

**Dr. M. RADHAKRISHNAN**

Mrk\_74@yahoo.com



1. Father name : M. MAMUNDI  
2. Date of Birth & Age : 10.03.1974, 49 Years  
3. Sex : Male  
4. Academic Qualification : M.Com, M.Phil. , MBA. SET., Ph.D.  
5. Religion : Hindu  
6. Community : BC  
7. Nationality : Indian  
8. Address for Communication:

OFFICE	RESIDENCE
Assistant Professor Department of Business Administration Jamal Mohamed College (Autonomous) Trichy-20. Mobile: 9443457996 E-mail : <a href="mailto:mrk_74@yahoo.Com">mrk_74@yahoo.Com</a> : <a href="mailto:mrk10031974@gmail.com">mrk10031974@gmail.com</a>	No.9/3 Manimegalai Street, Subramaniapuram, Trichy-20. Mobile: 9443457996 E-mail: <a href="mailto:mrk_74@yahoo.Com">mrk_74@yahoo.Com</a> : <a href="mailto:mrk10031974@gmail.com">mrk10031974@gmail.com</a>

**9. Educational Qualification:**

Degree	College	University	Year
Ph.D.	Jamal Mohamed College	Bharathidasan University	Feb-2016
MBA	University of Madras	University of Madras	2013
SET	---	Bharathiyar University	2012
M.Phil.	Urumu Dhanalakshmi College	Bharathidasan University	2002
M.Com	Jamal Mohamed College	Bharathidasan university	1998
B.Com	Jamal Mohamed College	Bharathidasan University	1996

## **TOTAL TEACHING EXPERIENCE: 19 years & 5month**

- I appointed as Head of the Department of Business Administration, Jamal Mohamed College(Autonomous), Tiruchirappalli-20 from 2<sup>nd</sup> May 2023 to Till date
- Acted as Member In-Charge in the department of Business Administration, Jamal Mohamed College, Trichy-620020, From June 2022 to 1<sup>st</sup> May 2023 ,
- Assistant Professor of commerce in Jamal Mohamed College, Trichy-20, From 16<sup>th</sup> June 2010 - June-2022.
- Lecturer in Commerce – 06 Years & 06 Months (1.12.2003 – 25.05.2010) in M.I.E.T. Arts & Science College, Trichy -07.

10. Language Known: English, Tamil.

11. Area of Specialization: Accounting & Computer Application

## **12. Subjects Taught**

<b>Undergraduate</b>	<b>Postgraduate</b>
<ul style="list-style-type: none"><li>❖ Principles of Accountancy</li><li>❖ Organizational Behaviour</li><li>❖ Corporate Accounting</li><li>❖ Management accounting</li><li>❖ Income Tax Law and practice</li><li>❖ Service Marketing</li><li>❖ Cost Accounting</li><li>❖ Computer Application in Business</li><li>❖ Tally 9 ERP</li></ul>	<ul style="list-style-type: none"><li>❖ Advanced Corporate Accounting</li><li>❖ Corporate Legal Framework</li><li>❖ Service Marketing</li><li>❖ Organizational Behaviour</li><li>❖ Accounting and Financial Management</li></ul>

## **13. Seminars / Conferences Paper Presented**

- ❖ Presented a paper titled “E-Commerce in Banking” in the UGC Sponsored two days International Conference on “Emerging Trends in E-Commerce” organized by Department of Commerce University of madras, Chennai on March 16, &17,2011.
- ❖ Presented a paper titled “Evaluation in HRM Practices” in the National seminar organized by Department of Commerce and Business Administration Chettinadu College of Arts & Science

College, Trichy-09 on March 18.2011.

- ❖ Presented a paper titled “Marketing of services in Banking sector” in the UGC Sponsored three days International Conference organized by Department of Commerce, Periyar University, Salem - 011 on 7<sup>th</sup>, 8<sup>th</sup>, and 9<sup>th</sup> December 2011.
- ❖ Presented a paper titled “The Role of E-Commerce in Banking sector” in the one day National seminar organized by Post Graduate Department of Commerce, Jamal Mohamed College, Trichy – 20 on February 4, 2012.
- ❖ Presented a paper titled “The Role of M-Commerce in Banking sector” in the one day National seminar on “Service Sector in the Globalization Era” organized by Post Graduate Department of commerce, Jamal Mohamed College, Trichy – 20 on 22<sup>nd</sup> February 2012.
- ❖ Presented a paper titled “Problems and prospects of Tourism sector in India” in the one day State level seminar organized by Department of Business Administration and Post Graduate Department of Commerce (SF), Jamal Mohamed College, Trichy – 20 on 12<sup>th</sup> January 2013.
- ❖ Presented a paper titled “Service Quality and Customer Satisfaction: A Study with special Reference to IOB in Tiruchirappalli Region” in the Two Days International seminar organized by Post Graduate and Research Department of Commerce, Jamal Mohamed College, Trichy – 20 on 13<sup>th</sup>& 14<sup>th</sup> February 2013.
- ❖ Presented a paper titled “Service Quality and Customer Satisfaction: A Study with special Reference to Public sector commercial banks in Trichy Town” in the two days’ international seminar organized by Department of Business Administration and Post Graduate Department of Commerce (SF), Jamal Mohamed College, Trichy – 20 on 16<sup>th</sup>& 17<sup>th</sup> August 2013.
- ❖ One day national seminar on “New vistas in Employment

Relations in Public and Private Sector Undertaking” organized by P.G and Research dept. of commerce, Jamal Mohamed College, Trichy on 5<sup>th</sup> February 2015 and presented a Paper on “Level of Satisfaction among Bank Employees”.

- ❖ 10. One day national conference on “MYTHS AND REALITIES OF BUSINESS IN THE DIGITAL ERA” organized by the PG and Research Department of Commerce, Jamal Mohamed College, Trichy-20 on 17<sup>th</sup> February 2016 and Presented a Paper on “A STUDY ON E-COMMERCE IMPLICATIONS IN THE INDIAN BANKING SECTORS”
- ❖ 11. One day National Seminar On “STRATEGIC GROWTH OF BUSINESS IN NEW INDIA- PROSPECTS AND CHALLENGES” Organized by Post Graduate Department of Commerce (self-finance), Jamal Mohamed College, Trichy on 23<sup>rd</sup> September 2017 and Presented a paper on “SERVICE QUALITY AND CUSTOMER SATISFACTION OF AIRTEL MOBILE PHONE SERVICES IN TIRUCHIRAPPALLI TOWN”.
- ❖ 12. One day National Conference On “ADVANCEMENT IN BUSINESS IN THE DIGITAL ERA” Organized by Post Graduate Department of Commerce(self-finance), Jamal Mohamed College, Trichy on 20<sup>th</sup> September 2018 and presented a paper on “A STUDY ON CUSTOMER PERCEPTION REGARDING ATM CARD SERVICES OF PUBLIC SECTOR BANKS IN TIRUCHIRAPPALLI TOWN”.
- ❖ 13. One day National Conference On “NEW HORIZONS OF BUSINESS IN THE CHANGING GLOBAL ENVIRONMENT” Organized by Post Graduate and Research Department of Commerce(self-finance), Jamal Mohamed College, Trichy on 23<sup>rd</sup> January 2019 and Presented a paper on” A STUDY ON CUSTOMER SATISFACTION TOWARDS E-BANKING SERVICES PROVIDED BY INDIAN BANK IN TIRUCHIRAPPALLI DISTRICT”.
- ❖ One day National Conference On “ADVANCEMENT IN BUSINESS IN THE DIGITAL ERA” Organized by Post Graduate Department of Commerce(self-finance),Jamal Mohamed College , Trichy on 23<sup>rd</sup> September 2019 and presented a paper on “A STUDY ON CUSTOMER

SATISFACTION OF TWO WHEELERS WITH SPECIAL REFERENCE TO HERO PLEASURE SCOOTER IN TIRUCHIRAPPALLI TOWN”.

- ❖ One day National Conference On “ADVANCEMENT IN BUSINESS IN THE DIGITAL ERA” Organized by Post Graduate Department of Commerce(self-finance), Jamal Mohamed College, Trichy on 23<sup>rd</sup> September 2019 and presented a paper on A study on “SERVICE QUALITY AND CUSTOMER SATISFACTION WITH SPECIAL REFERENCE TO HDFC BANK IN TIRUCHIRAPPALLI TOWN”.
- ❖ Presented a paper title” A STUDY ON IMPACT AMONG THE GREEN PRODUCT FOR THE STUDENTS” in the ICSSR sponsored a Two Days National Seminar on” KNOWLEDGE MANAGEMENT PRACTICE TO DEVELOP SKILLS OF COLLEGE STUDENTS” Organized by the Department of Business Administration, Jamal Mohamed college (Autonomous), Tiruchirappalli-20 on 12<sup>th</sup> and 13<sup>th</sup> October 2022.

#### **14. Seminar / Workshops Attended:**

- ❖ Participated in the Two days UGC sponsored State Level Seminar on” Marketing Strategies in the new millennium: Challenges and Perspectives” organized by PG and Research Department of commerce, Jamal Mohamed College, Trichy-20 on 1<sup>st</sup> & 2<sup>nd</sup> September 2004.
- ❖ Participated in the Two days UGC sponsored State Level Seminar on “Problem and prospects of Rural Entrepreneurship” Organized by PG and Research Department of commerce, Urumu Dhanalakshmi college, on 18<sup>th</sup> &19<sup>th</sup> November 2004.
- ❖ Participated in the Three days UGC sponsored National Seminar on ” Problems and Prospects of service sector in India in the context of WTO’s GATS proposals” Organized by PG and Research Department of commerce, Jamal Mohamed College, Trichy-20 on 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> November 2005.
- ❖ Participated in the Two days UGC sponsored National Seminar on “Emerging HRD Practices in the Information Technology Era”

organized by PG and Research Department of Commerce, National College, Trichy on 15<sup>th</sup> & 16<sup>th</sup> March 2007.

- ❖ Participated in the one day state level seminar on “**Investment Opportunities and Challenges**” organized by PG and Research Department of Commerce, Jamal Mohamed College, on 12<sup>th</sup> January 2011.
- ❖ Participated in the one day national seminar on “**Recent Trends in Indian Economy -A Management Perspective**” organized by PG Department of Commerce (SF) and Department of Business Administration on 4<sup>th</sup> February 2011.
- ❖ Participated in the Two Days Regional workshop on “**Research Skills in Commerce**” organized by PG & Research Department of Commerce, Jamal Mohamed college, Trichy – 20 on 5<sup>th</sup> & 6<sup>th</sup> April 2011.
- ❖ Participated in the one day workshop on “**International Financial Reporting Standards(IFRS)**” organized by Department of Business Administration and Commerce (SF), Jamal Mohamed College, Trichy – 20 on 1<sup>st</sup> October 2011.
- ❖ Participated in the One day state level workshop on “**Stock Market Practices**” organized by PG & Research Department of Commerce, Jamal Mohamed College, Trichy – 20 on 12<sup>th</sup> January 2012.
- ❖ Participated in the one day UGC Autonomous Grant National seminar on “**Examination Reforms**” held at Jamal Mohamed College, Trichy-20 on 24<sup>th</sup> February 2012.
- ❖ Participated one day seminar “**TECHING LEARNING AND RESEARCH IN HIGHER EDUCATION – EXCELLENCE AND BEYOND EXCELLENCE**” Organized by the Internal Quality Assurance Cell, Jamal Mohamed College, Trichirappalli-20 on 7<sup>th</sup> March 2012.
- ❖ Participated in the UGC Sponsored All India Workshop on “**Research Methodology & Technology Management in Higher Education**” held from 14<sup>th</sup> & 15<sup>th</sup> March 2013 organized by Academic Staff College, Pondicherry University.

- ❖ Participated in the UGC Sponsored National Conference on “Advanced Computing” organized by PG & Research Department of Computer science, Jamal Mohamed College (Autonomous), Trichirappalli-20, Tamilnadu on 7<sup>th</sup> March 2013.
- ❖ Attended a four days’ Workshop on “Latex and SPSS” on 22.09.2014 to 25.09.2014 Organized by PG & Research Department of Mathematics, Jamal Mohamed College, Tiruchirappalli.
- ❖ Attended one day Faculty Development program on “INTRODUCTION TO PEOPLE EMPOWERING PEOPLE” conducted by ICT Academy of Tamilnadu on 13<sup>th</sup> December 2014 held at, Jamal Mohamed College, Tiruchirappalli.
- ❖ Participated a State Level Seminar on “Computing and Communication Technology”, Organized by PG Department of Information Technology on 25.02.2015, Jamal Mohamed College, Tiruchirappalli.
- ❖ Participated in the UGC Sponsored National Conference on “Advanced Computing” organized by PG & Research Department of Computer science, Jamal Mohamed College (Autonomous), Trichirappalli-20, Tamilnadu on 5<sup>th</sup> March 2015
- ❖ One day state level workshop on “INVESTMENT IN STOCK MARKET FOR BEGINNERS” Organized by Department of Business Administration, Jamal Mohamed College Tiruchirappalli on 6<sup>th</sup> October 2015.
- ❖ Participated in the “One Day National Conference on “Computing and Communication Technologies” Organized by P.G Department of Information Technology, Jamal Mohamed College(Autonomous), Tiruchirappalli, on 17<sup>th</sup> September 2016.
- ❖ Participated in the Three Days workshop on” NLP-Based Faculty Empowerment Programme” Organized by the Internal Quality Assurance Cell Jamal Mohamed College(Autonomous), Tiruchirappalli, on 17<sup>th</sup>, 19<sup>th</sup> and 20<sup>th</sup> June 2017.

- ❖ Participated in the One Day workshop on” **FUNCTIONAL SIGN LANGUAGE**” Organized by Centre for Differently Abled Persons, Bharathidasan University, Tiruchirappalli, on 27<sup>th</sup> September 2017.
- ❖ Participated in the One Day workshop on **“Writing Winnable Project Proposal”** organized by the Internal Quality Assurance Cell Jamal Mohamed College(Autonomous), Tiruchirappalli, on 23 June 2018.
- ❖ Participated in the UGC Sponsored Two days’ workshop on **“Professional Development for Academic Leadership in Curriculum Design”** Organized by curriculum development cell, Jamal Mohamed College (Autonomous), Tiruchirappalli, on 18<sup>th</sup> and 19<sup>th</sup> January 2019.
- ❖ Participated in the **SIX DAYS VIRTUAL WORKSHOP ON “EFFECTIVE SHARE TRADING STRATEGIES”** Organized by the Post Graduate Department of Commerce(SF), Jamal Mohamed College (Autonomous), Trichy-20 from 21<sup>st</sup> April 2022 to 26<sup>th</sup> April 2022.
- ❖ Participated in the ICSSR Sponsored Two Days National Seminar on” **GREAT INITIATIVES OF STATE AND CENTRAL GOVERNMENT THROUGH STARTUP(S) PROGRAMMES IN NURTURING ENTREPRENEURIAL ACTIVITIES**” Organized by PG & Research Department of Commerce, Jamal Mohamed College (Autonomous), Tiruchy-20, Tamilnadu on 21<sup>st</sup> & 22<sup>nd</sup> September 2022.
- ❖ Participated in the **“CAPITAL MARKETS-TRADING AND TECHNOLOGY FOR THE FUTURE”** Organized by City Union Bank- Dr. APJ Abdul Kalam Centre for Development Studies, School of Management-SASTRA Deemed to be University on 01.03.2023 at SASTRA Deemed to be University, Thanjavur Campus.

## **15. FACULTY DEVELOPMENT PROGRAMME (FDP)**

- ❖ Participated in the Two Days’ Faculty Development Programme on **“STRESS MANAGEMENT”** Organized by the Department of Business Administration, Jamal Mohamed College(Autonomous), Tiruchy-20 from 13.06.2017 and 14.06.2017.
- ❖ Participated in the Two Days’ Faculty Development Programme on **“DECISION MAKING SKILLS”** Organized by the Department of Business Administration, Jamal Mohamed College(Autonomous), Tiruchy-20 from 23.11.2018 and 24.11.2018.



- ❖ Participated in the Two Days' Faculty Development Programme on “**ADVANCED PRESENTATION SKILLS FOR TEACHING STAFF**” Organized by the Department of Business Administration, Jamal Mohamed College(Autonomous), Tiruchy-20 from 29.11.2019 and 30.11.2019.
- ❖ Participated in the “**ORIENTATION PROGRAMME ON MOOK'S AND E-LEARNING**” Organized by Department of Library, Jamal Mohamed College(Autonomous), Tiruchirappalli-20 on 29<sup>th</sup> January 2020.
- ❖ Participated in the Faculty Development Programme on “**E-CONTENT DEVELOPMENT**” “Organized by the Internal Quality Assurance Cell of Jamal Mohamed College (Autonomous) from 30.06.2020 to 04.07.2020.
- ❖ Participated in the Five Days International “**E-FACULTY DEVELOPMENT PROGRAMME**” Organized by PG & Research Department of Commerce, Arignar Anna Government Arts College from 28<sup>th</sup> July to 01<sup>st</sup> August 2020 through Google Meet.
- ❖ Participated in 7 Days National Level e- FDP & Expert's Class on “**NEW NARRATIVE OF NAAC**” held between 1<sup>st</sup> August 2020 to 07<sup>th</sup> August 2020 Organized by **RR INSTITUTE OF ADVANCED STUDIES**, Bangalore-90.
- ❖ Participated in the National Level Webinar on “**BORDERLESS WORLD**” Organized by PG and Research Department of Commerce(SF) Jamal Mohamed College(Autonomous), Tiruchy-20 on 21.12.2020.
- ❖ Participated in the One Day Faculty Development Programme on “**TEACHING SKILLS**” Organized by the Department of Business Administration, Jamal Mohamed College(Autonomous), Tiruchy-20 on 7.1.2021.
- ❖ Participated in the one day FDP-webinar on “**LIBRARY AND ELECTRONIC RESOURCES OF TEACHER EDUCATION**” through online mode Organized by IQAC of Jamal Mohamed College(Autonomous), Tiruchy-20 on 11<sup>th</sup> January 2021.
- ❖ Participated One Day Orientation Programme on **GENDER AND “SOCIALISATION”** Organized by Department of Women's Studies, Bharathidasan University, Khajamalai Campus Trichy-23and Centre for Human Excellence, Jamal Mohamed College (Autonomous), Tiruchy-20 on 21<sup>st</sup> December 2022.

## **16.PUBLICATION:**

- ❖ A Study on Service Quality and its Impact on customer Satisfaction is published in the Edited Volume of Book with ISSN Number, On

“Service Quality and Customer Satisfaction: A Study with Special Reference to Public Sector commercial Banks in Tiruchirappalli Town” by Research Explorer, September 2013, Volume 2, Special Issue 1, ISSN:2250-1940.

- ❖ A Study on Service Quality and its Impact on customer Satisfaction is published in the Edited Volume of Book with ISSN Number, On “Service Quality and Customer Satisfaction: ” by International Journal Functional Management April-2014, Volume 2, Issue 2, ISSN : 2319-1406.
- ❖ A study on “MEASURING CUSTOMER SATISFACTION IN BANKING SECTOR: WITH SPECIAL REFERENCE TO PUBLIC SECTOR COMMERCIAL BANKS IN TIRUCHIRAPPALLI TOWN” is published in International Journal of Marketing Research Review ISSN: 2321-0346- Online ISSN: 2347-1670-Print – Impact Factor :0.882 Volume 3, Issue 3, March 2015.
- ❖ A study on “SERVICE QUALITY AND CUSTOMER SATISFACTION OF INDIAN OVERSEAS BANK WITH SPECIAL REFERENCE TO TIRUCHIRAPPALLI TOWN” is published in International Journal of Marketing and ISSN: 2249-1058- Online –issued May 2015.
- ❖ A study on “SERVICE QUALITY AND CUSTOMER SATISFACTION OF AIRTEL MOBILE PHONE SERVICES IN TIRUCHIRAPPALLI TOWN” is published in the Shanlax International Journal of Commerce, ISSN:2320-4168, UGC approved No.44120.
- ❖ A study on” CUSTOMER PERCEPTION REGARDING ATM CARD SERVICES OF PUBLIC SECTOR BANKS IN TIRUCHIRAPPALLI TOWN” is published in the International Journal of Management and Social Science (IJMSS) p-ISSN -2249-0191, e-ISSN 2349-9761, UGC Journal Id:6913.
- ❖ A study on “SERVICE QUALITY AND CUSTOMER SATISFACTION WITH SPECIAL REFERENCE TO HDFC BANK IN TIRUCHIRAPPALLI TOWN” has been published in IJAEMA JOURNAL, VOLUME XI, ISSUE IX,SEPTEMBER -2019,An UGC CARE Approved Group-A Journal, ISSN No:0886-9367.

- ❖ **A STUDY ON IMPACT AMONG THE GREEN PRODUCTS FOR THE STUDENTS** has been published in JAZYM Publication Trichy with ISBN 978-93-91563-26-4.

#### **17. OTHER INFORMATION:**

- ❖ Served as an Additional Chief Superintendent at M.I.E.T. Arts & Science College Trichy-07 for the Bharathidasan University Examination during the academic year 2008-2009.
- ❖ I have successfully guided 3 Research Scholars for M. Phil. Degree, 14 Research Scholars for MBA Degree and 18 Scholars in M.Com.
- ❖ Acting as Visiting Faculty of commerce in Centre for Differently abled Persons, Bharathidasan University, Khajamalai campus, Trichy-23 Since 2016 to Till date.
- ❖ Served as an Additional Chief superintendent of B.Ed/M.Ed University Examination in May/June-2019.
- ❖ Organized one day International Conference on **“ADVANCEMENT IN BUSINESS IN THE DIGITAL ERA-2021”** in the Post Graduate Department of Commerce (SF), Jamal Mohamed College (Autonomous), Tiruchirappalli-20 on 17.02.2021.
- ❖ Acted as Resource Person and delivered a Lecture on the topic of **“YOUR FUTURE IS IN YOUR HANDS”** in the motivational Programme for the first year students, Organized by Sudharsan College of Arts and Science on 06<sup>th</sup> October 2021.
- ❖ I have been appointed as **Subject Expert in the Board of studies** “The Department of Commerce (Information Technology)” at Yadava College, Madurai-625014 from 2021 onwards.
- ❖ Organized in the Three Days’ Workshop on Special Skills Development Programme on **“STOCK TRADING PRACTICES”** in the Department of Business Administration, Jamal Mohamed College (Autonomous), Trichy-20 from 12<sup>th</sup> September 2022 to 14<sup>th</sup> September 2022.