

Dr. Swagatika Panda, MSc, MBA, PhD
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Work Experience

Currently working as a faculty member and head of the department - MBA in Lords Institute of Engineering & Technology, Hyderabad since July 2016. Having a total work experience of fourteen years in academics.

Pre Ph.D. Teaching Assignments

1. Worked as faculty collaborate in the College of Business Administration, King Saud University, Female campus, Riyadh, Saudi Arabia from August 2015 till June 2016.
2. Worked as faculty collaborate in the College of Business Administration, King Saud University, Female campus, Riyadh, Saudi Arabia from February 2010 till March 2012.
3. Worked as faculty member - MBA, with Chilkur Balaji Institute of Technology, Hyderabad, India from August 2008 to December 2009.
4. Served as an Assistant Professor in Vidya Jyothi Institute of Technology - Hyderabad, India, from March 2007 to July 2008.
5. Served as a Lecturer - PGDBM in Institute for Technology & Management (ITM), Navi Mumbai affiliated to South New Hampshire University & AICTE, India from August 2005 to February 2007.
6. Served as a Full time Lecture - MBA in Rourkela Institute of Management Studies (RIMS), Rourkela, India from August 2002 to July 2005.

Post Ph.D. Teaching Assignments

1. Working as a faculty member and head of the department - MBA in Lords Institute of Engineering & Technology, Hyderabad since July 2016

Educational Qualifications:

1. Completion of Ph.D. in the year July 2015:

Satisfactory completion of fulltime Ph.D. (with course work) from Sam Higginbottom University of Agriculture Technology & Sciences (SHUATS, A Deemed University), Allahabad, Uttar Pradesh, India.

Title of the Ph.D. thesis:

"A Study on Consumer Post Purchase Dissatisfaction and Complaint Behaviour (with special reference to Hotels in Hyderabad" (July 2011- July 2015).

2. Completion of full time MBA from Utkal University, Bhubaneswar, India (year 2000-2002) with 1st division.
3. Completion of full time M.Sc. from Berhampur University, Berhampur, India (year 1998-2000) with 1st division.
4. Completion of graduation in Science from Berhampur University, India (year 1995-1998) with distinction.

Publication in Referred Journals/ Edited volume

1. A research paper titled "A comparative study on customers among different types of hotels in Hyderabad" is published in ARASH, a journal of ISMDR, ISSN 2231-2072 listed in Cabell's Directory, USA and Ulrich's Periodicals Directory, USA Impact Factor: 0.298 (GIF) Jan - July 2015.
2. Research paper titled "Post Purchase Consumer Complaint Behaviour: A Review of Literature" is published in the journal Business Management Dynamics, ISSN: 2047-7031, Vol.4, No.5, Nov 2014, pp.01-07.
3. A research paper titled "Post Purchase Consumer Complaint Behaviour: An Experience with Indian Hotel Industry" is published in Srusti Management Review, ISSN: 0974 - 4274, Vol.III, Issue II, July 2010, pp.01-06.
4. A research paper titled "Corporate Governance in Indian Banking Industry: An Experience with HDFC Bank & SBI", in the ICFAI Journal of Corporate Governance, Vol.VII, No.3, July 2008, pp: 63-73.

Publication, New Delhi, ISBN 978-81-7446-583-2, First edition 2007, Print page 255-267.

6. Medical Tourism - India to become the global health destination, BMA Review, A journal of Bombay management association, Vol.16, No.4, July-Aug, 2005, Print page 23-29.
7. E-Learning meeting the future challenges in Pranjana - The journal of management awareness (ISSN 0971-9997), Vol.7, No.2, July-Dec, 2004, Print page 31-40.
8. A Journey to the "Enthusiasm" from the "Delight" (CRM Approach) in Social Science International Volume-20, No-2, July2004, print page 125-130.
9. Eco-Business: A Road Map to Sustainability and Profitability in GITAM Journal of Management Volume-2, No.2 July-Dec 2004, pp145-152.
10. Management of NPAs in Indian banking (2004), The Chanakya, The journal of Rourkela Institute of Management Studies, Vol. 4, No. 1, January - December.

National & International Conferences:

1. An Empirical Investigation of the Factors Influencing Global Brand Purchase Likelihood in the Presence of a Local brands organized by IBS, Hyderabad on 06 Nov 2014.
2. A seminar on "Higher Education in India organized by Saudi India Business Network (SIBN) wing of Indian Embassy in Riyadh, dated 13th December 2013.
3. Attended the conference on "HR and Leadership Challenges for Businesses in India" organized by Indian Institute of Management, Kozhikote on January 28-29, 2011.
4. Attended 2nd Conference on Marketing to Rural Consumers - Tapping the Evolving Rural Markets organized by Indian Institute of Management, Kozhikote on april 06-08, 2009.
5. A research paper titled "Corporate Governance in Indian Banking Industry: An Experience with ICICI Bank & SBI" in the International Conference on Emerging Financial Markets organised by AIMS, PSG Institute of management, Coimbatore, University of Toledo, San Diego State University and Florida International University, dated 26th - 28th

6. An Innovation- Still a Mystery, presented in the 58th All India Commerce conference organised by Indian Commerce Association, MG Kasi Vidya Pith, Varanasi dated 27th - 29th Dec.2005.
7. Why Isn't Employees Satisfaction Included in Productivity Statistics presented in the 2nd National HR Round table conference organised by ITM Navi Mumbai dated 7th 9th Dec.2005.
8. Medical tourism - India to become the global health destination presented in the International Conference on Services management, organised By IIMT Oxford Brookes University, Gurgaon dated 9th -11th Mar.2005.
9. A Fair Service with Unfair Practice presented in a national seminar organised by PIMR Indore, dated 30th Jan. 2005.
10. Going Global: India to become an Entertainment Hub presented in the International Seminar on Global Partnership, organised by RCM, Bhubaneswar, dated 11th August, 2004.
11. Emerging Issues and Challenges before Financial Sectors: Banking & Insurance presented in the National Seminar on Emerging Issues and Challenges before Financial Sectors Organised by Kurpagam Institute Management, Coimbatore dated 10th & 11th March 2004.
12. Emerging Challenges of Banking in India - A Study Presented in the national seminar on the topic Challenges before financial sectors, organised by RIMS & NIPM, Rourkela dated 15th Nov 2003.

Courses Taught at Undergraduate and Master Students:

1. Principles of Marketing
2. Consumer Behaviour
3. Global Marketing
4. Integrated Marketing Communication
5. Principles of Management & Business
6. Managerial Leadership
7. Organizational Behaviour

Computer Savvy : Microsoft Office, Open Office and SPSS

Present Address:

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Berhampur - 760010, India

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