



Dr. Alka Raghunath

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CAREER OVERVIEW

- ⇒ 10 years of rich & extensive experience in Strategic Planning, General Administration, Business Development, Educational Planning, Human Resource Management and Student Relations in Academic / Corporate & Industry sectors
 - ⇒ An Academic Manager; responsible for matters relating to the management, market research, delivery of teaching and administration of research.
 - ⇒ Actively involved in the day-to-day operations of Professional Studies and solid understanding & proven experience in learner success coaching.
 - ⇒ Proactive academic adviser, focusing on Adult Learning, completing Certificate / Degrees, enrolling management strategies, etc.
 - ⇒ Adept in developing the full service plan & budget and evaluating both professional / support staff.
 - ⇒ Excellent communication skills with knowledge of effective staff development processes and providing leadership & direction.
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SCHOLASTICS

- **Ph.D** in “Problem and Prospects of BPO Industry in Madhya Pradesh.” from Devi Ahilya University, Indore.2015.
 - **MBA (Foreign Trade)** from International Institute of Foreign Trade and Research, Devi Ahilya University, Indore in 2005.
 - **B.C.A** FROM Makhanlal University Bhopal in 2003.
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EMPLOYMENT DETAILS

**Since Aug'05: Medi-Caps Institute of Techno-Management, Mediacaps Group of Institutions,
Indore
Till Dec'14 as Sr. Lecturer**

Accountabilities:

Strategy Planning / Business Development

- Understanding business needs, its strategic direction and identifying initiatives that will allow a business to meet those strategic goals.
- Formulating annual business plans / strategies for maximizing profitability & revenue generation & realise organizational goals.
- Implementing business development plans for achievement of organisational goal in terms of revenue and profitability targets.

Education Programme Planning & Training

- Managing the process of curriculum review including course content, methods of delivery & assessment; documentation and negotiation of these developments.
- Conceptualizing & developing training & development initiatives for improved productivity, building capability and quality enhancement.
- Identifying training needs across levels through mapping of skills required for different roles and analysis of the existing level of competencies.

Accomplishments:

- Effectively taught subjects viz. International Marketing, Global Business Law, International Business/Foreign Trade-Export Import policy, Foreign Exchange, Export Import Finance and Global Business Environment, Information Technology.*
 - Played a pivotal role in Training students for personality development.
 - Functioned as the:
 - Asst.Superintendent of External Exams for four years.
 - Superintendent of Internal examination for five years.
 - Head of Student Discipline Committee.
 - Assistant Warden of M.I.T.M. (Boys & Girls Hostel) for three year.
 - Administrative work like making Time table, Admissions.
 - Organiser for various Seminars, Debates, and Guest Lecturer etc. for students, port visit for the students as well as various workshops and conferences.
 - Currently Working as :** Research Associate (Guest) in Social Work & Management Department, at Dr. B.R. Ambedkar University of Social Sciences Mhow From Feb 2019 to Till Date.
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PUBLICATIONS

□ Research Paper published in International Journals

1. "Problem and Prospects of Indian BPO Sector", ISSN: 2231-5470 (Print) Opinion Vol. 3, No. 1, June 2016.
2. "Growth of BPO Sector and Its Effect on Indian Economy", PRINT ISSN 0973-9777, WEBSITE ISSN 0973-9777.2017
3. "Growth Achieved and Sustain by the BPO Sector in India", Volume 4, Issue 4 ISSN: 2249-0558,2017.
4. "BPO –A SWOT Analysis" in journal of IT & Management, Volume 8(2) ISSN 0974-8954 December 2018.
5. IT-BPO: An Emerging Trend." APJEM Arth Prabhand: A Journal of Economics and Management Vol.1 Issue 1, April 2012.
6. "Role of IT in Global Business - Database, Data Mining and Business Intelligence." IRACTS, Volume 6 Issue 4 ISSN: 2256789903, Dec 2010.

□ Research Paper published at various International Conferences & National Conference:

1. "Destination of BPO in Indian Economy for Global Competitiveness" in Proceeding of National Conference held at Maharaja Ranjit Singh College of Professional Studies, Indore, June 2015.
2. "Problem and Prospects of E-Commerce", ISSN (Print): 2319–5479, Volume-2, Issue – 1, 2017.
3. "Key drivers for growth in the IT-BPO Industry: India's value proposition" ISSN 13:978-93-5110-105-5, pg no485-488 Dec 2018.
4. "BPO Analysis in India" ISBN: 9709352783838 March2018.
5. "Growth and Impact of Entrepreneurship in New Era", in an edited book entitle, 'Liberalisation and Small Scale Industries', (2011), Sunrise Publication, New Delhi.ISBN-978-93-80966-03-8.
6. "Indian Economy: An Overview", Globalization and Economy (2010), Sunrise Publication, New Delhi. ISBN-978-81-9022-7-0.

□ TRAINING COURSES, WORKSHOPS & FACULTY DEVELOPMENT PROGRAMME

1. Attended "Fostering Personal Development and Social Progress" Organized by Baha'I Chair for Studies in Development DAVV, Indore, Feb 22-24, 2010.
2. Attended a National Workshop on "First National Case Writing Workshop", organized by Nirma University Institute of Management Ahmedabad, June 7-9, 2007.
3. UGC Sponsored Winter School 2009 on "Micro Economics Management in India for teachers (Economics, Commerce & Management) 2 Jan to 22 Jan 2009.
4. One Week Faculty Development Programme on "Enhancement of Quality Education in Professional Institute". Organized by Medi-caps Institute of Technology and Management. Indore July 23-27, 2007.
5. "Faculty Development Programme-I "Organised by Medi-caps Institute of Technology and Management. Indore 27-29 Dec 2006.

6. “Statistical Package for Social Sciences (SPSS)”workshop held on 2 Feb -3 Feb 2007.Organised by Medi-caps Institute of Technology and Management. Indore.
7. Attended five day National Workshop on “ Advanced Data Analysis and Modelling Techniques for Management Research” Organized by Medi-Caps Institute of Technology and Management, Indore, April 08- 12, 2013.
8. Attended one day International Workshop on “Corporate Social Responsibility and Sustainable Management”, organized by Department of Management, Patel Group of Institutions, 8th February 2013.
9. Attend a workshop on “Commodity Trading and its Awareness”, organized by School of Economics, DAVV, Indore and Forward Markets Commission, Feb. 2009.
10. Attended a Workshop on “Census 2001” organized by School of Economics Devi Ahilya University Indore on Feb 2006.

❑ **PARTICIPATED IN CONFERENCES, SEMINARS:**

1. ICSSR Sponsered Faculty Research Capicity Building Programme. B.R. Ambedkar University of Social Sciences Mhow.
2. Gandhi 150 & Women Empowerment Think Equal, Build Smart & Innovation For Change.8-9 March 2019Dr. B.R. Ambedkar University of Social Sciences Mhow.
3. “Emerging Trends in Insurance Sector A Happening Industry.” April 22-23, 2010. National Conference Organized by medi-caps Institute of Technology and management & life Insurance Corporation of India, Indore.
4. Ist International Conference on “Opportunities and Challenges in Global Business.” Organized by International Institute of Technology and Management Medi-Caps Group of Institutions.8-9 August 2008.
5. II nd International Conference on “Opportunities and Challenges in Global Business.” Organized by International Institute of Technology and Management Medi-Caps Group of Institutions.13-14 Feb 2010.

PROJECTS

- ❑ Undertook projects
- Guided nearly 360 Research projects of postgraduate students.
 - Export-Import Documentation.
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TRAINING

☐ Undergone summer training on:

1. Complete one month training at “FRONTLINE COOPERATION LMT AHMEDABAD (GUJARAT)”.
2. Complete one month training at “INDIRA EXPORT PVT. LTD.” INDORE (M.P.).
3. Complete one month training at DAMMANI SHIPPING LTD. INDORE (M.P).
4. Project entitles “**E-Panchayata**.” Develop under Pragya Technology Software Developer Bhopal.

PERSONAL DOSSIER

Languages Known : English, Hindi
Permanent Address : 113, Indaripuri colony kishan ganj MHOW
Nationality : Indian
Marital Status : Married

Declaration:

I hereby declare that the above mentioned information is true up to my best knowledge.

Date:
Place:

Dr.Alka Raghunath
113, Indaripuri colony
Kishan Ganj MHOW
Indore (M.P)

