**RESUME**

**Personal Information**

Name : Ranjith P V

Date of Birth : 02-10-1973

Address : Flat No 603, Chinar CHS, Plot 35, Sector 42

Nerul (W), Navi Mumbai

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Aradhana Layout

J P Nagar 7th Phase

Arekere, Benguluru-560076.

Current Designation : Associate Professor, Decision Science Department, CMS Business school, Jain university, Bangalore

**BRIEF SUMMARY** : An academician with research interests in the areas like service quality, operations and consumer behavior and marketing. My teaching interests are in the areas of quantitative techniques, operations, and marketing. I have published referred articles in journals and have worked in different management institutes in India. I was invited as keynote speaker to International Conference on Project Management which was organized by Association of International Business and Professional Management at Manado, Indonesia in the year 2019. I believe that my knowledge of quantitative areas and software (SPSS, Excel) has helped me to be a well-respected teacher among student community. I want to be known as a dedicated teacher with good research experience.

**PROFESSIONAL INFORMATION**

**EDUCATIONAL QUALIFICATIONS**

PhD was in service quality and the topic was “Comparative study of Service Quality in Public Sector, Private Sector and Co-operative Sector Banks using Bank Service Quality Model in Mumbai”

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|  | **Degree** | **Year** | **Class** | **% of Marks** | **Institution** | **University/Board** |
| **P.U.C.** | Maths/Science | 1991 | FIRST | 84 | Sir Syed college | Calicut University |
| **Degree** | Civil Engineering (B-Tech) | 1996 | FIRST | 60.7 | REC Calicut | Calicut University |
| **P.G.** | Marketing and Operations | 2000 | FIRST | 66.6 | Guruvayurappan Institute of Management | Bharatiyar University |
| **Ph. D** | Commerce&Management | 2015 | NA | NA | Sri Jagdish prasad Jhabarmal Tibrewala University, Rajasthan | Sri Jagdish prasad Jhabarmal Tibrewala University, Rajasthan |
| **NET** | Management | 2013 | NA | 66 | UGC | UGC |

**WORK EXPERIENCE**

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| Company/Institute | Duration | Position | Responsibilities | Subjects taught |
| CMS Business School, JAIN University | 27th December 2018 to till date | Associate Professor | Teaching, research, co ordination | Statistics, Operations research, Supply chain management |
| SIES college of management studies | 1st Feb 2008 onwards | Assistant Professor | Teaching, co-ordination | Marketing research  Operations research  Research methodology |
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| Chetana’s institute of management research | 1st Oct 2003-31st Jan 2008 | Lecturer | Teaching, co-ordination of MMM course | Business mathematics  Research methodology  Marketing management  Statistics |
| Besant Vidya Kendra, Mangalore | June 2002-May 2003 | Lecturer | Teaching | Statistics, Research |
| Vel tech engineering college | June 2001-May 2002 | Lecturer | Teaching | Marketing management, Statistics |

COURSERA COURSES

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| Course |
| Operations Management-Analysis & Improvement Methods |
| Budgeting And Scheduling Projects |
| Basic Data Descriptors, Statistical Distributions, And Application To Business Decisions |
| Operations Management-Strategy & Quality Management For Digital Age |
| Supply Chain Management Specialization |

**AREAS OF INTEREST**

1. Service Operations
2. Research Methodology
3. Operations Research
4. Quantitative models in Marketing
5. Operations Management
6. Supply Chain Management
7. Consumer Behaviour

**SUBJECTS TAUGHT**

I teach all the above-mentioned subjects. In addition to these subjects, I taught probability and statistics and operations research for MCA. I also taught supply chain management and my other topic of interest is supply chain analytics.

I use methods like case lets, problems, simulations, presentations, group activities etc to make students understand the different topics.

**COMPETENCIES**

A committed individual with strong emphasis on quantitative analysis. My interest in areas of quantitative applications makes me a teacher who can take varied subjects with adequate analytical inputs. I am also good in SPSS package.

Commitment, Knowledge, Discipline, and my attitude are my areas of strength in this field.

I was the coordinator of MMM Program at Chetana’s Institute and at SIES also I had coordinated Operations Management Conference. At present I am one of the coordinators of “Idea Research” a concept where students do research which is published.

Co-ordinated the admission program at the institute which helped me to undersatdn the challenges of organizing and management. I was successful in making sure that all stakeholders involved in the process were happy with the overall conduct of program.

**FACULTY DEVELOPMENT PROGRAMS ATTENDED**

During the last 10 years I have attended faculty development programs in different areas of management. Also, I have organized faculty programs in research, Marketing engineering and SPSS which have helped me to improve my skills also. I had attended a program on Case study methodology at Jamanlal Bajaj Institute which helped me to improve my knowledge in these areas.

**RESEARCH PAPERS PUBLISHED**

|  |  |
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| ARTICLE | JOURNAL |
| A Comparative Study of Service Quality of D’Mart and Apna Bazaar | *The IUP Journal of Management Research, Vol. 9, No. 4, pp. 7-20, April 2010(ISSN* |
| A study on IPL | Journal of Marketing Mastermind, Oct 2010 (ISSN: 0972-5156) |
| A study on consumer perception- A Case Study Comparative Study for Laptops | Indian Journal of Marketing-June 2011 (ISSN 0973-8703) |
| Published a paper on Consumer behavior  of Social Networking sites | Global research Analysis  of Social networking sites (ISSN 2277-8160) Vol2, Issue 3, Nov 2012 |
| Customer Satisfaction of Banks | International Research Journal of Commerce, Business and Social Sciences (ISSN 2277-9310), Vol 1, Issue12(3), March 2013 |
| Customer Perception of Service in Banks | Global Research Analysis (ISSN 2277-8160), Vol 2, Issue (3), March 2013 |
| Employee Perception of Service in Banks | International Journal of Multidisciplinary Research  (ISSN 2277-9302), Vol 2, Issue 3(1), June 2013 |
| A Study of Service Quality of Banks in Mumbai | International Journal of Management Social Sciences, Vol4, Issue 1(2016) |
| Service Quality in Hospitals- An empirical study | IOSR Journal of Business and Management, Vol20, Issue 4(April 2018) |
| Students perception and satisfaction about teaching learning process of a business school in the city of Mumbai | Indian Journal of Applied Research, Vol 8, Issue 4(April2018) |
| “Internet and its influence in student education” | IJMS Volume - VI, Issue I, Jan 2019 issue |
| Service Quality in Banking | Journal of Engineering Sciences , December 2019 |
| Covid-19-Indian Scenario, challenges and possible revival strategies | Purakala, April 2020 |
| Consumer Behaviour Study wrt online shopping in India | SIMSR Conference, January 2020 |
| A Study of Service Quality of Banks with SERVQUAL Model | SIES Journal of Management-AUG 2010 |

**LATEST ARTICLES PUBLISHED**

Ranjith P V, Aparna J Varma (2020), A Study of Possible Strategies for Revival of Tourism Industry - Post COVID-19 with Specific Reference to India-Viewpoint Using an Exploratory Research, GIS Science Journal, Vol 7, Issue 6, pp 25-29, ISSN 1869-9391.

Ranjith P V et al (2020),’’Indian Premier League- Cricket, Entertainment or Business?” Journal of Social Sciences, Vol48, Issue 2, pp 1351-1359, ISSN 0253-1097.

Ranjith P V, Aparna J Varma (2020), Safety of Healthcare Workers in India, Journal of Engineering Sciences, Vol 11, Issue 5, pp 337-339, ISSN 0377-9254.

Ranjith P V, Rupesh Sinha (2020), Consumer Perception Study with respect to Online Shopping in India, Journal of Engineering Sciences Vol 11, Issue 3, pp 233-237.ISSN 0377-9254.

Aparna J. Varma, Ashwini J., Ranjith P. V., Jayan V. K. (2020) An Analysis of Factors Affecting the Adoption of E-Banking Services in Small Finance Banks in Karnataka, International Journal of Recent Engineering &Technology, Vol 8, Issue 6,pp-3519-3524, ISSN 2277-3878.

Ranjith P V, Uma Warrier (2020), Community Kitchen for Common man in the times of Coronavirus, Social Issues in Management under Academy of Management-blog.

Ranjith P V, Uma Warrier, Aparna J Varma (2020), Innovative ways of countering COVID-19 in India, Journal of Health Management Policy& Innovation – blog.

Dr.Ranjith P V, Dr.Aparna J Varma, Dr.Jayan V.K (2020) GLOBAL SUPPLY CHAIN CHALLENGES WITH SPECIFIC REFERENCE TO HEALTHCARE. *Journal of Critical Reviews*, 7 (19), 10043-10047. [doi:10.31838/jcr.07.19.1113](http://dx.doi.org/10.31838/jcr.07.19.1113)

Dr Ranjith P V, Dr Aparna J Varma, Dr Eve Man Hin Chan, Mr. Yu- Yip Lau(2020) The Role of Social Entrepreneurship during COVID Pandemic – A Case Study Analysis on Select Social Entrepreneurial Initiatives from India and Hong Kong Jour of Adv Research in Dynamical & Control Systems, Vol. 12, 08-Special Issue, 2020

Ranjith P V, A jay Massand(2021), Role of Atmanirbhar Bharat in Revitalization of supply chain in India: Journal of contemporary Issues in Business and Government,27(1),pp 115-128-WOS

Ranjith P.V,Swati Kulkarni, Aparna J Varma A Literature Study Of Consumer Perception Towards Digital Payment Mode In India; Psychology and Education, 58(1): 3304-3319-SCOPUS

Ranjith P V ET AL(2020)Connected Societies Through Digital Transformation-Paper published in “ Emerging Challenges, Solutions, and Best Practices for Digital Enterprise Transformation" in IGI Global

Ranjith P V, Aparna Varma(2020), “Covid -19 and impact on healthcare supply chain”, European Journal of Molecular and Clinical Medicine, Vol 7, Issue 3

Aparna J Varma, Ranjith P V, Ashwini J (2021), “An empirical study of Hospitality Industry with

respect to Effect of customer experience on customer revisit intention” , Academy of Strategic

Management Journal, 20, Special issue 6 (Scopus)

Ranjith P V et al(2021), “Influence of Celebrity and Influencer Advertisements on Consumer Purchase: A Review Study, Special Issue in Contemporary Issues in Economics and Management in Post-Covid 19. Empirical Economics Letters. 20(5)-ABDC C

Tanvi Jahagirdar, Ranjith P V(2021). Work Life balance among working women: A review analysis, Special Issue in Contemporary Issues in Economics and Management in Post-Covid 19. Empirical Economics Letters. 20(5)-ABDC C

**NUSANTARA PROJECTS**

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| 1. Business Idea for Starbucks: Organic Yerba Mate Beverages |
| 1. Problems Faced by Automobile Industries: Case Study on Tesla |

1. Oyo Rooms: Their Hospitality And Customer Satisfaction

All papers are in IJTHAP journal

WEBINARS ATTENDED(ALL IN CMS BUSINESS SCHOOL)

1. Indian Economy post lockdown-26/12/20
2. Emerging Application of SEM in Contemporary Research-14/12/20
3. Business and Future Sustainability-3/10/20
4. Post Pandemic Strategies for Operations Management-12/9/20
5. Reboot-Become the best version-27/6/20
6. Crafting the Post-Covid Bounceback-23/5/20
7. Text&Image Data Analysis-26/5/20

**RESEARCH PAPERS PRESENTED**

1. Presented a paper in the conference titled “Transformation through Innovation and Sustainable Practices to Build Competitive Advantage” on the topic -An empirical study of hospitality industry with respect to effect of Customer experience on customer’s revisit intention at CMS Business school on 13th August 2020
2. Presented a paper at SOM 2019 on the topic ‘ How many people in your party? – An experimental research to predict consumer demand in restaurants’ on 19th December 2019
3. Presented a paper on Consumer Behaviour of online shopping in India at the Global marketing conference at K J Somaiya institute of management on 23rd January 2020
4. Presented a paper on ‘Sustainable Development through Green Marketing in the Automobile Industry” at MARCON 2010 at IIM Calcutta in Dec 27-29, 2010

5. Presented a paper on service quality in banking along with co-authors at K.J. Somaiya

Institute of Management &Research on 2-3 January 2010.

6. Presented a paper on “Retail shopping Behaviour of Electronic Products” in the International Marketing Conference held on January 2011 at IES College of Management Studies Mumbai.

1. Presented paper in AIMS-IIM Conference held at Ahmedabad in 2013 on Comparative service quality in Banking.
2. Presented a paper on “**SUPPLY CHAIN MANAGEMENT- INTEGRATING SUSTAINABILITY PARAMETERS”** in the INFORMS Virtual conference 2020
3. Research papers on Role of Atmanirbhar bharat on Revitalisation of supply chain in India at IIF July 25th Conference and on A literature study on consumer perception towards digital payment in India on Aug 8th IIF International Conference.
4. Presented a paper on “Changing Business Practices in Current Scenario” in the AICTE National Conference at SIES College of Management Studies on 26/8/2011
5. Presented a paper on “ Alternative Study of Consumer Perception towards Digital Payment in India” at the International Online Conference conducted by IIF ON 8TH August 2020

**SEMINARS/FDP/CONFERENCES**

Attended QIP on Interactive Pedagogical tools in Teaching Marketing at TAPMI on Nov 20-24, 2004

Attended FDP ON Marketing& HR which was jointly organized by AIMS- Welingkar at Mumbai from 9-13 May 2005

Attended FDP on Teaching through films and simulation games organized by HEF on 21st August 2010 at Navi Mumbai

Attended FDP ON Research Methodology- Welingkar Institute, Mumbai Fe28-Mar 1, 2007

Attended Seminar ON PhD Couse work on RM at JJTU on Aug 9-10, 2011

Attended webinars at CMS Business School in Oct/Dec 2020.

Attended and presented paper in global marketing conference held at KJ Somaiya Institute of Management& Research in Mumbai in January 2020.

Presented a paper (with abstract publication) on ‘How many people in your party? – An experimental research to predict consumer demand in restaurants’ at 23rd SOM 2019.

I was invited as keynote speaker at International Conference of Project Management at Manado, Indonesia and chaired a session also.

I am invited as keynote speaker at AIBPM International Conference of Project Management 2021 to be conducted at Malang, Indonesia on June 12th 2021 .

**FACULTY DEVELOPMENT PROGRAMS ATTENDED**

1. Analytical Tools-CMS Business School-27/5/20
2. Introduction to SEM-16/11/2019
3. Case writing and Analysis-27/11/2018

**FACULTY DEVELOPMENT PROGRAMS CONDUCTED**

Conducted faculty development programs on SPSS and its use in management as part of developing the faculty at SIES institutes. These programs were conducted a part of the training for the faculty and the programs were appreciated by the faculty members who attended them. (2015,2016 and May 11,2020). Conducted a FDP on **“Emerging Trends on Research -Series 1 – Descriptive Analysis**” for SIES College of Management studies faculty members .

**OTHER ACHIEVEMENTS-**I am the co-coordinator of Student Research Development Cell at CMS Business school.

1. I was a reviewer for International Journal of Applied Business & International Management (IJABIM) Vol. 2 No. 1, August 2018 for conference on Project Management in The Global World and reviewer for NUSANTARA PROJECT done by ICPM and in 2019.
2. I am in the EDITORIAL BOARD International Journal of Applied Business & International Management (IJABIM).(Review of papers)
3. I was invited as a keynote speaker for the International Conference on Project Management at Manado, Indonesia to be held on Sept21-22.
4. I received the Dewang Mehta award for best teacher in retail management in 2011.
5. I received the MTC global award 2020 for distinguished teacher.
6. I am one of the keynote speakers for AIBPM online webinar on sustainable supply chain on 11th august 2020.
7. I have done coursera courses in Operations Management and specialization on supply chain management.
8. Completed Swayam Course with 80% in Corporate Strategy
9. PhD Guide at JAIN(Deemed-to-be University)
10. I received the best paper award for the paper titled “An empirical study of hospitality industry with respect to effect of Customer experience on customer’s revisit intention” at the Two-Day International Conference on ‘Transformation through Innovation and Sustainable Practices to Build Competitive Advantage’ held on 13th and 14th August 2020 at CMS Business School

My goal is to make sure that I publish good articles which will make me competitive in the field of education and at the same time help me give more exposure to the students. The areas which are of interest for me are quantitative research, service quality and consumer behavior. Also, I want to make sure that I attend more workshops which will help me to leverage knowledge and learn more innovative methods to be more competitive in this field of education.

05-08-2021, Bangalore