

## RESUME



1. **Name** : Dr. K. INDUMATHI

2. **Date of Birth** : 29.07.1985

3. **Address:**

**Residential:** 10/1, BHARATHIYAR STREET,  
KOTTAPATTU,  
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TRICHY – 04 .

**Office:** DEPARTMENT OF COMMERCE (SF-Women)  
JAMMAL MOHAMED COLLEGE,  
TRICHY – 20.

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**Mobile:** 9894972444.

4. **Designation** : Assistant Professor in Commerce

5. **Languages known:** Tamil and English

### EDUCATIONAL QUALIFICATION

Degree/ Course	Subject	University/College/School Name	Year	Percentage	Class
Ph.D	Commerce	Bharathidasan University, Trichy.	June 2018	-	Commended
M.B.A	Management	Alagappa University, Karaikudi-630003	April 2009	57.68	First Class
M. Phil	Commerce	Jamal Mohamed College, Trichy – 620 020.	February 2008	78.83	First Class with Distinction with 'D+' grade
M.Com	Commerce	Jamal Mohamed College, Trichy – 620 020.	April 2007	74.57	First Class with Distinction with 'D' grade
B.Com	Commerce	Jamal Mohamed College, Trichy – 620 020.	April 2005	57.09	SecondClass
HSC		Seva Sangam GHSS, Trichy.	March 2002	69.91	First Class
SSLC		St.Joseph's GHSS, Ponmalaipatti, Trichy- 620004.	March 2000	67.00	First Class

### EXPERIENCE:

**UG:** 15 Years 2 Months

**PG:** 15 Years 2 Months

S.No.	Designation, College Name and Address	Years of service	Period of Service
1	Assistant Professor, Department of Commerce, Jamal Mohamed College, TVS Tolgate, Trichy 620 020.	15 Years 7 Months	16.06.2008 to Till date

## AREA SPEALISATION

- ❖ Marketing and
- ❖ Human Resource Management

## SUBJECTS HANDLED

- **Under Graduate:** Business Mathematics & Statistics, Indian Economy, Cost Accounting, Business Management, Marketing, Company Law, Entrepreneurial development, Financial Management, Business Environment, Income Tax Law and Practice
- **Post Graduate:** Strategic Management, Corporate Law, Research Methodology, Supply Chain Management, Industrial Relations, Customer Relationship Management, Advanced Income Tax.

### Details of In-Charge / Membership in Committees:

- Acting as an Examiner in the UG Central Valuation Panel, Bharathidasan University, Trichy.
- A Member of the Commerce Board of Studies, Jamal Mohamed College, Trichy.
- Working as a Tutor In-charge and discharging all obligations connected therewith.
- Lifetime Member in Commerce Division by REST Society for Research International board of Council.
- Qualifications Approved by the Bharathidasan University, Trichy for Appointment to the post of Lecturer in Commerce.
- Had been one of the Organising Secretaries in the conduct of a National Level Seminar held on 28<sup>th</sup> Sept. 2016.
- Working as a Micro Cell Member in IQAC.
- Acted as a Department Test In-charge for the period June 2013 to May 2014.
- Worked as a Department Library in charge from June 2010 to May 2012.
- Had acted as Judge for different inter-departmental competition events conducted by different clubs and departments inside the College.
- Had participated in the World record of a Remarkable Feat in Research Paper Collection Organised by PG – Department of English, Saradha Gangadharan College, Puducherry in Association with Vaagai Tamil Sangam, JEC Publication & All India Book of Records on July 26<sup>th</sup> 2023.

### Details of Paper Publication and Presented

S.No.	College Name & Address	Seminar Title	Title of the Paper	Date
1.	Jamal Institute of management, Jamal Mohamed College, TVS Tolgate, Trichy – 620 020.	4 <sup>th</sup> National conference on management in the age of innovation	Performance Appraisal-A core criterion of management	25 <sup>th</sup> Jan-2011
2.	Jamal Mohamed College, Department of Commerce (SF) and BBA, TVS Tolgate, Trichy – 620 020.	Recent trends in Indian economy-A management perspective	Growth and prospects of packaged food industry	4 <sup>th</sup> Feb 2011
3.	Jamal Mohamed College, Post graduate and research Department of Commerce, TVS Tolgate, Trichy – 620 020.	Service sector in the Globalization era	----	22 <sup>nd</sup> Feb 2012

S.No.	College Name & Address	Seminar Title	Title of the Paper	Date
4.	Jamal Mohamed College, PG Department of Commerce (SF), TVS Tolgate, Trichy – 620 020.	India – An Emerging Economic Power.	Perspective growth of Indian healthcare industries ISBN-93-81521-00-7	4 <sup>th</sup> Feb -2012
5.	Jamal Mohamed College, Department of BBA, TVS Tolgate, Trichy – 620 020.	Problems and Challenges in the Management of Micro, Small and Medium enterprises.	Role of women entrepreneurship in SSI in India ISBN-978-93-81521-01-4	25 <sup>th</sup> Feb –2012
6.	Periyar E.V.R. College, Post graduate and research Department of Commerce, Trichy- 620023	Financial inclusion for inclusive growth- Issues and challenges.	Growth and prospects of financial inclusion through self-help group ISSN-2250-1940	26 <sup>th</sup> and 27 <sup>th</sup> Apr- 2013
7.	Jamal Mohamed College, Post graduate and research Department of Commerce, TVS Tolgate, Trichy – 620 020.	Contemporary issues and challenges of Indian business in global scenario	A study on customer relationship management in banking sector	13 <sup>th</sup> and 14 <sup>th</sup> Feb- 2013
8.	Jamal Mohamed College, Department of BBA & PG Department of Commerce (SF), TVS Tolgate, Trichy – 620 020.	Global competitiveness – A Challenge for Sustenance and Excellence.	A study on customer relationship management in SBI bank. ISSN-2250-1940.	16 <sup>th</sup> and 17 <sup>th</sup> Aug – 2013
9.	Jamal Mohamed College, Department of BBA & PG Department of Commerce (SF), TVS Tolgate, Trichy – 620 020.	Problems and Prospects of Service Sector in India.	A study on companies using social media for CRM ISBN:978-93-81521-19-9	12 <sup>th</sup> Jan - 2013
10.	Jamal Mohamed College, Department of BBA & PG Department of Commerce (SF), TVS Tolgate, Trichy – 620 020.	Financial Inclusion – An Equitable Economic Growth.	E-CRM in Indian banks ISBN:978-81-909104-0-8	21 <sup>th</sup> Sep - 2013
11.	Jamal Mohamed College, Department of BBA & PG Department of Commerce (SF), TVS Tolgate, Trichy – 620 020.	Global Economic Revival: A Changing Scenario	----	16 <sup>th</sup> and 17 <sup>th</sup> Aug – 2014
12.	Jamal Mohamed College, Post graduate and research Department of Commerce, TVS Tolgate, Trichy – 620020.	Corporate social responsibility – issues and challenges in India	CSR in banking industry	29 <sup>th</sup> Jan -2014
13.	Jamal Mohamed College, Department of BBA & PG Department of Commerce (SF), TVS Tolgate, Trichy – 20	Different Perspectives of Companies Act 2013 – Towards Corporate Excellence	Protection of minority rights under company's affairs ISBN: 978-81-909104-2-2	01 <sup>st</sup> Feb -2014
14.	Jamal Mohamed College, PG Department of Commerce (SF), TVS Tolgate, Trichy – 620 020.	Inclusive economic growth	CRM practices in regional rural banks in India ISSN:0973-0303	13 <sup>th</sup> and 14 <sup>th</sup> Aug- 2015

S.No	College Name & Address	Seminar Title	Title of the Paper	Date
15	Jamal Institute of management, Jamal Mohamed College, TVS Tolgate, Trichy – 620 020.	International conference on advanced management-challenges in knowledge Era	A study on CRM in Indian banking sector ISSN:0973-0303	8 <sup>th</sup> and 9 <sup>th</sup> Jan –2015
16	Sankara college of science and commerce, Coimbatore.	International conference on innovative marketing strategies for sustainable growth	New perspectives in the banking sector Volume III ISBN978-93-85477-14-0	16 <sup>th</sup> Sep - 2015
17	Sri Akilandeswari women's college, Wandiwash-604408.	National conference on recent trends and issues in commerce	E-CRM in Indian banking industry: A tool for survival in technology era	14 <sup>th</sup> and 15 <sup>th</sup> Sep -2015
18	Jamal Mohamed College, PG Department of Commerce(SF), TVS Tolgate, Trichy – 620 020	Marketing Strategies for Make in India Products and services	Strategies for CRM in Indian banking sector ISSN: 0973-0303	24 <sup>th</sup> Jan 2015
19	Jamal Mohamed College, Post graduate and research Department of Commerce, TVS Tolgate, Trichy – 620 020.	New vistas in employment relations in public and private Sector undertaking	An impact of E- CRM on the service quality of Indian banking sector	5 <sup>th</sup> Feb 2015
20	Jamal Institute of Management, JMC, Trichy.	ICAM 2016	CRM-A study with special reference to banking industry in India	26 <sup>th</sup> & 27 <sup>th</sup> Feb. 2016
21	Jamal Mohamed College, PG Department of Commerce(SF), TVS Tolgate, Trichy – 620 020	Practical application of interest free financing for the economic Development	Conceptual framework of CRM process in banking system ISSN:0973-0303	13 <sup>th</sup> Jan –2016
22	Jamal Mohamed College, PG Department of Commerce(SF), TVS Tolgate, Trichy	Myths and Realities of Business in the Digital Era	E-CRM in Digital Era	17 <sup>th</sup> Feb 2016
23	Dhanalakshmi Srinivasan College of Arts & Science, Perambalur	Inclusive Management Growth	Inclusive Economic growth in Indian Banking sector	29 <sup>th</sup> Feb 2016
24	Jamal Mohamed College, PG Department of Commerce(SF), TVS Tolgate, Trichy – 620 020	Growth Strategies for Business Development In India	A Study On Customer Relationship Management in SBI Bank In Tiruchirappalli	28 <sup>th</sup> Sept. 2016
25	Jamal Mohamed College, PG Department of Commerce(SF), TVS Tolgate, Trichy – 620 020	Emerging Business Practices in the Global Environment	Impact on Customer Relationship Management on Customer Satisfaction	19 <sup>th</sup> Jan. 2017
26	Annai Vailankani Arts & Science College, Tanjavur	International Conference On Functional Innovations In Commerce & Management	Impact On Customer Relationship Management On Customer Satisfaction	8 <sup>th</sup> & 9 <sup>th</sup> Feb. 2017

S.No.	College Name & Address	Seminar Title	Title of the Paper	Date
27	Jamal Mohamed College, PG Department of Commerce(SF), TVS Tolgate, Trichy – 620 020	Advancement in Business in the Digital Era	A Study on Customer Awareness Towards E- Banking Services Provided by Indian Bank in Tiruchirappalli District ISSN-2249-0191	20 <sup>th</sup> Sep 2018
28	Jamal Mohamed College, Post graduate and research Department of Commerce, TVS Tolgate, Trichy – 620 020	New Horizons of Business in the Changing Global Environment	A Study on Investors Attitude Towards Mutual Fund with Reference to Tiruchirappalli	23 <sup>rd</sup> Jan 2019
29	Jamal Mohamed College, Post graduate and research Department of Commerce, TVS Tolgate, Trichy – 620 020	Advancement In Business in The Digital Era 2021	A Study on Consumer Attitude towards Electronic Toll Collection in Boothakudi Toll Plaza with reference to Tiruchirappalli District	17 <sup>th</sup> Feb 2021
30	Jamal Mohamed College, Post graduate and research Department of Commerce, TVS Tolgate, Trichy – 620 020	Two days National Seminar on “Great Initiatives of State and Central Government through Startup(s) Programmes in Nurturing Entrepreneurial Activities”	A Study on Consumer Attitude towards Electronic Toll Collection in Tiruchirappalli	21 <sup>st</sup> & 22 <sup>nd</sup> Sept. 2022
31	Department of Business Administration, Jamal Mohamed College (Autonomous), Trichy-620 020	Two days National Seminar on “Knowledge Management Practices to Develop Skills of College Students”	A Study on Consumer Awareness towards Fastag Toll Collection in Tiruchirappalli	12 <sup>th</sup> & 13 <sup>th</sup> Oct. 2022
32	PG – Department of English, Saradha Gangadharan College, Puducherry.	One day National Seminar on “Multidisciplinary Research and Practice”	A Study on Customer Perception Towards AAVIN Milk with Special Reference to Tiruchirappalli District ISBN 978-93-5749- 967-5	26 <sup>th</sup> July 2023

### Details of Paper Participation

S.No.	University/College Name & Address	Seminar Title	Date
1.	Jamal Mohamed College, Internal Quality Assurance Cell, TVS Tolgate, Trichy – 620 020.	Quality Enhancement in teaching, Research and Extension in Higher Education Institutions – Prospects and Problems.	15 <sup>th</sup> and 16 <sup>th</sup> Apr - 2010

2.	Jamal Mohamed College, TVS Tolgate, Trichy – 620 020.	Examination Reforms	12 <sup>th</sup> Mar - 2010
3.	Jamal Mohamed College, PG & Research Department of Commerce, TVS Tolgate, Trichy–20.	Corporate Governance in India –Challenges and Prospects.	19 <sup>th</sup> Mar - 2010
4.	Jamal Mohamed College, PG & Research Department of Commerce, TVS Tolgate, Trichy	Investment Opportunities and Challenges.	12 <sup>th</sup> Jan -2011
5.	Jamal Mohamed College, Internal Quality Assurance Cell, TVS Tolgate, Trichy	Teaching Learning and Research in Higher Education – Excellence and Beyond Excellence.	7 <sup>th</sup> Mar- 2012
6	Saradha Gangadharan College, Puducherry.	One day National Seminar on “Multidisciplinary Research and Practice”	26 <sup>th</sup> July 2023

### WORKSHOP ATTENDED

S.No.	College Name & Address	Workshop Title	Date
1	Jamal Mohamed College, PG & Research Department of Commerce, TVS Tolgate,Trichy – 20	Research skills in Commerce.	5 <sup>th</sup> & 6 <sup>th</sup> Apr – 2011
2	Jamal Mohamed College, Department of BBA & PG Department of Commerce TVS Tolgate, Trichy -20.	International Financial Reporting Standards (IFRS).	1 <sup>st</sup> Oct – 2011
3	Jamal Mohamed College, PG & Research Department of Commerce, TVS Tolgate,Trichy – 20	Stock Market Practices.	12 <sup>th</sup> Jan – 2012
4	Jamal Mohamed College, Department of Business Administration, TVS Tolgate, Trichy – 20	Investment in Stock Marketfor Beginners	06 <sup>th</sup> Oct – 2015
5	University library. Bharathidasan University, Trichy- 620024.	One-day awareness cumtraining programme on “shodhganga ETD database”	6 <sup>th</sup> Nov – 2015
6	Jamal Mohamed College, PG Department of Commerce(SF),TVS Tolgate,Trichy – 620 020	One Day State Level Workshop On Investment InStock Market For Beginners	6 <sup>th</sup> Oct 2015
7	Internal quality assurance cell,Jamal Mohamed College, Trichy – 20	‘The role of a teacher in the present scenario’	07 <sup>th</sup> Jan 2017
8	National Institute of Technology, Trichy-15	Data Analysis using SPSS &R	Apr.21 <sup>st</sup> ,22 <sup>nd</sup> &23 <sup>rd</sup> 2017

S.No.	College Name & Address	Workshop Title	Date
9	Jamal Mohamed College, (Autonomous)Tiruchirappalli	Three Days NLP Based Faculty Empowerment Program me” Internal Quality Assurance Cell”	Jun.17 <sup>th</sup> ,19 <sup>th</sup> &20 <sup>th</sup> 2017
10	Jamal Mohamed College, (Autonomous)Tiruchirappalli	UGC CPE Sponsored Two- Day Workshop on Professional development foracademic leadership in curriculum designing.	Jan.18 <sup>th</sup> ,19 <sup>th</sup> 2019
11	Universal Teachers Academy, Pondicherry	5 days Free Online Workshop for Teachers “Creating Digital Posters,Creation of GIF images, Finding copyright free images/Sounds”.	02 <sup>nd</sup> June 2020 to 06 <sup>th</sup> June 2020
12	Mahatma Gandhi National Council of Rural Education, Hyderabad	Online Curriculum Workshop on Introducing BBA / MBA Rural Management Curriculum and Bharathidasan University, Trichy	15 <sup>th</sup> Dec. 2020
13	IQAC Cell, Mount Zion College of Engineering and Technology, Pudukottai.	Workshop on “Incubating Seven Attributes of Teaching Learning Processin Higher Education Institution: Post COVID19	03 <sup>rd</sup> June 2021 & 04 <sup>th</sup> June 2021
14	Universal Teachers Academy, Puducherry.	International Workshop on “Creating Interactive E-Assessment Tools”	14 <sup>th</sup> June 2021 to 18 <sup>th</sup> June 2021
15	Chevalier T. Thomas ElizabethCollege for Women, Perambur, Chennai – 11	National E-Workshopon “Rural Techpreneurship Development”	15 <sup>th</sup> Dec.2021to 21 <sup>st</sup> Dec. 2021
16	Sri VenkateshwaraUniversity, Tirupati	International Workshop on understanding a Research Project	
17	Jamal Mohamed College, (Autonomous) Tiruchirappalli	Personal Finance Literacy (Learn to Manage Your Personal Income)	18 <sup>th</sup> August2021
18	Jamal Mohamed College, (Autonomous)Tiruchirappalli	Webinar on “Information and Cyber Security”	23 <sup>rd</sup> August2021
19	Universal Teachers Academy,Puducherry, India	Creation of Game Based Assessment	2 <sup>nd</sup> & 3 <sup>rd</sup> July2022

S.No.	College Name & Address	Workshop Title	Date
20	REST Society for Research International (RSRI), Krishagiri, Tamil Nadu, India.	Emerging Trends in Teaching and Learning Pedagogy	16 <sup>th</sup> Jan. 2023 to 20 <sup>th</sup> Jan. 2023
21	Dwaraka Doss Goverdhan Doss Vaishnav College, Arumbakkam,	Five Days Seminar “HallwayBiz’ 23”.	20 <sup>th</sup> Jan. 2023 to 25 <sup>th</sup> Jan. 2023
22	SRM Institute of Science and Technology, Ramapuram.	National Level Workshop on “New Reforms in Higher Education with the Reference to NEP 2020”	14 <sup>th</sup> July 2023 to 27 <sup>th</sup> July 2023

### ORIENTATION / REFRESHER COURSE / FDP

S. No	College Name & Address	Orientation / Refresher Course / FDP	Date
1	Internal Quality Assurance Cell of Jamal Mohamed College (Autonomous), Tiruchirappalli.	Faculty Development Programme on “E-Content Development”	30 <sup>th</sup> June 2020 to 04 <sup>th</sup> July 2020
2	Cauvery College for Women (Autonomous), Tiruchirappalli	National Level Faculty Development Programme on “Plagiarism in Research and Publication and How to Prevent it”	22 <sup>nd</sup> July 2020
3	Sree Vidyanikethan Institute of Management, Tirupati	One-week online programme on Research Methodology & Data Analytics using SPSS and R	01 <sup>st</sup> Feb. 2021 to 06 <sup>th</sup> Feb 2021
4	Periyar EVR College, Tiruchirappalli	Online Faculty Development Programme “Investors Awareness Programme”	27 <sup>th</sup> July 2021
5	St. Anne’s Degree College for Women, Bengaluru.	One Day Faculty Development Programme on “Research Funding Agencies”	29 <sup>th</sup> May 2021
6	H.H. The Rajah’s College (Autonomos) Pudukkottai	SEBI Sponsored FDP on “Introduction to Securities Market”	31 <sup>st</sup> May 2021
7	Department of Commerce (SF), St. Berchmans College (Autonomous), Changanacherry, Kerala.	Two Days Faculty Training Programme on “Mentoring Generation Z: Challenges and Strategies, Scope of Blended Learning in Futuristic Education”	25 <sup>th</sup> June 2021 and 3 <sup>rd</sup> July 2021
8	Internal Quality Assurance Cell, Jamal Mohamed College (Autonomous), Tiruchirappalli	Five Days Online Faculty Enrichment Programme	21 <sup>st</sup> June 2021 to 25 <sup>th</sup> June 2021



9	Department of Library in association with Internal Quality Assurance Cell, Jamal Mohamed College (Autonomous), Tiruchirappalli	Faculty Enrichment Programme on "Art of Writing in Indexed Journal Publications"	28 <sup>th</sup> June 2021
10	AICTE Training and Learning Academy, All India Council for Technical Education, New Delhi-110 070	FDP on Faculty Development Programme in Management	06 <sup>th</sup> Dec 2021 to 10 <sup>th</sup> Dec 2021
11	Rest Society for Research International, Krishnagiri, TamilNadu, India	One Week FDP on Recent Trends data Analysis in SPSS Software	10 <sup>th</sup> Jan 2022 to 15 <sup>th</sup> Jan 2022
12	Internal Quality Assurance Cell (IQAC) St. Pauls College, Bengaluru	7 Day FDP on Exploring Dynamics of the Classroom – NEP and NAAC Perspective	20 <sup>th</sup> Jan 2022 to 28 <sup>th</sup> Jan 2022
13	SRM Institute of Science and Technology, Kattankulathur.	FDP on Developing Resilience through Innovation in Management Teaching and Research	21 <sup>st</sup> Jan 2022 to 26 <sup>th</sup> Jan 2022
14	Chandigarh University, Mohali, Punjab	Research Essentials	31 <sup>st</sup> Jan. 2022 to 05 <sup>th</sup> Jan. 2022
15	Rest Society for Research International, Krishnagiri, Tamil Nadu, India (4:30 to 7:30pm)	Recent Trends Data Analysis in Optimization Technology for Research	31 <sup>st</sup> Jan. 2022 to 05 <sup>th</sup> Feb 2022
16	G H Rasoni University, Saikheda	One-week Virtual FDP Sarvatra on "Digital Pedagogy for 21 <sup>st</sup> Century Teacher	01 <sup>st</sup> March 2022 to 08 <sup>th</sup> March 2022
17	Shree Human Vyayam Prasarak Mandal's, Degree College of Physical Education, Amravati.	One Month Common Yoga Protocol Training Course	21 <sup>st</sup> May 2022 to 21 <sup>st</sup> June 2022
18	Rayat Shikshan Santha's Azad College of Education, Satara Maharashtra, India.	National level FDP on NAAC Accreditation for Teacher Education Institutes	01 <sup>st</sup> July 2022 to 08 <sup>th</sup> July 2022
19	Moradabad Institute of Technology, Moradabad.	Entrepreneurship, Innovations & Digital Skills in New Era of AI	25 <sup>th</sup> July 2022 to 29 <sup>th</sup> July 2022
20	HRDC & AMET Business School, Kanathur, Tamil Nadu	One Week Online Short Term FDP on "Ethics in Academic Research Writing"	30 <sup>th</sup> Jan. 2023 to 04 <sup>th</sup> Feb. 2023
21	Andhra Loyola Institute of Engineering and Technology, Vijayavada-520008	A Five Day National Level Virtual FDP on "Skills Reengineering in Business Management"	23 <sup>rd</sup> May 2023 to 27 <sup>th</sup> May 2023

22	Internal Quality Assurance Cell (IQAC) St. Pauls College, Bengaluru	Five Day FDP on “Unleashing the Potential: Transforming Research Using Modern Techs Tools”	19 <sup>th</sup> June 2023 to 23 <sup>rd</sup> June 2023
23	Dr. MGR Educational and Research Institute, Chennai, Tamil Nadu.	One Week Hybrid International FDP on “Resourcefulness of Research”	13 <sup>th</sup> July 2023 to 19 <sup>th</sup> July 2023
24	Department of Commerce, Islamiah College, Vaniyambadi.	Capacity Building Programme on “Data-Driven Techniques for Business Intelligence”	05 <sup>th</sup> Sep. 2023

#### DETAILS OF ONLINE CERTIFICATION COURSES

Sl. No.	Title of the Paper	Place of Seminar	Date of Enrollment	Date of Completion
1	Soft Skills	SWAYAM	29-07-2019	16-11-2019
2	Stress Management	Department of Commerce and Commerce (CA), AVS College of Arts and Science, Salem.	13-04-2020	17-04-2020
3	The Essence of Research Methodology	PG Department of Commerce, Jamal Mohamed College, Trichy	16-05-2020	17-05-2020
4	Digital Marketing	PG Department of Commerce, Vivekanandha College of Arts and Science for Women, Elayampalayam, Namakkal	15-05-2020	22-05-2020
5	Principles of Management	NPTEL	July 2022	October 2022
6	The Art of Professionalism	Faculty of the Education Dr. MGR Educational and Research Institute, Chennai, Tamil Nadu.	10-04-2023	17-04-2023