

# DR. BHUPENDER KUMAR SOM

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## PROFESSIONAL SUMMARY

A PhD in statistics and Accomplished Director at GNIOT Institute of Management Studies, adept in strategic planning and people management. Spearheaded initiatives that fostered organizational development and enhanced operational efficiency. Proven track record in decision-making and effective leadership, significantly improving productivity and stakeholder engagement. Skilled in corporate communications and program management, demonstrating a results-driven approach with a focus on achievements.

Scopus ID: 55629237500, h-index 4 citation 51 | ORCID [0000-0001-9393-3157](https://orcid.org/0000-0001-9393-3157), Google Scholar h-index 8, i10 index 7, citations 280 | WoS ID AAI-6458-2021 | Vidhwan ID: 260357

## SKILLS

- Strategic Planning
- Verbal and written communication
- People Management
- Operations Management
- Strategies and goals
- Organizational Development
- Issues Resolution
- Program Management
- Rules and regulations
- Corporate Communications
- Decision-Making
- Effective leader

## WORK HISTORY

Apr 2023 - Current  
Director

GNIOT Institute of Management  
Studies - Delhi NCR, IN

- Setting 5-year organizational goals and strategizing related mission statements.
- Reviewing organizational structure and restructuring for successive improvement.
- Designing KPIs and KRAs with measuring matrices for key positions in organizational structure in alignment with Vision and mission statements of the organization.
- Building team of professionals as per the established organizational structure.
- Continuously reviewing KRAs and KPIs, guiding key positions through action items for delivering KRAs with high efficiency.
- Measuring organizational growth and ensuring corrective mechanism for achieving better results.
- Leading the team of over 50 professionals for delivering established goals. Identifying gap areas of the team and infusing training programmes regularly for skill upgradation.
- Established a culture of continuous improvement by fostering open communication channels and empowering employees to voice their ideas.

- Cultivated a positive work environment that fostered stakeholders' engagement and ensured an exponential growth
- Preparing annual budget and managing it effectively to ensure optimal use of resources while maintaining financial stability.
- Strengthened internal controls by reviewing existing policies and procedures, ensuring compliance with regulatory requirements.
- Implemented innovative solutions to solve complex problems, resulting in increased productivity and streamlined operations.
- Leveraged data analytics insights for informed decision-making in critical areas such as students' employability index, employee performance and organizational control.
- Representing institution at global platforms by taking sessions on the topics of general interest, speaking in panel discussions, taking up media appearances and as a guest speaker.

**May 2022 - Apr 2023**

**Dean Professional Outreach**

**Area Chair Statistics and Operations**

Jagan Institute of Management Studies,  
NEW DELHI, IN

- **Overachieved the targets** by Leading the team of professionals responsible for institute branding and promotion.
- Taking decisions on all marketing and branding activities of the institute.
- Representing institution at global platforms by taking sessions on the topics of general interest, speaking in panel discussions, taking up media appearances and as a guest speaker.
- Finalizing external agencies for branding and promotion as per organizational needs.
- Taking courses in statistics, operations, and business research and business analytics.
- Contributing to the research profile of the institution heavily. Guiding the FPM students for research.
- Providing data-based insights to the organization time-to-time basis e.g., by taking students' satisfaction survey.

**May 2021 - Apr 2023**

**Deputy Director**

Fortune Institute of International  
Business, NEW DELHI, IN

- Developed strategic plans to achieve organizational goals, ensuring alignment with institute's mission and vision.
- Leading MARCOM, Corporate Resource Centre, Admissions, Student's Affairs, Executive Education, Alumni, and Learning and Development Departments.
- Professor in Statistics, Operations, Business Analytics and Business Research.
- Establishing and reviewing team performance by evaluating KRAs and KPIs as established.
- Leading team in AACSB and other accreditations such as NBA.

**Jun 2019 - May 2021**

**Director**

Lloyd Business School, DELHI NCR, IN

- Developed high-performing teams by providing mentorship, guidance, and opportunities for professional growth.
- Enhanced team collaboration through regular communication, goal setting, and performance evaluations.
- Professor in Statistics, Operations, Business Analytics and Business Research Area.
- Established processes and policies at the institute.

- Implemented processes that resulted in high efficiency and effectivity in the system.
- Established Lloyd Business Research: A research journal at Lloyd Business School

**Jun 2014 - May 2019**

**Dean FPM and PGDM IB**

Jagan Institute of Management Studies,  
NEW DELHI, IN

- Overachieved target by leading the team of professionals.
- Established Fellowship Programme in Management (FPM) department.
- Achieved excellent goals in terms of intake, placement and academic growth in PGDM International Business Department.
- Professor in Statistics, Operations, Business Analytics and Business Research.
- Significantly contributed in research and accreditation such as NBA, SAQS and AIU

**Jun 2009 - May 2014**

**Professor and Chief Class Coordinator**

ACCMAN Institute of Management,  
NEW DELHI, IN

- Lead class coordinators team for academic administration.
- Enhanced student understanding by designing interactive and engaging lectures.
- Demonstrated strong interpersonal and communication skills, resulting in clear subject matter discussion with students.
- Created dynamic learning environment that valued instructor and student interaction.
- Encouraged class discussions by building discussions into lessons, actively soliciting input, asking open-ended questions and using techniques to track student participation.
- Established GYANPRATHA: A research journal published from ACCMAN Institute of Management.
- Coordinator to multiple committees e.g., sports, research and publication.

**Jun 2003 - May 2009**

**Senior Lecturer**

IMS Noida, DELHI NCR, IN

- Editor to IMS Manthan: A Research journal published from IMS Noida.
- BBA Class coordinator
- Teaching courses at PG level in statistics, mathematics operations, and business research
- Enhanced student comprehension by incorporating real-life examples and case studies into lectures.
- Managed undergraduate and graduate internship programs to enable participants to gain exposure to [Type] discipline.
- Delivered higher-level undergraduate and graduate courses via classroom, online and hybrid methodologies to satisfy course curricula and meet student needs.
- Established partnerships with local businesses, providing internship opportunities for students to gain practical experience.

**Jun 2002 - May 2003**

**Lecturer**

MEWAR Institute, DELHI NCR, IN

- Cultivated critical thinking skills through challenging assignments that required analysis, synthesis, and evaluation of information from various sources.
- Developed strong relationships with colleagues, collaborating on curriculum development and sharing best practices in teaching strategies.
- Evaluated student progress through regular assessments, providing detailed feedback for improvement and growth.
- Selected and designed lesson plans and curriculum to meet academic objectives.

## EDUCATION

**Mar 2014**

**Ph.D.: Statistics**

Kurukshetra University | Kurukshetra, India

**Jun 2005**

**Master of Philosophy: Operations Research and Complex Analysis**

DOON International University | Delhi

**Jun 2002**

**Master of Science: Mathematics and Statistics**

CCS University | Ghaziabad, India

**Jun 2000**

**Bachelor of Science: Physics, Chemistry, Mathematics**

CCS University | Ghaziabad, India

## ACCOMPLISHMENTS

- Anchored, live fire side chat sessions with celebrities like Mr. Ashneer Grover, Shri Jaya Kishori, Mr. Sonu Sharma and Major Gaurav Arya.
- Over 1.5 million views and 7.2 k subscribers of YouTube Channel across the globe
- Designing and implementing policies for institutions successfully and drawn excellent results. Such as establishing FPM Department at JIMS Rohini.
- Represented institution at various national and international platforms consistently.
- Best teacher award at JIMS Rohini, (non-repeatable for three years) (2015 – 16)
- Delivered Invited talk at International Conference in 2018, 2020, 2022 (Overseas)
- Delivered chief guest address in International Conference Overseas
- Conducting MDPs and FDPs regularly
- Lead the teams for Accreditation Processes (NAAC/ NBA/ SAQS/ AIU)
- Reviewer Board Member of Journal of Business Theory and Practice, LA USA, and PAN IIM Conference. Editor-in-chief, v3 Journal of Management, India. Reviewer for Journals of International repute.
- Four first, one second and one third prize in International & National Conferences o Session chair in international conferences
- "Achievers Award", from UAS International

## AFFILIATIONS

- Member Operations Research Society of India

## CERTIFICATIONS

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

## ADDITIONAL INFORMATION

### PhDs GUIDED

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
Topic is yet to be decided	Ms. Charul Sharma	Sharda University	Pursuing

## INDUSTRY PROJECTS

Organization	Title of the Project	Year
KAROIT Solutions	Acceptance of KAROIT solutions in Delhi NCR	2015
KWALITY Foods Pvt. Ltd.	Crowdsourcing for Logo Design	2015
Blue Pigeon Management	Acceptability of new product launch in tier B cities	2015
21 Roses	Consumer perception and market analysis	2015
FusionResto	Brand positioning and Market Identification	2015
Channel V	Success Estimation of ITZ My Life	2015

### FDPs, MDPs, Workshops, Sessions and Panel Discussions

Date	MDP/FDP Topic	Venue
20 Dec 2024	Building policies for Higher Education in India	Education Summit 4.0 by college Dunia

14 Dec 2024	Change Management and Digital Transformation	DIGII 100 summit
17 Nov 2024	Spotlight speaker	Confluence 2024 by IMF India
16 Nov 2024	Future of Artificial intelligence	International Conference on Action AI by Sharp Economy
10 Nov 2024	Shaping the future of innovation and technology for India's Global Product leadership	Bharat Expo 2024
10 Dec 2023	Statistics Decision Making in the Age of AI	GBU, Greater Noida
28 Jan 2023	Personality Development – You are the message	ICAI – Pune, Branch
05 Jan 2023	Data Visualization using R	JIMS, Sector -5, Rohini
27 May 2022	Market Analysis Using Statistics	ABES Engineering College
29 Jan 2022	Effective Decision-Making using data	Fortune Institute of International Business
07 Nov 2020	Efficient Business Decision Making and Statistics	Lloyd Business School
11 Nov 2019	Market Analysis Using Statistics	Delhi University
01 Nov 2019	Decision Making Using Statistics	Lloyd Business School
24 Jan 2020	Market Analysis Using Statistics	Moradabad University
01 Dec 2018	Data Analysis on MS Excel	JIMS, Rohini
26 Nov 2018	Market Analysis Using Statistics	Kurkshetra University
30 Dec 2017	Market Analysis Using Statistics	MJP Rohilkhand University
02 Feb 2017	Data Analysis using Excel	Sharda University
12 Jul 2017	Market Analysis Using Statistics	ABES Eng. College
14 Aug 2016	Empirical Research & Paper Writing	IDEAL Institute of Management
5 Jan 2008	Modern Tools of Data Analysis	AIMA (A)
17 Mar 2015	Project Management	PhD Chambers (A)

## RESEARCH SNAPSHOT

SR. NO.	PARTICULARS	COUNT
1	Books	2
2	Industry projects	6
3	Papers published in Scopus, WoS, SCI	35
4	Papers published in ABDC	6
5	Publication in other Indexing	25
5	Papers presented/published in conferences	50

- Book: **Som, B. K.**, Tiwari, S., (2025), Management in the Age of AI, ISBN: 978-81-980647-1-4, <https://qtanalytics.in/publications/index.php/books/index>
- Book: AIEEE Mathematics, R' Gupta Publishers.
- Book: Lifeline in Mathematics, Rastrvadi Publications. Co author
- Book Chapter: Project Management, Operations and Supply Chain Management, ISBN – 9788195196012, Publisher – IMT-CDL, 2022.
- Book Chapter: Inventory Management, Operations and Supply Chain Management, ISBN – 9788195196012, Publisher – IMT-CDL, 2022
- Ali, I., Rashid, M., Nautiyal, A., Som, B. K., (2024). Exploring the Impact of Recent Fintech Trends on Supply Chain Finance Efficiency and Resilience, European Economic Letters (EEL), 14(1), DOI: <https://doi.org/10.52783/eel.v14i1.1185>
- Som, B. K., Daipuria, P., and Sharma C., (2023). Effectiveness of Organizational Justice on Workplace Deviance, with Job Satisfaction as a Mediating Driver Among Nurses and Healthcare Workers -A Sensitive, Analysis, Journal of Informatics Education and Research, 3(2), <https://doi.org/10.52783/jier.v3i2.328>
- Kumar, R., Som, B. K., Kalidas, K., Sampath, S. M. I. G., (2023). Queuing System with Customers' Impatience Retention and Feedback, Applications of Mathematical Modeling, Machine Learning, and Intelligent Computing for Industrial Development, DOI: <https://doi.org/10.1201/9781003386599>
- Som, B. K., Sharma, S., Jaiswal, Y. (2023). The essentials for a Leader in VUCA World: A Supervisee Approach, World Journal of Management and Economics, 16(3). Link: <https://wesro.org/volume-16-sp-03/>
- Sharma, S., Khandelwal, S., Som, B. K. (2023). A Study on Impact of Big Five Personality on Investment Decisions of Mutual Fund Investors: Mediation by Risk, Journal of Informatics Education and Research, 3(2). DOI: <https://doi.org/10.52783/jier.v3i2.88>
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- Som, B. K., & Seth, S. (2021). An M/M/c/N feedback queuing system with encouraged arrivals, reverse reneging and retention of renege customers. *Lloyd Business Review*, 1(1), 26 - 30. DOI: 10.17605/OSF.IO/REW49
- 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](https://www.scms.edu.in/past_issues/article?journal_id=77)

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<http://jmpp.in/wpcontent/uploads/2020/08/Neelam-Dhall-Bhavneet-Kaur-and-B.-K.-Som.pdf>
- 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>
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- Article: Retail point of sale, Retail Trolley, 2 (3).
- Article: Indian Retail – An Economic Facilitator, Retail Trolley, 2 (3).
- Article: Application of Queues in Retail, Retail Trolley, 2 (1).
- Article: Need for Inventory, Retail Trolley, 1 (3).
- Article: Diamonds, IMS THEMES.
- Book Review; Gyanpratha – ACCMAN Journal of Management. 3 (1), 2010
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#### PAPERS PRESENTED/ PUBLISHED IN CONFERENCES

#### OVERSEAS CONFERENCES

- Som, B. K., Sharma, S., (2024), AI – Driven Employee Engagement tools & their influence on Compulsory Citizenship Behaviour, AI Innovation & Sustainability in Industry 5.0, Sunway University, Malaysia, 15 – 16 December, 2024.
- Som, B. K., (2023), Stochastic Queues with Reverse Balking and Reverse Reneging, International Conference on Mathematical and Statistical Sciences, Namibia University of Science and Technology, Namibia, 3 – 4, July 2023
- 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.

- 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
- 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.
- 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.
- 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

- Seth, S., Som, B. K., Sharma, V. K., (2024) Economic Analysis of M/M/1/N queuing system with dynamic customer behaviour. International Conference on Recent Advances in Data Science, 27-28 June, 2024, Maulana Azad National Institute of Technology Bhopal. Presented
- Som, B. K., Sharma, S., (2024), Understanding youth attitudes towards, diversity, equality and inclusion: A comparative analysis. International hybrid conference on diversity, equity & inclusion: Creating value – Based sustainable Future. Presented
- 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), Vidyasagar University. June 8 – 9. Presented
- 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
- Forecasting Stock Market Using ANN: A Comparative Study of BRANN and SCGANN, AMRIT, 7<sup>th</sup> International Management Conference, January 7, 2022. Presented
- Artificial Neural Networks (ANN's): A review of Applications in Accounting and Finance, 5<sup>th</sup> International Conference (INCONSYM 2020), Business Transformation in Global Digital Era: ReInnovate, Re-Strategize, Re-Model by Aston India Center for Applied Research, February 21 – 22, 2020 Presented.
- 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
- Stochastic Queuing Model with Encouraged Arrivals and Catastrophe for Effective Business Management, 52<sup>nd</sup> Annual Convention of Operational Research Society of India an International Conference, 2019, IIM – A, December 15 – 18, 2019.
- 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
- 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

- Research Paper: “An Infinite Capacity Multi-Server Feedback Queuing System with Encouraged Arrivals”, SUSCON VII: Community, Conversation and Co-operation; 7<sup>th</sup> International Conference on Sustainability at IIM-Shilong, 29 November – 1 December 2018. Presented
- 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
- Waiting Time Management at Reverse Blanking, 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
- Stochastic Priority Queuing Model with Encouraged Arrivals for Managing the Healthcare Facility, 3<sup>rd</sup> International conference on advances in healthcare management, organized by IIM – A, December 9 &10, 2017. Presented
- A Multi-server Markovian Feedback Queuing Model with Reverse Balking, 5<sup>th</sup> International Conference on Business Analytics and Intelligence, organized by IIM – Bangalore, December 11 – 13, 2017. Presented
- 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
- Stochastic Queuing Model with Encourage Arrivals and Customer Impatience for Managing Customer Value, IIM Indore-NASMEI Summer Marketing Conference, July, 28-29, 2017. Presented
- A Stochastic Feedback Queuing Model with Encouraged Arrivals and Retention of Impatient Customers, 5<sup>th</sup> IIMA International Conference on Advanced Data Analysis, Business Analytics and Intelligence, April 08-09, 2017 Presented
- A Markovian feedback queuing model with encouraged arrivals and customers impatience, 2<sup>nd</sup> International conference on evidence-based management (ICEBM), organized by BITS Pilani, March 17<sup>th</sup> – 18<sup>th</sup>, 2017 Presented and Published
- A Markovian feedback queuing model for health care management with heterogeneous service, 2<sup>nd</sup> International conference on advances in healthcare management, organized by IIM – A, December 10 &11, 2016. Presented
- 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
- 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
- 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
- A multi-server mathematical financial model with reverse balking and retention of impatient customers, 4<sup>th</sup> International Conference Green, Growth and Governance organized by JK Lakshmi Pat University Jaipur from January 22 – 24, 2016. Presented and Published
- Decision making with stochastic modeling – a strategy for growth in uncertain environment, India: The Next Decade, The 3<sup>rd</sup> PAN IIM World Conference Organized by IIM Indore, December 15-18, 2015. Presented

- 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
- An M/M/1/N Queuing system with reverse renegeing, National Conference on Recent Developments in Mathematics, Organized by SMVDU sponsored by National Board of Mathematics, 8 – 9 October, 2015. Presented
- 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
- 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
- System Design and Economic Analysis of Markovian Queuing System with Customer Impatience, International Conference on Contemporary Practices in Management: Creative or Dogmatic, 06<sup>th</sup> Feb 2015. Presented and Published
- An M/M/1/N Queuing System with Reverse Balking, Reverse Renegeing 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
- An M/M/1/N Feedback Queuing System with Reverse Balking, Reverse Renegeing 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
- 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
- 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
- System Design, Optimization and Analysis of M/M/c/N Queuing System, National Seminar on Emerging Trends in Management Practices, at Monard Universiy, on December 17, 2013. Presented
- 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
- 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 5<sup>th</sup>, 2013. Presented and Published
- Design of Service System for Insurance Busniess Facing Customer Impatience using Queuing Theory, National Conference on Excellence in Management Education at Jaipuria Institute of Management, April 5, 2013. Presented
- M/M/I Queuing Model for Customer Renegeing Retention and Catastrophe, National Finance Conference, ITS Institute of Management, 2012. Presented and Published
- Black – Scholes Model and Catastrophic Depressions, National Management Science Conference at ACCMAN Institute of Management, 2011. Presented
- Management Science for Decision Making – A tool of Modern Management, ACCMAN Institute of Management, 2010. Presented
- Stochastic Models in Finance, National Conference at School of Management Studies, Banaras, 2010. Presented

## PAPERS WITH STUDENTS

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

## OTHER ACHIEVEMENTS

- Delivered invited talks in International Conferences, Chaired sessions in various conference.
- Awarded first prize for paper presentation at 4<sup>th</sup> 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.
- Organized a National Level Debate Competition

## REFERENCES

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## LANGUAGES

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