

Dr. M. RADHAKRISHNAN

Mrk_74@yahoo.com



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1. Father name : M.MAMUNDI
 2. Date of Birth & Age : 10.03.1974, 47 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 PG Department of commerce(SF) Jamal Mohamed College (Autonomous) Trichy-20. Mobile : 9443457996 E-mail : mrk_74@yahoo.com	No.9/3 Manimegalai Street, Subramaniapuram, Trichy-20.

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: 18 years

- Assistant professor – From 16th June 2010 - Till Date in Jamal Mohamed College, Trichy-20
- Lecturer in Commerce– 06 Yrs & 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

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

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 7th, 8th, and 9th 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

Globalisation Era” organized by Post Graduate Department of commerce, Jamal Mohamed College, Trichy – 20 on 22nd 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 12th 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 13th& 14th 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 16th& 17th 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 5th 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 17th 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 23rd 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” Organised by Post Graduate Department of Commerce(self finance),Jamal Mohamed College , Trichy on 20th 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” Organised by Post Graduate and Research Department of Commerce(self finance),Jamal Mohamed College , Trichy on 23rd 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” Organised by Post Graduate Department of Commerce(self finance),Jamal Mohamed College , Trichy on 23rd September 2019 and presented a paper on “ASTUDY 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” Organised by Post Graduate Department of Commerce(self finance),Jamal Mohamed College , Trichy on 23rd September 2019 and presented a paper on A study on “SERVICE QUALITY AND CUSTOMER SATISFACTION WITH SPECIAL REFERENCE TO HDFC BANK IN TIRUCHIRAPPALLI TOWN”.

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 1st & 2nd 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 18th & 19th 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 8th, 9th and 10th 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 15th & 16th 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 12th January 2011.
- ❖ Participated in the one day national seminar on “Resent Trends in Indian Economy -A Management Perspective” organized by PG Department of Commerce (SF) and Department of Business Administration on 4th 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 5th & 6th 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 1st 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 12th January 2012.
- ❖ Participated in the one day UGC Autonomous Grant National seminar on Examination Reforms” held at Jamal Mohamed College, Trichy-20 on 24th 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 7th March 2012.
- ❖ Participated in the UGC Sponsored All India Workshop on “Research Methodology & Technology Management in Higher Education” held from 14th& 15th 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 7th 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 13th 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 5th 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 6th October 2015.
- ❖ Participated in the “One Day National Conference on Computing and Communication Technologies” Organised by P.G Department of Information Technology, Jamal Mohamed College(Autonomous), Tiruchirappalli, on 17th 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 17th, 19th and 20th June 2017.
- ❖ Participated in the One Day workshop on ”Functional Sign Language” Organised by Centre for Differently Abled Persons, Bharathidasan University, Tiruchirappalli, on 27th 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” Organised by curriculum development cell, Jamal Mohamed College (Autonomous), Tiruchirappalli, on 18th and 19th January 2019.
- ❖ Participated in the STAFF ENRICHMENT PROGRAMME on OWNERSHIP CULTURE , organized by the INTERNAL QUALITY ASSURANCE CELL of Jamal Mohamed college on 14th June 2019.

15. 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: A Study with Special Reference to Indian overseas Bank in Tiruchirappalli Region” 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 “CUSTOMER SATISFACTION OF TWO WHEELERS WITH SPECIAL REFERENCE TO HERO PLEASURE SCOOTER IN TIRUCHIRAPPALLI TOWN”.

14. Any other information if any:

- ❖ 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, 9 Research Scholars for MBA Degree and 16 Scholars in M.Com.
- ❖ I was acted as Visiting Faculty of commerce in Centre for Differently abled Persons, Bharathidasan University, Khajamalai campus, Trichy for the past three years.
- ❖ Served as an Additional Chief superintendent of B.Ed/M.Ed University Examination in May/June-2019.
- ❖ I have organized ONE DAY INTERNATIONAL CONFERENCE ON ADVANCEMENT IN BUSINESS IN THE DIGITAL ERA – 2021, in the PG DEPARTMENT OF COMMERCE, JAMAL MOHAMED COLLEGE (AUTONOMOUS), TRICHY-20, on 17/02/2021 Wednesday through Virtual Mode.
- ❖ I have acted as Vice President of commerce Association in the PG DEPARTMENT OF COMMERCE, JAMAL MOHAMED COLLEGE (AUTONOMOUS), TRICHY-20 during the academic year 2020-2021.