

# Dr. Sanjeev Kumar Saxena

Mobile: +91819107722 E-Mail: saxenaprerek@rediffmail.com



## **Vision:**

Earn global respect as an interactive learning coach

## **Vision & Mission for the Department**

To develop the department into a world class center of Par Excellence in Education, Training and Research by 2025.

To involve in projects leading to high quality research

Developing the students to be the business leaders/ entrepreneur of the future

## **Teaching Philosophy**

Earn global respect as an interactive learning coach. My CARE for my fellow learners as follow:

C: Creativity: Encourage newer ways to learn and connect it with the world of business.

A: Advance Preparation: Plan inputs such that the audience gets the most out of each class.

R: Responsibility: Except the self and the learners to own responsibility to expand learning.

E: Engagement: Engage the class to participate, debate and get challenged in the class.

## **Proposed Road Map**

Infusing real world experiences into my lectures will make my teaching moments fresh and enrich classroom learning.

Introducing new teaching methods like E learning, role plays case studies, simulation, puzzles and games.

Research : Inculcating an environment of research among the students.

## **Scholastics**

S.NO	Examination	Name of The Institution	Board/University	Year	%	Division	Subject
1	PhD	Jai Narain Vyas University Jodhpur	Jai Narain Vyas University Jodhpur	2003			Topic:-Human Resource Management in Hotel Industry" with special reference to Rajasthan"

## **Salient Feature of the Research**

The study was of descriptive, analytical and diagnostic in nature and comprises of all the essentials of human resource management. This explorative study is based on both primary and secondary data. To do a meaningful and in-depth study, samples of 40 hotels of all the star categories were selected. The rationale behind this sample is to have proper representation and can have a comparative study.

**Most significant contribution to research:**

My research has helped many human resource managers of the hotel industry to know about the standard practices versus prevailing related to Human Resource Management. It has also helped them to adopt good human resource practices in their organization for the intellectual capital i.e PEOPLE.

2	Post Graduation (Business Administration)	Jai Narain Vyas University Jodhpur	Jai Narain Vyas University Jodhpur	2001	64.10%	1	Business Administration
3	B.Com	Delhi University	Delhi University	1993	66.00%	1	Commerce
4	Graduation ( B.Sc in Hotel & Hospitality Administration)	IHM Lucknow	National Council for Hotel Management & IGNOU	2006	57.87%	11	Hotel Management
5	Diploma In Hotel Management	Institute of Hotel Management Lucknow	National Council for Hotel Management Govt. of India	1992	57.45%	11	Hotel Management
6	Intermediate	Jai Narain Inter College Lucknow	UP Board	1989	73.60%	1	Commerce
7	High School	Christ Church College Lucknow	Delhi Board	1987	6.6 CGPA	1	Science

**Other Courses & Certificates**

S.NO	Name of Course	Institute	University	Year	%
1	Strategic Management	IIM Bangalore	MHRD	2021	89.8%
2	Introduction to Marketing Essentials	IIM Bangalore	MHRD	2021	80.5%
3	Management of Field Sales	IIT Kanpur	NPTEL	2021	83%
4	Management of New Products & Services	IIT Kanpur	NPTEL	2020	93%
5	Leadership Programme	IIT Kharagpur	MHRD	2019	71.00%
6	Customer Relationship Management	IIM Bangalore	IIM Bangalore	2019	79.49%
7	Creative Thinking: Techniques and Tools for	Imperial College London	Coursera	2020	83.15%

8	Converting Challenges into Opportunities	Uc San diego	Coursera	2020	92.19%
9	Creative Problem Solving	University of Minnesota	Coursera	2020	96.13%
10	Introduction to Personal Branding	University of Virginia	Coursera	2020	100%
11	Industry 4.0	Globysn Business School	Globysn Business School	2020	
12	Performance Management & Competency Mapping	Globysn Business School	Globysn Business School	2020	
13	Introduction to Business Management	Kings College London	Future Learn	2020	
14	Communication and Interpersonal need at work	University of Leeds	Future Learn	2020	

#### **Courses Pursing**

S.NO	Name of Course	Institute	Assignment Status	Examination Status
1	Service Marketing	IIM Bangalore	Assignment Submitted	Pending
2	Brand Management	IIM Bangalore	Assignment Submitted	Pending

#### **Career Recital**

S.NO	Name of the Office/ Institute/ University	Post Held	Status of Organization. Institution/ University	Period of Employment		Total Period in Years	Nature of Employment
				From	To		
1.	Assam University	Associate Professor	Central University	03.08.2021	Till Date		Permanent
1	Jaypee Hotels Ltd	Additional General Manager (HRD)	Public limited Company	01.08.2013	31.07.2021	8 Years	Permanent
2	Institute of Hotel Management, Silvassa	Principal	Ministry of Tourism Govt. of DNH	26.11.2012	31.07.2013	0.9Year	Permanent

3	Jaypee Hotels Ltd	Additional General Manager (L&D)	Public limited Company	01.05.2007	10.11.2012	5.6 Years	Permanent
4	Institute of Hotel Management, Jodhpur	Lecturer	Ministry of Tourism Govt. of Rajasthan	22.10.1998	28.04.2007	8.6 years	Permanent
5	Jai Narain Vyas University Jodhpur	Guest Faculty	Jai Narain Vyas University Jodhpur	16.08.2004	28.02.2007	2.8Years	Guest Faculty
6	Rohilkhand University	Faculty	Rohilkhand University	01.07.1997	30.09.1998	1.3 Years	Contract
7	Taj Group of Hotels(Indian Hotels Co LTD)	Manager	Taj Group of Hotels	16.05.1992	24.06.1997	5 Years	Permanent
<b>Total Working Experience : 29.06 Years ( 10.6 Years in Academics &amp; 18.1 Years in the Industry)</b>							

#### **Noted Accomplishments**

S.No	Name of the Award	Awarding Organization	International/ National	Date
1	Corona Warrior Award	International Hospitality Council London	International	24.04.2021
2	Best Initiative in Human Resources and Talent Management of the Year-2020	PERFICIO Awards-2020 ,DHS Foundation, & Campbell University USA	International	12.07.2020
	Award Of Honour	CT University Ludhiana	National	06.02.2021
3	Leadership Award learning & Development	Delhi Technical Campus, Greater Noida	National	12.02.2020
4	Global Hospitality Award	Subharti University, Meerut	National	07.11.2019
5	Training Manager of The Year 2011	Association of Hospitality Professional	National	12.03.2011
6	Most Admired Training Manager	Asian Retail Congress	International	10.02.2010
7	Committed Employee	Government of Rajasthan	National	26.01.2007

#### **Research Paper Publication**

S.No	Name of Journal	Year, Vol, Page	Topic	ISSN		Author
1	International Journal of Mechanical & Production Engineering Research & Development	2020, Vol10, 13039-13050	Achieving Excellence in Patient satisfaction through better hospitality at Hospital: A study of Delhi NCR	22496890	Scopus Indexed	CO Author

2	International Journal of Psychosocial Rehabilitation,	April 2020, Vol 24 page 4027-4035	“Foreign Patient’s Satisfaction from Hospitality Services – Medical Tourism at JCI Accredited Hospitals of Delhi-NCR, India”	14757192	Scopus Indexed	CO Author
3	International Journal of Civil Engineering and Technology	Jan-19, Vol10, page no 1176-1185	Selecting sustainable luxury An empirical study of customers choice of hotels in Delhi	9766308	Scopus Indexed	CO Author
4	Humanities & Social Sciences Review	19-Aug, Vol 7 page 413-422	Consumer Perception of Hospitality Services in JCI accredited Hospitals at Delhi - NCR: An Exploratory Research on Growth of Medical Tourism	23956518	Scopus Indexed	CO Author
5	International Journal of Arts, Humanities & Social Sciences Shodh Sanchar Bulletin	Vol 10 December 2020	Curbing Attrition: A Challenge in the hotel Industry ( A study of selected five star hotels of Agra)	22293620	UGC Care listed Journal	Co Author
6	Journal of Marketing Strategy	Feb-18, Vol6 page 140-155	An Investigation on impact of social sustainability practices on Hotel employees	23473770	Peer 4.73	CO Author
7	International Journal of Research & Analytical Reviews	Apr-19, Vol Special page346-351	Hospitality Services at Hospital-Promoting medical tourism	23495138	UGC 5.75	CO Author
8	Journal of Emerging Technologies and Innovation Research	May-19, Vol 6 page 250-259	Recruitment Process in the Hotel Industry	23495162	UGC 5.87	Author
9	International Journal of Research & Analytical Reviews	19-May, Vol 6 page 932-940	Industrial Relation Practices in the Hotel Industry	23495138	UGC 5.75	Author
10	Business Vision Purvanchal University	2005 , Vol 1 page 103-116	Training and development pattern in hospitality industry	9731369	Peer	CO Author
11	Gurukul Business Review	2006, Vol 2 page 6-13	Performance Appraisal Scenario in Hotel Industry of Rajasthan	9731466	Peer	CO Author
12	International Journal of Research & Analytical Reviews	19-May, Vol 6 page 693-700	Wages & Salary Administration in the Hotel Industry- An Empirical Research	23495138	UGC 5.75	Author
13	Journal of Emerging Technologies and Innovation Research	19-May, Vol 6 page646-652	Interview technique & process used in Hospitality Industry	23495162	UGC 5.87	Author
14	Management Education and Research Consortium Global	Jul-19,Vol 7 page 247-253	Human Resource Planning in hospitality industry	23217278	Peer 3.3	Author

15	International Journal of Multidisciplinary Research Academy	19-Jul, Vol 9 page 371-376	Obstacles in conducting Performance Appraisal in the Hospitality Industry- A Pragmatic Research	22490558	Peer 7.11	Author
16	International Journal of Multidisciplinary Research Academy	19-Jun, Vol 9, page 425-439	Training Methods used for development of employees in the hotel industry	22490558	Peer 7.11	Author
17	Unnati International Journal of Multidisciplinary Scientific Research	1-Jul, Vol 6 page 85-88	Modern Marketing Strategies for Special Interest Tourism	25818872	Peer 3.2	Author

#### Publication in Edited Book

S.NO	National / International	Topic	Publisher	Vol , Page	ISBN
1	National	Covid 19: Impact on Hotel Industry & Survival Strategies Post Covid Era	INSC Publishing House Push[agiri Complex, Beside SBI K.M.Road Chikkamagalutru	1, page 257-261	9788194637028

#### Edited Book

S.NO	National / International	Topic	Publisher	Vol , Page	ISBN
1	National	Hospitality & Tourism Emerging Practices in Human Resource Management	Bharti Publications New Delhi	Page	9768194979326

#### E Content

You tube Channel Hospitality Excellence 2 :- <a href="https://youtube.com/c/HospitalityExcellence2">https://youtube.com/c/HospitalityExcellence2</a>					
1.	Series 1	A Conversation with Hospitality Leaders			No of Episode 11
2.	Series 2	Frequently asked Interview Question			No of Episode 12

#### Paper Presentation in Conference

S.NO	National / International	Paper Presented	Conference Theme	Date	University
1	International Conference	REVENGE TOURISM: The Desired Wave of Recovery post Covid 19	Emerging Opportunities in Tourism Industry"	25 <sup>th</sup> June 2021	Mohanlal Sukhadia University Udaipur

2	International Conference	Resource Person	Global Hospitality & Tourism on Experiential Management & Marketing	18 <sup>th</sup> -20 <sup>th</sup> March 2021	North Eastern Hill University Shillong
3	International Conference	Experiential Management in Hotel Industry	Global Hospitality & Tourism on Experiential Management & Marketing	18 <sup>th</sup> -20 <sup>th</sup> March 2021	North Eastern Hill University Shillong
4	International Conference	Strategic Business Survival for the Hospitality Industry Post Covid	Geopolitics In post Covid Era: Emerging Dimensions & Dynamics	11 <sup>th</sup> & 12 September 2020	UGC-HRDC Osmania University & Hyderabad Institute of Social Sciences Hyderabad
5	International Conference	Impact of covid 19 on Hospitality industry	Covid 19 challenges & opportunities	14-15th May 2020	Dr. BRA University & Howard University USA
6	International Conference	Survival strategy for Hospitality Industry Post covid Era	Tourism in the 21st century: Innovation, digital technologies, inclusive growth	27th May 2020	University of tourism Uzbekistan
7	International Conference	Digital ways of Marketing tourism destination- Post covid Era	Survive, Sustain and Grow: Managing Business & Professional Excellence in 21st century	21& 22nd June 2020	MMIT Gorakhpur
8	International Conference	Resource Person	Enhancing Tourism & Hospitality Experience: Promoting Local Culture	19 <sup>th</sup> December 2020	CT University Punjab
9	International Conference	Expert	Hotel & Tourism Industry- Challenges upfront & future Perspectives: Innovation, Entrepreneurship & Economic Policy	18 <sup>th</sup> & 19 <sup>th</sup> December 2020	Amrapali Group of Institution
10	International Conference	Curbing Attrition: A Challenge in the Hotel Industry ( A Study of Selected Five Star Hotels of Agra)	International Conference on Hospitality & Tourism	7 <sup>th</sup> November 2020	GNA University
11	International Conference	Impact of online food delivery applications o Restaurant	New Normal- Corporate & Self management in current scenario	17 <sup>th</sup> -18 <sup>th</sup> June 2020	Gautam Buddha University , Greater Noida

		business at Delhi NCR			
12	International Conference	Industrial relation in the hotel industry	Advanced technologies & innovations in tourism and hospitality industry, Subharti University Meerut	24 <sup>th</sup> & 25 <sup>th</sup> November 2018	Subharti University
13	International Conference	Hospitality services at Hospital-Promoting Medical Tourism	Advancement in Hospitality & Tourism Industry: a way head, GNA University Punjab	27th April 2019	GNA university
14	International Conference	Strategies to make performance appraisal more effective	Sustainable tourism & hospitality marketing setting agenda for future research , North Hill University Shillong	15 <sup>th</sup> -17 <sup>th</sup> March 2018	North Eastern Hill University Shillong
15	International Conference	A study on impact of resource sustainability on competitive advantage in five star hotel	Hospitality Industry Vision 2025 current trends, new innovation and the future ahead, NCHMCT Noida	8th & 9th February 2019	NCHM, Govt of India
16	International Conference	Wage & salary administration & industrial relation in hotel Industry	Meeting Global challenges through innovation in management, technology and tourism, DSMS Durgapur	9th March 2018	DSMS
17	International Conference	Keynote Speaker	Advanced technologies & innovations in tourism and hospitality industry, Subharti University Meerut	24 <sup>th</sup> & 25 <sup>th</sup> November 2018	Subharti University
18	International Conference	Keynote Speaker	Future Trends & competencies in tourism & hospitality industry- Opportunities & challenges, AIHM Haldwani	22 <sup>nd</sup> -23 <sup>rd</sup> September 2017	Amrapali Group of Institution
19	National Conference	Survival Strategies for hospitality industry post covid Era	Individual & Organizational Strategies to deal with stress issues during corona phase	26 <sup>th</sup> May 2020	Indira Gandhi National Tribal University , Amarkantak
20	National Conference	Impact of Covid 19 on Hospitality Industry (Best Paper Award)	Covid 19- Multidisciplinary Perspectives	29 <sup>th</sup> August 2020	S.D School of Commerce Gujarat University
21	National Conference	Business Survival strategies for Hotel Industry post Covid	Changing Post Covid19 Socio-cultural & Economic Scenario", July 20-21,2020	20 <sup>th</sup> & 21 <sup>st</sup> July 2020	Doon University Dehradun
22	National Conference	Industry 4.0 Guest Speaker	1st Hospitality Conclave	12 <sup>th</sup> February	Delhi Technical Campus



				2020	
23	National Conference	Digital transformation in Hospitality Industry	A road map for transforming businesses & entrepreneurship under digital innovation	27 <sup>th</sup> & 28 <sup>th</sup> Feb 2020	Dr MPS Group of Institution Agra
24	National Conference	Modern Marketing strategies for special interest tourism	7th National conference on Multidisciplinary Research in the field of Development, Vikramaditya Arts & Commerce College Jabalpur	13th July 2019	Vikramaditya Arts & Commerce College Jabalpur

#### **Conference Attended**

S.NO	National / International	Conference Theme	Date	University
1	International Conference	Education for Global Prosperity	22-24 October 2020	Dr. BRA University & Howard University USA
2	International Conference	Tourism: Building Peace! Fostering Knowledge: A Stakeholders Perspective	24 <sup>th</sup> & 25 <sup>th</sup> September 2020	Amity University Noida
3	International Conference	Gender Equality: Social Reflection in present scenario	31 <sup>st</sup> July & 01 <sup>st</sup> August 2020	Vasanta College for Women Affiliated to BHU Varanasi
4	National Conference	Emerging Perspective of Open & Distance Learning	17 <sup>th</sup> & 18 <sup>th</sup> July 2020	University of Mumbai
5	National Conference	Changing Post Covid19 Socio-cultural & Economic Scenario", July 20-21, 2020	20 <sup>th</sup> & 21 <sup>st</sup> July 2020	Doon University Dehradun
6	National Conference	Challenges & Opportunities Post covid 19	1 <sup>st</sup> -2 <sup>nd</sup> July 2020	St. Aloysius Institute of Technology Jabalpur
7	National Conference	E Conference Covid Challenges	14 <sup>th</sup> -17 <sup>th</sup> May 2020	CCS University Meerut
8	International Conference	Virtual International Poster Conference on COVID-19 (VIP-C-COVID: Impact and Response) Karmaveer Hire Arts, Science, Commerce and Education College, Gargoti	12 <sup>th</sup> 13 <sup>th</sup> June 2020	Karmaveer Hire Arts, Science, Commerce and Education College, Gargoti
9	International Conference	Gen Next Hospitality	17 <sup>th</sup> & 18 <sup>th</sup> January 2020	IHM Bhopal
10	National Seminar	Hospitality Industry in India- Research Legacy & Future, IHM Ahmedabad	21 <sup>st</sup> & 22 <sup>nd</sup> February 2019	IHM Ahmedabad

#### **FDP Attended**

S.NO	Duration	Program	Year of Competition	Institute
1	6 Days	Imparting Soft skill and Life skill for success	2020	Shanti Devi Arya Mahila College, Dinangar , Gurdaspur
2	3 Days	Trends in Management Education & Research	2020	Gudlalleru Engineering College Kakinada
3	5 Days	Educational Innovative Teaching Skills	2020	Dewan Institute of Management Studies, Meerut
4	1 Day	“Preparedness of B- School Faculty towards the Retail Boom in India	2020	Lourdes School of Management, Kerala
5	6 Days	DOT (Design of Training):	2000	HCMRIPA, (The course been developed by THAMES Valley university, UK. In association with the training division, Department of personnel & Training, Govt. of India.)
6	6 Days	DTS (Direct Trainer Skill):	2000	HCMRIPA, (The course been developed by THAMES Valley university, UK. In association with the training division, Department of personnel & Training, Govt. of India.)

#### **Invited Lecture**

S.NO	Institution	Topic	Date
1	Dev Bhoomi Group of Institution	Perfect Moments- Enhancing Guest Experience	29 <sup>th</sup> June 2021
2	CT University	International HR Submit “ Renewal of Human Resource Redefining Hospitality & Tourism Industry	24 <sup>th</sup> April 2021
3	Delhi Technical Campus	Practical Exposure in Front office	22 <sup>nd</sup> February 2021
4	Amity University	Impact of Covid 19 on Global Hospitality Industry - Path to Post Crises world	22 <sup>th</sup> April 2020
5	GNA University	Career Challenges in Hospitality Industry Post Covid 19	29 <sup>th</sup> April 2020
6	Netaji Subhas University, Jamshedpur	Career Challenges in Hospitality Industry Post Covid 20	27 <sup>th</sup> April 2020
7	Assam Down town University	After Covid 19 , Its Impact on Career in hospitality Industry	01 <sup>st</sup> May 2020
8	SRM University Ghaziabad	Role of Tourism & Hospitality Industry in combating Covid 19	3 <sup>rd</sup> May 2020
9	Auro University	Career Opportunity for hospitality in the new era, Post Covid	20 <sup>th</sup> May 2020
10	RKDF University Ranchi	Future of Hospitality students post Covid Era	27 <sup>th</sup> May 2020

11	MD University Rohtak	Tourism & Hospitality Industry Post covid 19, Challenges & Opportunities	13th June 2020
12	Parul University	Continuously Changing Consumer Demand in Tourism industry of India	16th July 2020
13	Maharishi Markandeshwar University Ambala	New Normalcy in Hotel & Tourism Sector	10 <sup>th</sup> September 2020
14	Maharishi Markandeshwar University Ambala	How to Crack an Interview	19 <sup>th</sup> November 2020
15	UEI Global Agra	Hospitality Industry- An Overview	2nd July 2019
16	UEI Global Agra	Hospitality Industry Scope, Growth & Expectation of the Industry	5 <sup>th</sup> August 2017
17	Dr MPS Group of Institution Agra	Hospitality an Opportunity	29 <sup>th</sup> September 2017
18	Dr MPS Group of Institution Agra	Career Option and growth of Hospitality Industry	26th August 2019
19	Heritage Group of Institution Agra	Importance of Hospitality Industry	25th July 2019

#### **Book Publication**

S.NO	Title of Book	Publisher	ISBN	Year of Publication
1	Hospitality & Tourism Emerging Practices in Human Resource Management	Bharti Publication New Delhi	9788194979326	2021
2	Food & Beverage Service An Insight	Amazon International	9798683094447	2020
3	Front Office Operation ( A Practical Approach)	Amazon International	9798650776925	2020
4	F&B FAQ	Amazon International	9781702555364	2019
5	Front Office FAQ	Jindal Publishing House New Delhi	9788182041059	2019

#### **Research Guidance/Supervision (Completed)**

S.NO	Degree name	Name of Scholar	Year of Competition	Topic	Supervision Type
1	PhD	Ms. Shweta Mathur	2019	Sustainable strategy as a source of competitive advantage- selected hotel chain of Delhi	Co Guide
2	Phd	Mr. Rajnish Shukla	2021	Analytical Study of the role of hospitality in foreign & domestic patient satisfaction : Case study of select hospitals in Delhi- NCR	Co Guide

2	M Phil	Mr. Vijay Kumar Salla	2007	Human Resource to enhance satisfaction level in hotel industry	Supervisor
---	--------	-----------------------	------	--	------------

#### Workshop Attended

S.NO	Workshop	Subject	Date	Conducted by
1	IMI	Cutting edge selling & negotiation skills for competitive advantage	25 <sup>th</sup> -26 <sup>th</sup> Sept 2010	IMI Gurugram
2	IHM	Orientation Programme on HSR- Extension to hotels	22 <sup>nd</sup> -May-12	IHM Lucknow
3	IHM	Hospitality Research- Philosophy, design & techniques	14 <sup>th</sup> - 16 <sup>th</sup> December 2005	IHM Mumbai
4	AIM	Creativity & innovation	28th Sept 2000	Aravali Institute jodhpur
5	IHM	Implementing CRM	21 <sup>st</sup> – 23rd December 2004	IHM Mumbai

#### Association with Professional Bodies

S.NO	Name of the Institution	Association
1	Bundelkhand University	Member of BOS
2	Rigs Institute of Hospitality- Advisor	Hotel Industry leader Academic Board
3	FCI Aligarh	Selection board Member
4	IHM Gwalior	External Examiner
5	Bhagat Phool Singh University	External Examiner
6	IGNOU	Counselor
7	Rohilkhand University	Examiner & Paper Evaluation
8	Board of Technical Rajasthan-	Examiner & Paper Evaluation
9	Board of Technical UP	Examiner & Paper Evaluation
10	National Council for Hotel Management New Delhi	Examiner & Paper Evaluation

#### References

- Dr R. C.S Rajpurohit  
Dean & Head  
Jai Narain Vyas University Jodhpur.  
Email: [rcsrajpurohit@gmail.com](mailto:rcsrajpurohit@gmail.com)  
Mobile: 9460104421
- Mr. Arun Kumar Singh  
Director  
IHM Mumbai  
Veer Savarkar Road Dadar, Mumbai  
Email: [director@ihmctan.edu](mailto:director@ihmctan.edu)  
Mobile:- 9869401007

**Personal Dossier**

Date of Birth: 20<sup>th</sup> November 1971  
Present Address: CT-1/105 ADA Heights, Opp Parasavnath Panchwati, Tajnagari Phase 2 Agra.  
Permanent Address: 645A/538C Plot No 309-A Jankivihar, Jankipuram, Lucknow -226021.  
Languages: English & Hindi

**Dr. Sanjeev Kumar Saxena**

**Place:- Agra**

**Date:-**