Pilani

Academic | professional qualification:

Course	Year	%	College/ Department	University	Specialization/ Thesis Topic
P.h.D.	2015	NA	Statistics and OR	Kurukshetra University	Stochastic Models in Finance with Reverse Balking and Reverse Reneging
M.Phil	2005	62	Krishna Institute, Delhi	Doon International	OR and Complex Analysis (DLP Program)
M.Sc.	2002	60	MMH, Ghaziabad	CCS University	Mathematics
B.Sc	1999	54	LR College, Ghaziabad	CCS University	PCM
12 th	1996	63	DAV	U.P. Board	PCM Hindi English
10 th	1994	57	DAV	U.P. Board	Science Group

Professional

1. IBM Practitioners badge for Design Thinking, IBM Academy
2. Statistics using R, NPTEL, IIT – Roorkee, AICTE Approved, 8 Weeks
3. Probability and Statistics, IIT – Chennai, AICTE Approved 4, weeks

Ph.D. Guidance

Topic	Name of the candidate	Name of the University/Institute	Status

Stock Price Prediction Using Artificial Neural Networks	Mr. Himanshu Goel	FPM – JIMS Rohini	Awarded – 2023
Stochastic Priority queues with reverse balking	Mr. Sunny Seth	Jagannath University Jaipur	Pursuing

Research work at a glance:

1	Books	2
2	Industry Projects	6
3	Research Papers/chapters Published	78
4	Research Papers in Scopus/SCI & such Indexing	Scopus – 8, SCI & such Indexing – 22, ABDC -2
5	Research Papers Presented in Conferences	32
6	Research Papers (Communicated/ Working)	4

Research work in Detail

Industrial Projects

1. KAROIT, “Acceptance of KAROIT in Delhi NCR”, 2015.
2. Kwaliti Foods Pvt Ltd. “Crowdsourcing for Logo Design”, 2015.
3. “Blue Pigeon Management”, Acceptability of new product launch in tier B cities, 2015.
4. “21 Roses”, Consumer perception and market analysis, 2015.
5. “FusionResto”, Brand positioning and Market Identification, 2015.
6. “Channel V”, Success Estimation of ITZ My Life, 2015.

MDPs, FDPs and Workshops (Delivered/ Attended)

Date	MDP/FDP Topic	Venue
28/01/2023	Personality Development – You are the message	ICAI – Pune, Branch
05/01/2023	Data Visualization using R	JIMS, Sector -5, Rohini
27/05/2022	Market Analysis Using Statistics	ABES Engineering College
29/01/2022	Effective Decision-Making using data	Fortune Institute of International Business
07/11/2020	Efficient Business Decision Making and Statistics	Lloyd Business School
11/2019	Market Analysis Using Statistics	Delhi University
11/2019	Decision Making Using Statistics	Lloyd Business School
24/01/2020	Market Analysis Using Statistics	Moradabad University
01/12/2018	Data Analysis on MS Excel	JIMS, Rohini
26 th /11/2018	Market Analysis Using Statistics	Kurkshetra University
30 th /12/2017	Market Analysis Using Statistics	MJP Rohilkhand University
February, 2017	Data Analysis using Excel	Sharda University
12 th /07/2017	Market Analysis Using Statistics	ABES Eng. College
14 th -15 th /07/2016	Empirical Research & Paper Writing	IDEAL Institute of Management
2008	Modern Tools of Data Analysis	AIMA (A)
17 th /03/ 2015	Project Management	PhD Chambers (A)

Books, Chapters and Papers Published:

1. Book: AIEEE Mathematics, *R' Gupta Publishers*.
2. Book: Lifeline in Mathematics, *Rastrvadi Publications. Co author*
3. Book Chapter: Project Management, *Operations and Supply Chain Management*, ISBN – 9788195196012, Publisher – IMT-CDL, 2022.
4. Book Chapter: Inventory Management, *Operations and Supply Chain Management*, ISBN – 9788195196012, Publisher – IMT-CDL, 2022
5. Goel, H., & Som, B. K., Stock market prediction, COVID – 19 pandemic and neural networks: an SCG algorithm application, *EconomiaA*, 23(2), 2023. DOI: 10.1108/ECON-07-2022-0101

6. Som, B. K., & Seth, S. (2022), A Finite Buffer Reverse Balking Feedback Markovian Queuing System with Reneging and Retention of Impatient Customers, *Pakistan Journal of Statistics*, 39(10), pp. 1 - 10.
7. Som, B. K., & Goel, H. (2022). Analysing Dependence of Key Macroeconomic Variables on BSE using Regression. *International Journal of Applied Behavioral Economics*, 11(2). <https://doi.org/10.4018/IJABE>
8. Som, B. K., & Seth, S. (2021). An M/M/c/N feedback queuing system with encouraged arrivals, reverse reneging and retention of reneged customers. *Lloyd Business Review*, 1(1), 26 - 30. DOI: 10.17605/OSF.IO/REW49
9. Singh, N. P., Som, B. K., Komalavalli, C., & Goel, H. (2021). A Meta-Analysis of the Application of Artificial Neural Networks in Accounting and Finance. *SCMS Journal of Indian Management*, 18(1), 5-21. https://www.scms.edu.in/past_issues/article?journal_id=77
10. Dhall, N., Kaur, B., & Som, B. K. (2020). Crop Residue Burning in Haryana: Issues & Suggestive Policy Measures. *Journal of Management & Public Policy*, 11(2), 7-18. <http://jmpp.in/wp-content/uploads/2020/08/Neelam-Dhall-Bhavneet-Kaur-and-B.-K.-Som.pdf>
11. Singh, N. P., Som, B. K., & Goel, H. (2020). Analyzing International Linkage of the Indian Stock Market with the Chinese Stock Market using Causality and Cointegration Approaches. *Studies in Indian Place names*, 40(86), 276 – 295. <https://archives.tpsindia.org/vol-issue/vol40-issue86.pdf>
12. Bhatia, S., Som, B. K., & Sharma, H. K. (2020). Financial Models for Prediction of Stock Prices: A Review. *Studies in Indian Place names*, 40(86), 245 – 253. <https://archives.tpsindia.org/vol-issue/vol40-issue86.pdf>
13. Kumar, R., & Som, B. K. (2020). A Multi-Server Queue with Reverse Balking and Impatient Customers. *Pakistan Journal of Statistics*, 36(2), 95-101. <https://www.pakjs.com/wp-content/uploads/2020/05/36201.pdf>
14. Som, B. K., Sharma, V. K., & Seth, S. (2020). An M/M/c Encouraged Arrival Feedback Queuing Model with Customer Impatience. *World Journal of Engineering Research and Technology*, 6(2), 532-538. https://www.wjert.org/admin/assets/article_issue/38042020/159099660
15. Som, B. K., Sharma, V. K., & Seth, S. (2020). Multi-server finite waiting-space Encouraged Arrival Queuing System with Reverse Reneging, *Jagannath University Research Journal*, 1(1), 38-39. <https://www.jagannathuniversity.org/assets/jnu-docs/jurj/publication-paper/JURJ201120.pdf>

16. Kumar, R., Sharma, S., Soodan, B. S., Vijaya Laxmi, P., & Som, B. K. (2020). Transient solution of Heterogeneous Queuing System with Balking and Catastrophes. *Reliability Theory & Applications*, 15(1), 42-50. <https://doi.org/10.24411/1932-2321-2020-11004>
17. Som, B. K., Sharma, V. K., & Seth, S. (2020). An M/M/2 heterogeneous service Markovian feedback queuing model with reverse balking, renegeing and retention of renegeed customers. *Advances in Computing and Intelligent Systems*, 291-296. https://doi.org/10.1007/978-981-15-0222-4_25
18. Som, B. K., Seth, S., & Goel, H. (2019). Stochastic Price Prediction Model. *Our Heritage Journal*, 67(2), 1555 – 1566.
19. Som, B. K., Sharma, V. K., & Seth, S. (2019). Cost-profit analysis of an infinite capacity multi-server Markovian feedback queuing system with reverse balking. *International Journal of Computer Sciences and Engineering*, 7(5), 462-466. <https://doi.org/10.26438/ijcse/v7i5.462466>
20. Som, B. K. (2018). A stochastic feedback queuing model with encouraged arrivals and retention of impatient customers. *Advances in Analytics and Applications*, 261-272. https://doi.org/10.1007/978-981-13-1208-3_20
21. Som, B. K., Bhatia, S., & Sharma, K. (2019). Optimization of a multi-server stochastic financial queue. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.3462986>
22. Som, B. K., & Goel, H. (2019). Ratio Analysis: A Study on Financial Performance of Ashok Leyland. *International Journal of Engineering, Applied and Management Sciences Paradigms*, 54(3), 425-430. <http://ijeam.com/Published%20Paper/Volume%2054/Issue%203/59.pdf>
23. Som, B. K., Goel, H., & Kaur, J. (2019). Ratio Analysis: A Study on Financial Performance of Eicher Motors. *Saudi Journal of Economics and Finance*, 3(5), 188 - 193. <https://www.saudijournals.com/journal-details/sjef/6/38>
24. Bhagat, A., Som, B. K., & Kumari, S. (2019). Impact of Cultural Differences on Organization Performance: with reference to Tech Mahindra. *Indian Journal of Marketing and Indian Business Studies*, 6(1), 1-11. http://www.gbspublisher.com/volume.php?category_volume_id=125&category_id=69
25. Som, B. K., & Seth, S. (2019). An M/M/1/N Encouraged Arrivals Queuing Model with Reverse Renegeing. *Journal of Engineering Mathematics & Statistics*, 3(2), 1-5. <http://doi.org/10.5281/zenodo.3262084>

26. Som, B. K. (2019). Cost-profit Analysis of Stochastic Heterogeneous Queue with Reverse Balking, Feedback and Retention of Impatient. *Reliability Theory and Applications*, 14(1), 87-101. http://www.gnedenko.net/Journal/2019/012019/RTA_1_2019-08.pdf
27. Rana, S. S., Som, B., Jain, S. K., & Singh, R. (2018). An empirical analysis of entrepreneurship development program on potential entrepreneurs. *Universal Journal of Management*, 6(12), 491-496. <https://doi.org/10.13189/ujm.2018.061203>
28. Rana, S. S., & Som, B. K. (2018). Effectiveness Model: Impact of Entrepreneurial Development Programme on First Generation Entrepreneurs. *IOSR Journal of Business and Management (IOSR-JBM)*, 4, 40-45. <https://www.iosrjournals.org/iosr-jbm/papers/Conf.ADMIFMS1808-2018/Volume-4/7.%2040-45.pdf>
29. Som, B. K., & Seth, S. (2018). Queuing System with Encouraged Arrivals, Impatient Customers and Retention of Impatient Customers for Designing Effective Business Strategies. *ANUSANDHAN-AISECT University Journal*, 7(13), 124-129. <http://aujournals.ipublisher.in/l/a/56366>
- Som, B., & Seth, S. (2018). M/M/C/N queuing systems with encouraged arrivals, renegeing, retention and feedback customers. *Yugoslav Journal of Operations Research*, 28(3), 333-344. <https://doi.org/10.2298/yjor170620006s>.
30. Nanda, S., & Som, B. K. (2018). A study of the awareness of wearable medical devices in India: A potential market perspective. *Journal of Business Theory and Practice*, 6(2), 83. <https://doi.org/10.22158/jbtp.v6n2p83>
31. Rana, S. S., Jain, S. K., Singh, R., & Som, B. K. (2017). A qualitative analysis of the success of entrepreneurship development programs based on segment studies. *Journal of Business Theory and Practice*, 5(3), 235. <https://doi.org/10.22158/jbtp.v5n3p235>
32. Som, B. K., & Seth, S. (2017). An M/M/C feedback queuing system with encouraged arrivals. *Siddhant- A Journal of Decision Making*, 17(3), 252. <https://doi.org/10.5958/2231-0657.2017.00029.5>
33. Kumar, R., & Som, B. K. (2017). An M/M/C/N feedback queuing model with reverse balking and renegeing. *Industrial Mathematics and Complex Systems*, 259-269. https://doi.org/10.1007/978-981-10-3758-0_18
34. Som, B. K., & Seth, S. (2017). An M/M/2/N Queuing system with Encouraged arrivals, heterogeneous service and retention of impatient customers. *Advanced Modeling and Optimization*, 19(1), 97-104. <https://camo.ici.ro/journal/vol19/v19a10.pdf>

35. Som, B. K., & Seth, S. (2017). An M/M/1/N Queuing system with Encouraged Arrivals. *Global Journal of Pure and Applied Mathematics*, 13(7), 3443 - 3453. https://www.ripublication.com/gjpam17/gjpamv13n7_49.pdf
36. Som, B., & Gupta, M. (2017). Simulation of single-server queuing system with reverse balking. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.2947489>
37. Som, B. K., & Kumar, R. (2017). A heterogeneous queuing system with reverse balking and renegeing. *Journal of Industrial and Production Engineering*, 35(1), 1-5. <https://doi.org/10.1080/21681015.2017.1297739>
38. Som, B. K. (2016). A stochastic queuing model with proportionate arrivals for effective waste management. *ARS- Journal of applied research and social sciences*, 3(24), 17-24..
39. Som, B. K. (2016). Economic analysis of a stochastic queue with Reverse Balking and Retention of Impatient customers. *Business Perspectives*, 15(2).
40. Meng, T., Kumar, P., & Som, B. K. (2016). Crowdsourcing & Marketing: A relationship in the making. *Journal of Business Theory and Practice*, 4(2), 207. <https://doi.org/10.22158/jbtp.v4n2p207>.
41. Som, Bhupender K. "Decision Making Uncertain Environment - A Queuing Theory Approach." *International Journal of Advanced Engineering, Management and Science*, vol. 2, no. 6, Jun. 2016. Thomson and Reuters ID: <http://ijaems.com/detail/decision-making-uncertain-environment-a-queuing-theory-approach-2/>
42. Kumar, R., & Som, B. K. (2015). M/M/1/N Queuing system with reverse renegeing. *American Journal of Operational Research*, 5(5), 125-128. <https://doi.org/10.5923/j.ajor.20150505.03>
43. Bajaj, R., Som, B. K., & Gupta, M. (2015). Enriching academia-corporate loop (ACL)—A corporate social responsibility initiative. *Journal of Business Theory and Practice*, 3(2), 224. <https://doi.org/10.22158/jbtp.v3n2p224>
44. Som, B. K. (2015). System Design and Profit Optimization for Import Houses A Queuing Theory Approach. *Journal of Management Engineering and Information Technology (JMEIT)*, 2(3), 1-4. <http://www.jmeit.com/JMEIT%20Vol%202%20Issue%203%20Jun%2020>.
45. Kumar, R., Som, B. K., & Jain, S. (2015). An M/M/1/N Feedback Queuing System with Reverse Balking. *Journal of Reliability and Statistical Studies*, 8(1), 31-38. <https://www.journal.riverpublishers.com/index.php/JRSS/article/view/22>

46. Kumar, R., & Som, B. K. (2015). An M/M/1/N queuing system with reverse balking, reverse renegeing, and retention of renegeed customers. *Indian Journal of Industrial and Applied Mathematics*, 6(1), 73. <https://doi.org/10.5958/1945-919x.2015.00006.7>
47. Som, B. K., & Gupta, M. (2015). Challenges in English Communication for Learning Professionals: A Statistical Analysis. VSRD International Journal of Technical & Non-Technical Research, Vol. VI Issue I January 2015, 6(1), 11-22.
http://www.vsrjournals.com/pdf/VSRDIJTNT/2015_1_January/2_Mahima_Gupta_VSRDIJTNT_R_4488_Research_Paper_6_1_January_2015.pdf
48. Jain, N. K., Kumar, R., & Som, B. K. (2014). An M/M/1/N Queuing System with Reverse Balking. *American Journal of Operational Research*, 4(2), 17-20.
<https://doi.org/10.5923/j.ajor.20140402.01>
49. Kumar, R., Jain, N. K., & Som, B. K. (2014). Optimization of M/M/1/N Feedback Queue with Retention of Renegeed Customers. *Operations Research and Decisions*, 24(3).
<https://doi.org/10.5277/ord140303>
50. Kumar, R., & Som, B. K. (2014). An M/M/1/N queuing system with reverse balking and reverse renegeing. *Advance Modeling and Optimization*, 16(2), 339-353.
<https://camo.ici.ro/journal/vol16/v16b8.pdf>
51. Kumar, R., Som, B. K., & Jain, S. (2014). Optimizing service rate and the capacity of an M/M/1/N queuing system with retention of renegeed customers. *Indian Journal of Industrial and Applied Mathematics*, 5(1), 54. <https://doi.org/10.5958/1945-919x.2014.00209.6>
52. Som, B. K. (2013). Optimization of M/M/1/N queuing system with retention of renegeed customers and discouraged arrivals. *ISST Journal of Mathematics and Computing Systems*, 4(2).
53. Kumar, R., & Som, B. K. (2013). Design of Service System for Insurance Busniess Facing Customer Impatience using Queuing Theory. *OJAS- An International Journal of Research in Management*, 2(1), 31-36. https://jaipuria.edu.in/media/OJAS%20July_December%202013.pdf
54. Kumar, R., Som, B. K., & Jain, S. (2013). Optimization and Performance Analysis of Insurance Business – A Queuing Modeling Approach. *International Journal of Mathematical Sciences and Engineering Applications*, 7(4), 327-340. <http://www.ascent-journals.com/IJMSEA/Vol7No4/30-rakeshkumar.pdf>.
55. Som, B. K., & Haider, A. (2013). Analyzing measures of performance for online trading – A queuing theory approach. *International Journal of Computing and Business Research*, 4(2), 1-10.
<http://www.researchmanuscripts.com/May2013/2.pdf>.

56. Kumar, R., Som, B. K., Sharma, S., & Jain, S. (2013). Profit Optimization in Insurance Business Facing Customer Impatience. *Global Journal of Pure and Applied Mathematics*, 9(1), 2013. <https://www.ripublication.com/Volume/gjpamv9n1.htm>.
57. Kumar, R., Som, B. K., & Jain, S. (2013). Modeling Insurance Business facing Customer Impatience using Queuing Theory. *American Journal of Operational Research*, 3(2), 44-47. <https://doi.org/10.5923/s.ajor.201305.06>
58. Som, B. K. (2012). Minimizing Risk of Investment in Capital Market – A Probabilistic Approach. *South Asian Journal of Marketing and Management Research*, 2(7), 26-40. <https://saarj.com/wp-content/images/2017/10/SAJMMR-JULY-2012-ABSTRACT-PDF.pdf>.
59. Som, B. k., (2010) Stochastic Models in Finance, *Emerging trends in Management and Information Technology*, by P N Johan and Amit Gautam – ABC Press New Delhi, 2010 Edison
60. Kumar, R., & Som, B. K., (2008). Some catastrophic queues, *Gyanpratha – Accman Journal of Management*, 1 (2)
61. Som, B. K., (2009). Stochastic Financial Models and their applications, *Gyanpratha – Accman Journal of Management*, 2 (2).
62. Som, B. K., (2010). Stochastic behavior of stocks, *Lingaya's Journal of Professional Studies*, 4(1).
63. Article: Retail point of sale, *Retail Trolley*, 2 (3).
64. Article: Indian Retail – An Economic Facilitator, *Retail Trolley*, 2 (3).
65. Article: Application of Queues in Retail, *Retail Trolley*, 2 (1).
66. Article: Need for Inventory, *Retail Trolley*, 1 (3).
67. Article: Diamonds, *IMS THEMES*.
68. Book Review; *Gyanpratha – Accman Journal of Management*. 3 (1), 2010
69. Book Review; *IMS Manthan*. 1 (2).
70. Book Review; *IMS Manthan*. 2 (2).
71. Book Review; *Gyanpratha – Accman Journal of Management*. 1(1), 2008.
72. Book Review: *Gyanpratha – Accman Journal of Management*, 2(1), 2009.

Papers Presented / Published in Conference Proceedings:

Overseas Conferences

73. Som, B. K., & Seth, S., (2022). Waiting time management in a finite buffer reverse balking queuing system with two heterogeneous servers and customer impatience, *International Conference on Advancements in Interdisciplinary research and Development, MTMI, USA. 11 – 12 June.*
74. Stock Market Prediction, COVID Pandemic and Neural Networks: An SCG Algorithm Application, *9th Uniglobe International Management Conference on 'INNOVATION AND SUSTAINABILITY IN BUSINESS', Pokhran University, Nepal, April 6 – 7, 2022*
75. An M/M/1 Feedback queuing system with retention of impatient customers and catastrophe, *Interdisciplinary Research in Applied Mathematics, Management and Technology, (IRAMMT) 2021 AIMT Conference, USA, June 20 – 21.*
76. A Stochastic Multi-Server Infinite Capacity Feedback Queuing System with Reverse Balking, Customer Impatience and Retention of Impatient Customers, *13th International Conference on Queueing Theory and Network Applications (QTNA2018) held in Tsukuba Science City, Japan on July 25-27, 2018.*
77. An Infinite Capacity Two Server Heterogeneous Service Markovian Queuing Model with Reverse Balking, Customer Impatience and Retention of Impatient Customers for designing strategies to manage the system effectively at *MMTI Global Conference, Bangkok, December 22 – 24, 2018*

Conferences held in India

78. Som, B. K., & Seth, S., (2022). Understanding the behavior of customers to manage waiting line efficiently for effective business management in competitive business environment, *International Conference on Applied Mathematics (ICAM – 2022), Vidhyasagar University. June 8 – 9. (Presented)*
79. Som, B. K., & Seth, S., (2022). A Single Server Feedback Queuing System with Encouraged Arrivals and Correlated Reneging, *Recent Advances in Mathematical Sciences with Applications in Engineering and Technology, by School of Computational and Integrative Sciences, Jawahar Lal University. 16 – 18 June. (Presented)*
80. Forecasting Stock Market Using ANN: A Comparative Study of BRANN and SCGANN, **AMRIT, 7th International Management Conference**, January 7, 2022.
Presented
81. Artificial Neural Networks (ANN's): A review of Applications in Accounting and Finance, *5th International Conference (INCONSYM 2020), Business Transformation in Global Digital Era: Re-*

Innovate, Re-Strategize, Re-Model by Aston India Center for Applied Research, February 21 – 22, 2020

Presented

82. A single-server non-preemptive Priority queueing system with reverse balking in healthcare system, ***ICORDS -2019 organized by IIM Vishakhapatnam***, December 28 – 30, 2019.

Presented

83. Stochastic Queuing Model with Encouraged Arrivals and Catastrophe for Effective Business Management, ***52nd Annual Convention of Operational Research Society of India an International Conference, 2019, IIM – A***, December 15 – 18, 2019.

84. An M/M/2 Heterogeneous Service Markovian Feedback Queuing Model with Reverse Balking, Reneging and Retention of Reneged Customers, ***International Conference on Advancement in Computing and Management (ICACM 2019), JaganNath University, Jaipur***, April 13-14, 2019.

Presented

85. Economic Analysis of M/M/c Markovian Queuing Model with Reverse Balking for managing business effectively, ***National Conference on Complex Systems in Interdisciplinary Sciences, Jamia Milia Islamia***, March 11-12, 2019.

Presented

86. Research Paper: “An Infinite Capacity Multi-Server Feedback Queuing System with Encouraged Arrivals”, ***SUSCON VII: Community, Conversation and Co-operation; 7th International Conference on Sustainability at IIM-Shilong***, 29 November – 1 December 2018.

Presented

87. A Markovian queue with heterogeneous economic environment at ***twenty seventh international conference of forum for interdisciplinary mathematics in conjunction with third convention of IARS on interdisciplinary mathematics, statistics and computational techniques (IMSCT 2018 – FIM XXVII) at department of statistics (JAMMU University)*** on November 03, 2018.

Presented

88. Waiting Time Management at Reverse Blaking, Infinite Capacity and Single-server Channel, ***GLOGIFT 17, Seventeenth Global Conference organized by Delhi School of Management, Delhi Technological University***, December 11 – 13, 2017.

Presented

89. Stochastic Priority Queuing Model with Encouraged Arrivals for Managing the Healthcare Facility, **3rd International conference on advances in healthcare management, organized by IIM – A**, December 9 &10, 2017.

Presented

90. A Multi-server Markovian Feedback Queuing Model with Reverse Balking, **5th International Conference on Business Analytics and Intelligence, organized by IIM – Bangalore**, December 11 – 13, 2017.

Presented

91. Effective Business Management in Uncertain Business Environment Using Stochastic Queuing System with Encouraged Arrivals and Impatient Customers, Proceedings of **International Conference on Strategies in Volatile and Uncertain Environment for Emerging Markets, Indian Institute of Technology, Delhi**, July 14-15, 2017

Presented and Published

92. Stochastic Queuing Model with Encourage Arrivals and Customer Impatience for Managing Customer Value, **IIM Indore-NASMEI Summer Marketing Conference**, July, 28-29, 2017.

Presented

93. A Stochastic Feedback Queuing Model with Encouraged Arrivals and Retention of Impatient Customers, **5th IIMA International Conference on Advanced Data Analysis, Business Analytics and Intelligence, April 08-09, 2017**

Presented

94. A Markovian feedback queuing model with encouraged arrivals and customers impatience, **2nd International conference on evidence based management (ICEBM), organized by BITS Pilani**, March 17th – 18th, 2017

Presented and Published

95. A Markovian feedback queuing model for health care management with heterogeneous service, **2nd International conference on advances in healthcare management, organized by IIM – A**, December 10 &11, 2016.

Presented

96. A priority queue for rural healthcare management with reverse balking, **National conference on Accelerating Rural Growth: New Technology, Innovation and Entrepreneurship**, organized by SAVJ Girls PG College (Kota), September 2 – 3, 2016

Presented

97. Markovian Queuing Model with Heterogeneous Service, Reverse Balking and Retention of Impatient Customers: A Mathematical Instrument for Sustainable Strategy Design, ***Sustainability Conference (SUSCON 2016) organized by IIM Shillong, March 17 – 19, 2016.***

Presented

98. Entrepreneurial challenges for “Make in India” – An optimistic initiative, ***National Conference on Management by Optimism, Organized by GGSIPU Delhi on February 19, 2016.***

Presented and Published

99. A multi-server mathematical financial model with reverse balking and retention of impatient customers, ***4th International Conference Green, Growth and Governance organized by JK Lakshmiipat University Jaipur from January 22 – 24, 2016.***

Presented and Published

100. Decision making with stochastic modeling – a strategy for growth in uncertain environment, ***India: The Next Decade, The 3rd PAN IIM World Conference Organized by IIM Indore, December 15-18, 2015.***

Presented

101. Economic analysis of a single-server feedback queuing system with reverse balking and retention of impatient customers, ***International Operations Conference by FORE School of Management, November 25 – 26, 2015.***

Presented and Published

102. An M/M/1/N Queuing system with reverse reneging, ***National Conference on Recent Developments in Mathematics, Organized by SMVDU sponsored by National Board of Mathematics, 8 – 9 October, 2015.***

Presented

103. Enriching Academia-Corporate Loop (ACL) – A Corporate Social Responsibility Initiative, ***National Conference on CSR organized by IIM Raipur on May 15 and 16, 2015***

Presented

104. Economic Analysis of an input-output Markovian Queuing System with Reverse Balking and Retention of Impatient Customers, ***XVIIIth IORA National Conference on Input – Output Modeling, at BIMTECH on May 2, 2015.***

Presented

105. System Design and Economic Analysis of Markovian Queuing System with Customer Impatience, ***International Conference on Contemporary Practices in Management: Creative or Dogmatic***, 06th Feb 2015.

Presented and Published

106. An M/M/1/N Queuing System with Reverse Balking, Reverse Reneging and Retention of Reneged Customers, ***International Conference on Emerging Areas of Mathematics for Science and Technology, Organized by Indian Association of Industrial and Applied Mathematics***, 29 – 31, January 2015.

Presented

107. An M/M/1/N Feedback Queuing System with Reverse Balking, Reverse Reneging and Retention of Reneged Customers, ***International Conference on Emerging Areas of Mathematics For Science and Technology, Organized by Indian Association of Industrial and Applied Mathematics, 29 – 31, January 2015***

Presented

108. Optimization of a Service System Facing Customer Impatience, ***ICSSR Sponsored International Conference Titled, Shifting Paradigms in Applied Economics and Management: Course Correction organized by faculty of Management, Shri Mata Vaishno Devi University, August, 2014.***

Presented

109. System Design and Optimization of M/M/1/N Queuing System with Catastrophe, ***Notational Conference on Global to Local: Issues, Challenges and Opportunities in Business***, at Sharda University on March 14, 2014.

Presented

110. System Design, Optimization and Analysis of M/M/c/N Queuing System, ***National Seminar on Emerging Trends in Management Practices***, at Monard University, on December 17, 2013.

Presented

111. Optimization of M/M/1/N queuing system with retention of reneged customers and discouraged arrivals, ***National Conference on Innovative Strategies for Science and Technology***, at IP – Engineering College on November 30, 2013.

Presented

112. Design, Optimization and Simulation Analysis of Markovian Queuing System for Sustainable Growth, ***National Seminar on Rising India: Where are we in Trajectory***, at ITS Greater Noida on October 5th, 2013.

Presented and Published

113. Design of Service System for Insurance Business Facing Customer Impatience using Queuing Theory, ***National Conference on Excellence in Management Education at Jaipuria Institute of Management***, April 5, 2013.

Presented

114. M/M/I Queuing Model for Customer Reneging Retention and Catastrophe, ***National Finance Conference***, ITS Institute of Management, 2012.

Presented and Published

115. Black – Scholes Model and Catastrophic Depressions, ***National Management Science Conference at ACCMAN Institute of Management***, 2011.

Presented

116. Management Science for **Decision Making – A tool of Modern Management**, ACCMAN Institute of Management, 2010.

Presented

117. Stochastic Models in Finance, ***National Conference at School of Management Studies, Banaras, 2010***.

Presented

Research Publications in Association with Students

118. Cause Identification and Analysis for Not Using Public Transport in Delhi NCR: Vision of Green India, ***Presented in National Conference organized by Delhi Institute of Advance Studies***, February 4, 2018.

119. Challenges of Business Leadership at Different Managerial Levels in India, ***3rd Global Leadership Research Conference organized by Amity University***, March 15-16, 2018

Achievements

- **Awarded first prize** for paper presentation at 4th International Conference organized by JK Lakshmipat University Jaipur, January, 2016
- **Awarded third prize** for paper presentation at international operations conference at FORE School of Management, November 26-27, 2015,

- **External examiner** at Sharda University, for B. Com 2015
- **Awarded first prize for best paper** at international conference conducted by JIMS, Sec -5 in Feb 2015.
- Project head for “ISO Certification” at ACCMAN Institute of Management
- **External Examiner for BBA** at Sharda University – 2014.
- **External Examiner for PGDM** at i– Business School (Greater Noida) – 2010
- **Winner of second prize** in paper presentation at national finance conference conducted by ITS in 2012.
- **Winner of first prize** in paper presentation at national management conference conducted by ITS in 2013.
- **Chaired Second Technical Session in National Seminar at Monard University** in 2013.
- Edited a mathematics question paper at “IGNOU”.
- Guided MBA and BBA students for their summer training projects.
- **Holds a NCC Camp certificate.**
- Developed course structure of QT and MSDM for PGDM course.
- Developed course structure of QT and MSDM for PGDM (R) course.
- Developed course structure of QT and MSDM for PGDM (M) course.
- **Started Operations as Specialization Module at JIMS, Sec-5, Rohini**
- Organized a **National Level Debate Competition**

Others:

- Taken guest lectures for MBA (Punjab Technical University) Students.
- Taken guest lectures for MBA (AAIDU) Students.
- Organized various cultural and non-academic activities at the institute.
- Headed committee for Guru Nanak Dev University course approval process visit.

Software Proficiency:

- SPSS.
- Data Analysis using R.
- PH-2
- MS – Excel Advance
- MATLAB (Syms x)

- C (Simulation Modeling)

Courses and papers taught:

PAPER	COURSE
Operations Research	MBA, PGDM
Business Statistics /Research Methodology	MBA, PGDM
Data Analysis and Decision Making	PGDM
Business Research Methods	PGDM
TQM	PGDM
Project Management	PGDM
Logistics and Material Management	PGDM
CBOT / Numerical Analysis	MCA
Computer Oriented Statistical and Optimization Methods	BCA
Real Analysis / Mathematics-I	BCA
Applied Mathematics	B.Tech
Operations Management	PGDM

References:

- Dr J K Goyal, Advisor, Jagan Institute of Management Studies, New Delhi
Mob: +91 9811377478
- Dr Rakesh Kumar, Professor, Namibia University of Science and Technology, Namibia
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Desirable:

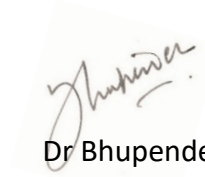
- Healthy and competitive working environment.
- Good promotion for Research and Development.

Personal details:

Father's name : (Lt.) Mr. Madan Singh Som

Language Known : Hindi, English

Marital Status : Married



Dr Bhupender kumar Som

Director, GNIOT Institute of Management Studies