

CURRICULUM VITAE

Dr. RASHMI TRIPATHI

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District : Varanasi

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OBJECTIVES

- To achieve success by constant learning and completing the assigned work.
- To combine my skills and experiences of teaching as a member of organization.

POSITION HELD

- Editorial Board Member in ANVIKHIKI, Bi-Monthly International Journal of All Research.

MEMBERSHIP

- Life Membership, Indian Commerce Association.

ACADEMIC QUALIFICATION

- Net exempted
- Ph.D. (Customer Relationship Management In Public Sector Commercial Banks In Varanasi), Banaras Hindu University, Varanasi in 2011.
- M.Com., First Class, Specialisation in Marketing ,Harish Chandra PG college V.B.S Purvanchal University., Jaunpur in 2005. (MARKS: 583/900 64.8%)
- B.Com. (Hons.), First Class, Banaras Hindu University, Varanasi in 2003. (MARKS: 1599/2500 63.96%)
- +2 ISC, First Class, St. John high school Marhauili Varanasi in 2000.(MARKS: 321/500 64.21%)
- High School, First Class, St. John high school Marhauili Varanasi in 1998.(MARKS 389/600 64.8%)

Award

- UGC Research Fellowship by BHU Varanasi

COMPUTER SKILLS

- Computer Fundamentals, MS DOS, MS-Window 95/98.
- MS-Word , MS-Excel , MS-Access ,MS-PowerPoint.

PAPER PUBLICATIONS

- “CRM in Banking Sector”, ANVIKSHIKI , Bi-Monthly International Journal of All Research ,Vol.4 ,Issue 5 ,September 2010.
- “Market Share Analysis of Indian Banks – A Comparative Study ” ,South Asian Journal of Commerce & Management , Vol.1 , Issue 2 , April-June,2010.
- “Customer Satisfaction and Customer Relationship Management”, International Journal of Commerce and Social Sciences , Vol. 1 , Issue. 1 , January-June , 2011.
- “Customer service in Public sector commercial Banks” The Original Source journal for all research July-Sept 2017.
- “Customer Complaints and Their Management” Current Journal journal for all research Jan-Mar 2018.

• WORKSHOP ATTENDED

- “2nd Workshop on Research Methodology (Data Analysis & Interpretation)” held on 10th and 11th March, 2007, organized by Faculty of Commerce BHU, Varanasi.
- “Workshop on Research Methodology for Beginners” held on 7th January, 2006, organized by Faculty of Commerce, BHU, Varanasi.
- 4th National workshop on Statistical technique for data analysis using software tools SPSS & R held on June 20-30,2022 organised by Department of Commerce, DAV PG college Varanasi.

PAPER PRESENTATION IN CONFERENCES / SEMINARS

- “Retail Banking In India”, in the National Seminar on “ Financial Sector Reforms in India” held on February 24-25, 2006, organized by Faculty of Commerce, B.H.U.,
- “CRM in Banking Sector” in the National Seminar on “Innovative Management Practices in Globalised Era” held on January 4-5, 2011 , organised by Department of Commerce, DAV Post Graduate Collage, Varanasi.,
- “Women Entrepreneurship in SMEs”,in the National Seminar on “Corporate Entrepreneurship in Present Scenario” held on March 19 , 2016 ,organised by Faculty of Commerce, Sri Agrasen Kanya P.G College, Varanasi.

SEMINARS/CONFERENCES ATTENEDED

- National Conference on “Emerging strategies for sustainable growth and competition” held on 1st to 3rd March 2011,organised by Shri Ramdeobaba College of Engineering & Management
- Accounting Orientation Programme held on 26 August 2012, organised by Indian Accounting Association, Mirzapur Branch in Association with South Asian Journal of Commerce & Management and ERT Publication (P.) Ltd. Varanasi.
- National Seminar on “ Goods& Service Tax: One Nation One Tax” held on 2nd July 2017, organised by Indian Accounting Association, Mirzapur Branch in association with South Asian Journal of Commerce & Management(SAJCM)
- National Seminar on “All About Goods & Service Tax” held on 16th July 2017, organised by Indian Accounting Association ,Mirzapur Branch in association with South Asian Journal of Commerce & Management(SAJCM)
- National Seminar on “ GST in India: One Nation One Tax” held on 7th October 2017, organised by Faculty of Commerce , Acharya Sitaram Chaturvedi MahilaMahavidyalaya, Varanasi.

TEACHING EXPERIENCE

- BhagutiMahavidyalaya from 2016 -2017.
- Sri B D Somani Arya MahilaUchchaShikshnaSansthan 2017-2018.

BOOK

- Customer Relationship Management In Public Sector Banks In India.

HOBBIES

- Travelling and Interacting with new persons.

PERSONAL INFORMATION

Husband's Name : Mr. Shakti S. Tripathi

Date of Birth : 19 June, 1980.

Marital Status : Married

Language : Hindi, English

Nationality : Indian.

Date: 17/07/2022

Place: Varanasi

(Rashmi Tripathi)