

Resume'

Dr.(Mrs) Surbhi Jain

Professor and Head,Department of Management Sciences

Savitribai Phule Pune University, Pune -07

spjain50@gmail.com, hodpumba@unipune.ac.in

Total Work Experience : 20 Years

Key Appointments at University level:

- Member Academic Council, Savitribai Phule Pune University w.e.f 2018.
- Coordinator Board of Studies, Organisational Management, Faculty of Commerce and Management, Savitribai Phule Pune University wef. 2020
- Chairman, Board of Studies B.Sc.Hospitality Studies , Faculty of Science and Technology, Savitribai Phule Pune University wef. 2020(2nd Term)
- Chairman, Board of Studies Hotel Management, Faculty of Commerce and Management , Savitribai Phule Pune University wef. 2018
- Chairman, Board of Studies BSc.Hs , Savitribai Phule Pune University wef. 2018 (1st Term)
- Member- Board of Studies in Biotechnology Management, Faculty of Commerce and Management, Savitribai Phule Pune University 2012 to 2014.
- Member- Research and Recognition Committee, Savitribai Phule Pune University Board- Marketing Management Hotel Management wef -2017
- Member- Research and Recognition Committee, Savitribai Phule Pune University Board- Hotel Management wef -2017
- Member- Research and Recognition Committee, Savitribai Phule Pune University Board- Organisational Management wef -2017 to 2020

Appointments on other Universities/Institutes

- Member Academic Council, Symbiosis College of Arts and Commerce, wef 2020

- Member Research Advisory Committee University at DY Patil Institute of Computer Applications
- Member Research and Recognition Committee MIT World Peace University.
- Member Research Advisory Committee at National Insurance Academy(NIA),Pune.

TOTAL PAPERS PUBLISHED AND PRESENTED -50.

PhD RESEARCH WORK GUIDED:

PhD Awarded --**Total No: 07**

GUEST LECTURES:

- As a chairperson and coordinator Board of Studies of Hotel Management and Organisational Management respectively, **organized Faculty development Programs for all Savitribai Phule Pune University Faculty on online teaching, on line content development and delivery**
- **Key resource person at National Insurance Academy (NIA) for taking MDP sessions for CRM Managers in Financial Services Sector on areas:**

Customer Relationship Management.

Customer centricity.

Service differentiation.

- Have taken sessions in several FDPs, MDP, EDP, Refresher Programmes at Vaikunth Mehta Institute ,Suryadutta Institute,D.YPatil Institute of Hotel Management and Catering Technology, Zeal Institute of Management and Research, MCCIA, ISTD PUNE chapter, Yerawada Jail officers, NIBM, AISSMS Institute, About to retire soldiers at BEG, Convocation Programmes, Induction Programmes.
- Chaired sessions in several national and International Conferences.
- Also took sessions in the MDP Programmes conducted for industries people from **Japan** For this need based Management Development Programme was conducted on following modules.
 - Marketing Management.
 - Research methodology.
 - Case – Studies.
- Worked in collaboration with Indian Army, Southern Command and designed and

conducted Entrepreneurship Development Programmes for 'About to retire' soldiers of Southern Command as a **consultancy project of University of Pune and PUMBA. The project was funded by Head Quarter Southern Command.**

SOCIAL INITIATIVE:

- **COORDINATING A UNIQUE COURSE FOR DIFFERENTLY ABLED SOLDIERS OF THE INDIAN ARMY**

Have taken the unique initiative of imparting Management training to disabled soldiers. by coordinating for 10 years, the course, '**Diploma in Industrial Administration and Services Management**', which is a one year course with minimum entry educational level of class XII. for the students of Queen Mary's Technical Institute (QMTI) which is an NGO working for rehabilitation of disabled soldiers on 1st August 2008.

The faculty and students of the Department are providing this training without charging any remuneration to the institute.

A unique syllabus was designed for the course. A comprehensive survey was done by PUMBA MBA students, under my guidance covering 60 corporates to research the employability of such persons below officer rank. The results of the survey were very encouraging.

Currently, most of the soldiers retire without any exposure to civil or corporate functioning. After doing this management course, employability of disabled soldiers, ex- servicemen and their dependants in the current market environment increases manifold. **This course is helping to change the mindsets of the military men to civil working life** by ensuring them suitable jobs in many sectors e.g. security, management & administration in the offices, call centers, travel and tourism, hospitality management, retail management, banking and insurance services and manufacturing.

Dr. Surbhi Jain