BHUPENDER KUMAR SOM

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WWW: https://www.linkedin.com/in/bhupender-som-a7440840/

PROFESSIONAL SUMMARY

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.

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

- Leading organization for achieving excellence in academics, knowledge building and professional higher education.
- Developed high-performing teams by providing mentorship, guidance, and opportunities for professional growth.
- Enhanced team collaboration through regular communication, goal setting, and performance evaluations.
- 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
- Managed budgets 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.

Jun 2022 - May 2023
Lecturer
MEWAR Institute - Ghaziabad, India

- 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.

May 2022 - Apr 2023
Dean Professional Outreach
Jagan Institute of Management Studies - New Delhi, India

- Facilitated data-driven decision making by utilizing assessment tools to evaluate program effectiveness and identify areas for improvement.
- Streamlined administrative processes for increased efficiency, resulting in reduced workload for faculty members.
- Taking courses in statistics, operations, and business research and business analytics.
- Fostering reach of the institution by handling admissions process along with MARCOM department.
- Area chair for statistics and operations.

May 2021 - Apr 2023
Deputy Director
Fortune Institute of International Business - New Delhi, India

- 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.

Jun 2019 - May 2021
Director
Lloyd Business School - Delhi NCR

- 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

- 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.

Jun 2009 - May 2014
Professor and Chief Class Coordinator
ACCMAN Institute of Management - Delhi NCR

- 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 - Noida, India

- 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.

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, and Major Gaurav Arya.**
- **Over 1.3 million views and 6.7 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

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 tear 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 and WORKSHOPS

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
26/11/2018	Market Analysis Using Statistics	Kurkshetra University
30/12/2017	Market Analysis Using Statistics	MJP Rohilkhand University
2/2/2027	Data Analysis using Excel	Sharda University
12/07/2017	Market Analysis Using Statistics	ABES Eng. College
14-15/07/2016	Empirical Research & Paper Writing	IDEAL Institute of Management
5/1/2008	Modern Tools of Data Analysis	AIMA (A)
17th /03/ 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	5
5	Publication in other Indexing	25
5	Papers presented/published in conferences	50

PUBNLICATION DETAILS

- 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

- **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
- Goel, H., Agarwal, M., Chhabra, M., **Som, B. K.** (2023). The Predictive Power of Macroeconomic Variables on the Stock Market Utilising an ANN Model Approach: An Empirical Investigation Based on BSE Sensex, ***Folia Qeconomica Stetinensia***, 23(2).
- Goel, H., & **Som, B. K.** (2023). Stock market prediction, COVID – 19 pandemic and neural networks: an SCG algorithm application, ***EconomiaA***, 23(2), 2023. DOI: 10.1108/ECON-07-2022-0101
- 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.
- 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
- 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
- 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
- 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/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.tpnsindia.org/vol-issue/vol40-issue86.pdf
- 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.tpnsindia.org/vol-issue/vol40-issue86.pdf
- 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
- Som, B. K., Sharma, V. K., & Seth, S. (2020). An M/M/c Encouraged Arrival Feedback Queuing Model with Customer Impatience. ***World Journal of***

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https://www.jagannathuniversity.org/assets/jnu-docs/jurj/publication-paper/JURJ201120.pdf

- 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.
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- Som, B. K., Sharma, V. K., & Seth, S. (2020). An M/M/2 heterogeneous service Markovian feedback queuing model with reverse balking, reneging and retention of reneged customers. *Advances in Computing and Intelligent* Systems, 291-296. https://doi.org/10.1007/978-981-15-0222-4_25

- Som, B. K., Seth, S., & Goel, H. (2019). Stochastic Price Prediction Model. *Our Heritage Journal*, 67(2), 1555 – 1566.

- 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

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- 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.
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- 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.
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- 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.vsrdjournals.com/pdf/VSRDIJTNTR/2015_1_January/2_Mahima_Gupta_VSRDIJTNT R_4488_Research_Paper_6_1_January_2015.pdf*
- 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
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- Som, B. K. (2013). Optimization of M/M/1/N queuing system with retention of reneged customers and discouraged arrivals. *ISST Journal of Mathematics and Computing Systems*, 4(2).
- 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
- 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/Vol7No4/30rakeshkumar.pdf.
- 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.
- 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.
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- Som, B. K. (2012). Minimizing Risk of Investment in Capital Market – A Probabilistic Approach. *South Asian Journal of Marketing and Research*, 2(7), 26-40. https://saarj.com/wp-content/images/2017/10/SAJMMR-JULY-2012-ABSTRACT-PDF.pdf.
- 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
- Kumar, R., & Som, B. K., (2008). Some catastrophic queues, *Gyanpratha – Accman Journal of Management*, 1 (2)
- Som, B. K., (2009). Stochastic Financial Models and their applications, *Gyanpratha – Accman Journal of Management*, 2 (2).
- Som, B. K., (2010). Stochastic behavior of stocks, *Lingaya's Journal of Professional Studies*, 4(1).
- 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

- Book Review; *IMS Manthan*. 1 (2).
- Book Review; *IMS Manthan*. 2 (2).
- Book Review; *Gyanpratha – ACCMAN Journal of Management*. 1(1), 2008.
- Book Review: *Gyanpratha – ACCMAN Journal of Management*, 2(1), 2009.

PAPERS PRESENTED/ PUBLISHED IN CONFERENCES

OVERSEAS CONFERENCES

- 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., (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), VIdhyasagar 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, 7th International Management Conference,** January 7, 2022. **Presented**
- Artificial Neural Networks (ANN's): A review of Applications in Accounting and Finance, ***5th 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, ***52nd 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; 7th 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 n 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 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**
- Stochastic Priority Queuing Model with Encouraged Arrivals for Managing the Healthcare Facility, ***3nd 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, *5th International Conference on Business Analytics and Intelligence, organized by IIM – Banglore,* 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, ***5th 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, ***2nd International conference on evidence-based management (ICEBM), organized by BITS Pilani***, March 17th – 18th, 2017 **Presented and Published**
- 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**
- 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, ***4th International Conference Green, Growth and Governance organized by JK Lakshmipat 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 3rd 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 reneging, ***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***, 06th Feb 2015. **Presented and Published**

- 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**
- 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*
- 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 5th, 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 Reneging 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

- **Delivered invited talks in International Conferences, Chaired sessions in various conference.**
- **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.
- Organized a **National Level Debate Competition**

REFERENCES

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LANGUAGES

English

Advanced (C1)

Hindi

Bilingual or Proficient (C2)

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