

## CURRICULUM VITAE

### **Dr. Mohammad Sultan Ahmad Ansari (PMP)**

Assistant Head of Department – Management & Law  
Assistant Professor – Business, Operation and Project Management  
Modern College of Business and Science (MCBS)  
Muscat, The Sultanate of Oman  
Email: [mohammad.ansari2040@gmail.com](mailto:mohammad.ansari2040@gmail.com)  
Mobile (968) 9936 9824



### **EDUCATION**

1. Postdoc (Building Skills for a Successful Career) Boston University, (19 Jul 2021 to 07 Sep 2021), **Accredited by AACSB** and by New England Commission of Higher Education (NECHE)
2. Postdoc (Succeeding as a postdoc), Boston University, (26 Apr 2021 to 08 Jun 2021), **Accredited by AACSB** and by New England Commission of Higher Education (NECHE)
3. PhD, Aligarh Muslim University (AMU), India, (14 Nov 2009 to 14 Oct 2014), QS 1001, NAAC accredited.
4. Leadership: Foundational Principles, Harvard, Kennedy School of Government, Harvard University (02 Mar 2021 to 26 Jun 2021, England Commission of Higher Education accredited.
5. Oxford Executive Leadership Program, “Saïd Business School, University of Oxford” UK (5 Aug 2020 to 31 Oct 2020), certificate issued on 16 Nov 2020, **Accredited by EQUIS – EFMD**
6. Project Management Professional, Project Management Institute (PMI), Pennsylvania, USA (25 Aug 2005)
7. Agile and Scrum Fundamentals, IBM online learning, 04 Jun 2023.
8. Master of Engineering, University of Allahabad, India (Sep 1992 to Sep 1994)
9. MBA, Indira Gandhi National Open University, India (30 Jun 1989 to 31 Dec 1992)
10. Bachelor of Engineering, Institution of Engineers, India (Jan 1986 to Dec 1990)
11. Bachelor of Commerce, Patna University, India (1984)

### **PROFESSIONAL COURSE**

- Learning to teach online- University of New South Wales, Sydney (2020)

### **PUBLICATIONS (SCOPUS Indexed Journal)**

1. **Ansari, M. S. A.,** Abouraia, M., Morsy, R. EI., Thumiki, V. R. R., (2024), Influence of Transformational and Transactional Leadership on Agile Project Success: An Empirical Validation, Project Leadership and Society, 100136 DOI:10.1016/j.plas.2024.100136 ((**SCOPUS Q1**)
2. **Ansari, M. S. A.,** Khan, S. A., (2023), FDI, disinvestment and growth: an appraisal of Bhutanese economy, Journal of Chinese Economic and Foreign Trade Studies, Vol. 16 No. 1, 2023, pp. 64-82, Emerald Publishing Limited, 1754-4408, DOI 10.1108/JCEFTS-05-2022-0031 (**SCOPUS Q2**)
3. H Magd, S Negi, MSA **Ansari** (2023), Pluralist economics education and sustainability: future directions, International Journal of Pluralism and Economics Education 14 (3-4), 270-282( **SCOPUS Q4**)
4. **Ansari. M. S . A., (2022),** Lean Six Sigma in Healthcare: Some Sobering Thoughts on Implementation, Proceedings on Engineering Sciences, Vol. 04, No. 4, pp 457-468, Doi: 10.24874/PES04.04.007 (**SCOPUS Q4**)
5. **Ansari M. S. A** (2022), TQM Framework for Healthcare Sector: Barriers to Implementation, Quality Innovation Prosperity / Kvalita Inovácia Prosperita, 26/1 – 2022, DOI: 10.12776/QIP.V26I1.1611 (**SCOPUS, Q3**)
6. Magd, H. Negi, S. and **Ansari, M.S.A.** (2022), post-COVID-19 Challenges and Opportunities for Higher Education Institutions in Oman: A Study of Modern College of Business and Science, The International Journal of Learning in Higher Education 30 (1): 69-87. doi:10.18848/2327-7955/CGP/v30i01/69-87 **SCOPUS, Q4**)

7. **Ansari M. S. A** (2021), An innovative approach of integrating service quality, employee loyalty and profitability with service profit chain in telecom service industry: an empirical validation, *Proceedings on Engineering Sciences*, Vol. 03, No. 1 (2021) 1-12, doi: 10.24874/PES03.01.001, (**SCOPUS, Q4**)
8. **Ansari M. S. A** (2020), Extended service profit chain in telecom service industry in Oman –An empirical validation, *Sustainable Futures*, Volume 2, 2020, Open Access, under Creative Commons Attribution (CC BY): <https://doi.org/10.1016/j.sftr.2020.100032> (**ELSEVIER, SCOPUS Q1**)
9. Magd, H., Negi, S., **Ansari, M. S. A.**, (2021), Effective TQM Implementation in the Service Industry: A Proposed Framework, **Quality Innovation Prosperity /KVALITAINOVÁCIA PROSPERITA**, 25/2, DOI: 10.12776/QIP.V25I2.1594 (**SCOPUS, Q2**)

#### **BOOK CHAPTERS (SCOPUS Indexed)**

1. Ansari. M. S. A., Khan. S. A., and Bhuyan. U., (2024), Exploring the Strategic Orientation Factors Influencing the Organizational Performance through Bibliometric Analysis, *Human Perspectives of Industry 4.0 Organizations: Reviewing Sustainable*, 1st Edition, CRC Press, ISBN9781032616810, Tylor and Francis Group, Routledge.
2. Khan. S. A., and Ansari. M. S. A., (2024), Critical Factors for Relationship between Strategic Orientation, Corporate Success, and Innovation, *Human Perspectives of Industry 4.0 Organizations*, pp 89-110, ISBN9781032616810, Tylor and Francis Group, Routledge
3. Ansari. M. S. A., and Jonathan. H., (2024), Significance of Capacity Building Through Professional Development Programs: Pathways to Accreditation in HEIs, *Evaluating Global Accreditation Standards for Higher Education*, 265-277, DOI: 10.4018/979-8-3693-1698-6.ch018 (**SCOPUS**)
4. Magd, H., Ansari, M. S. A., and Negi, S., (2022), Comparative Analysis of Quality Assurance Agencies Standards and Process in Higher Education: Proposed Inclusive Framework for GCC, DOI: 10.4018/979-8-3693-1698-6.ch006 (**SCOPUS**)
5. Magd, H., MSA Ansari, SA Khan (2024), Need for explainable artificial intelligence ethnic decision-making in society 5.0, *XAI Based Intelligent Systems for Society 5.0*, 103-127, ISBN: 9780323953153 (**SCOPUS**)
6. **Ansari, M. S. A.**, (2023), COVID-19 a curse or blessing- The rise of e-learning, blended and virtual learning with COVID-19, "Global Higher Education and the COVID-19 Pandemic Perspectives, Challenges, and New Opportunities" (In Production, ISBN: 9781774912034, **Apple Academic Press, CRC Press, Taylor & Francis Group, (SCOPUS)**)

#### **PUBLICATIONS (Peer Review Journal, Non-SCOPUS)**

1. Magd, H., **Ansari, M. S. A.**, Negi. S., (2023), Impact of Blockchain Technology on Operations and Supply Chain Management Performance, 1st International Conference on Innovation in Information Technology and Business (ICIITB 2022), pp 22-35
2. Magd, H., Jonathan, H., **Ansari, M.**, (2023), Building and Developing an Enhanced Culture of Academic Integrity in HEIs in Oman, *RES MILITARIS*, vol.13,n°2,Jan Issue 2023
3. Khan. S. A., Magd, H., **Ansari, M. S. A.**, Sharma, P. P., Tirwa, I. P., Bhuyan, U., (2023), Analysis of Regional Tourists in Bhutan before Covid-19, *Anusandhan-NDIM's Journal of Business and Management Research* 4 (1), 39-58

4. Magd, H., Nzomkunda, A., Negi, S., Ansari, M. S. A., (2022), Critical Success Factors of E-Learning Implementation in Higher Education Institutions: A Proposed Framework for Success, *Global Business & Management Research: An International Journal*, Vol. 14, No. 2.
5. Magd, H., Ansari, M., Negi, S., (2021), The Relationship between TQM, Knowledge Management, and Innovation: A Framework to Achieve Organizational Excellence in Service Industry. *Global Business & Management Research*, Vol. 13, No. 3,
6. **Ansari, M. S. A.,** Farooquie, J. A., Gattoufi, S. M., (2018), Emotional Intelligence and Extended Service Profit Chain in Telecom Industry in Oman–An Empirical Validation, *International Business Research*, Vol. 11, No. 3; doi:10.5539/ibr.v11n3p133
7. **Ansari, M. S. A.,** Farooquie, J. A., Gattoufi, S. M., (2016), Assessing the Impact of Service Quality on Customers and Operators: Empirical Study, *International Journal of Business and Management*, Vol 11, Issue 8, pp 207- 217, doi:10.5539/ijbm.v11n9p207
8. **Ansari, M. S. A.,** Farooquie, J. A., Gattoufi, S. M., (2016), Does emotional intelligence influence employees, customers and operational efficiency? An Empirical Validation, *International Journal of Marketing Studies*, Vol 8, Issue 6, PP. 77-88, DOI:doi:10.5539/ijms.v8n6p77

#### **BOOK**

1. **Ansari, M. S. A., (2021)**, Revenue and Profitability Maximization through Emotional Intelligence: Emotional Intelligence and Business Excellence, Paperback (April 26, 2021), LAP LAMBERT Academic Publishing, Germany, (ISBN-10, 6203854832, ISBN-13, 978-6203854831)

SCOPUS author ID- <https://www.scopus.com/authid/detail.uri?authorId=57226879892>

Google Scholar- <https://scholar.google.com/citations?user=OUF9wvoAAAAJ&hl=en>

ORCID Profile <https://orcid.org/0000-0001-7064-3245>

Web of Science <https://www.webofscience.com/wos/author/search>

**ADVISORY COUNCIL MEMBER** - Harvard Business Review, since 12 Mar 2021

#### **REVIEWER**

1. The TQM Journal, Emerald.
2. International Journal of Quality & Reliability Management, Emerald
3. International Journal of Lean Six Sigma, Emerald
4. International Journal of Quality and Service Science, Emerald
5. Journal of Applied Research in Higher Education, Emerald
6. Higher Education, Skills and Work-Based Learning, Emerald
7. Sustainable Futures, Elsevier
8. Sustainable Manufacturing and Service Economics, Elsevier
9. Cogent Business & Management

#### **CURRICULUM DEVELOPMENT**

1. PhD Management Science – (First PhD in Oman)
2. Project Management - Master
3. Agile Project Management- Master
4. Operation management – BS
5. Entrepreneurship- BS
6. Employees Training and Development – BS

#### **ONLINE TEACHING**

Management of Learning Management System, MS-TEAMS (since 2020 to till date)

**ACADEMIC SERVICES INVOLVEMENT**

1. Chair - Academic Integrity and Ethics Committee (2020 to till date)
2. Chair - Human Resources Staff Development Committee (2020 to 2021)
3. Member and Dy. Chair for Affiliation and Collaboration Committee (2020-2021)
4. Member of Research Committee (2020 – 2021)
5. Member of Teaching Learning Development Review Committee (2021- 2020)
6. E-learning Committee
7. Academic advising and guidance to the students.
8. Community Engagement activities.
9. Conducting and participating in Faculty Development programs.
10. Other assignment as per the institutional requirement

**ACADEMICS APPOINTMENT - FULL TIME**

<p>Assistant Head of Department – Management &amp; Law</p> <p>Modern College of Business and Science, Muscat, Oman</p> <p>15 Mar 2022- till date</p>	<ol style="list-style-type: none"> <li>1. Practice academic leadership in teaching, services, and scholarly activities.</li> <li>2. Oversee the deployment of staffing, monitoring of FTE, fair allocation of works based on individual skills, and capacity for best utilization of resources.</li> <li>3. Overseeing individual career development plan</li> <li>4. Involve in planning, monitoring, and evaluation of strategic and operational plans.</li> <li>5. Developing team spirit, coherence and promote inter-disciplinary team working</li> <li>6. Maintain and improve academic standards within management and Law</li> <li>7. Advise, recommend, and contribute to teaching, services, and research tasks.</li> <li>8. Any other task allocated by Head of Department</li> </ol> <p>Courses Taught</p> <ol style="list-style-type: none"> <li>1. PMP Trainer</li> <li>2. Agile Project Management</li> <li>3. Project Management</li> <li>4. Strategic Management</li> <li>5. Logistic and Operation Management</li> <li>6. Entrepreneurship and Small Business</li> <li>7. Advance Management &amp; Organization Behavior</li> <li>8. Management &amp; Organization Behavior</li> <li>9. Business Statistics</li> </ol>
<p>Assistant Professor, Modern College of Business and Science, Muscat, Oman</p> <p>May 2019 – 14 Mar 2022</p>	<p>Duties - Teaching pedagogies in classes, research and community services, academic advising, academic integrity, critical thinking, self-development, annual publications in indexed scholarly journals, professional service committee within the institute and out of institute.</p> <p>Modern College of Business and Science, accredited to</p> <ol style="list-style-type: none"> <li>1. International Schools, Colleges &amp; Universities (ASIC), from UK.</li> <li>2. Oman Academic Accreditation Authority (OAAA)</li> <li>3. Franklin University, MBA program, Accredited with International Accreditation Council for Business Education (IACBE), USA</li> </ol> <p>Courses Taught</p> <ol style="list-style-type: none"> <li>10. PMP Trainer</li> <li>11. Agile Project Management</li> <li>12. Project Management</li> <li>13. Project Cost and Risk Management</li> <li>14. Strategic Management</li> <li>15. Logistic and Operation Management</li> <li>16. Entrepreneurship and Small Business</li> <li>17. Advance Management &amp; Organization Behavior</li> <li>18. Management &amp; Organization Behavior</li> <li>19. Human Resource Management</li> <li>20. Business Statistics</li> <li>21. Macro-Economic</li> <li>22. International Management</li> </ol>

## VISITING FACULTY

<p>Visiting Faculty, College of Economics and Political Science, Sultan Qaboos University (SQU), Oman</p> <p>Sep 2010- May 2018</p>	<p>Duties - Teaching pedagogies in classes, academic advising, academic integrity, critical thinking, self-development,</p> <p>SQU ranked 750 in Global World Rankings 2023, EQUIS accredited (first and only government college in the entire Middle East to receive this accreditation), pursuing AMBA and AACSB accreditation.</p> <p>Subject Taught</p> <ul style="list-style-type: none"> <li>• Project Planning and Control</li> <li>• Operation Management</li> <li>• Service Operation Management</li> <li>• Business Process Re-Engineering</li> </ul>
<p>Visiting Faculty, Mazoon College, Oman</p> <p>Sep 2016 – Sep 2018</p>	<p>Duties - Teaching pedagogies in classes, academic advising, academic integrity, critical thinking, self-development,</p> <p>College is affiliated with Missouri University of Science &amp; Technology, USA, well known for its science, technology, and mining programs.</p> <p>Subject Taught (MBA)</p> <ul style="list-style-type: none"> <li>• Economics for Managers</li> <li>• Human Resources Management</li> <li>• Marketing in Special Sectors</li> </ul>
<p>Honorary Faculty, Indira Gandhi National Open University (IGNOU) Oman Centre</p> <p>July 2010 -Dec 2018</p>	<p>Duties - Teaching pedagogies in classes, academic advising, academic integrity, critical thinking, self-development,</p> <p>IGNOU has 21 schools and a network of 67 regional centers, 2667 study centers, and 29 overseas centers (in 15 countries) offering 226 academic programs. IGNOU is mandated to:</p> <ul style="list-style-type: none"> <li>• Provide access to higher education to all segments of society.</li> <li>• Reach out to the disadvantaged by offering programs nationally and some international centers at affordable costs; and</li> </ul> <p>Subject Taught (MBA)</p> <ul style="list-style-type: none"> <li>• HRM</li> <li>• Marketing Management</li> <li>• Quantitative Analysis for Managerial Applications</li> <li>• Project Management</li> <li>• Production Operation Management</li> <li>• Management Information Systems</li> <li>• Supply Chain Management</li> <li>• Material Management</li> <li>• Maintenance Management</li> <li>• International Business</li> <li>• Master Capstone projects</li> </ul>

## INDUSTRIAL APPOINTMENT

<p>Omantel Manager Wholesale Business  Mar 2009 – Mar 2019 (10 years, 1 month)</p>	<p>Duties – Management of telecom wholesale business, negotiating, relationships with national and international carriers, interconnect strategy, Mobile Number Portability (MNP) based on regulatory conformity, dispute resolution with national and international interconnecting parties. Management of Central Billing Party (CBP) functions for various undersea cables.</p> <ul style="list-style-type: none"> <li>• Managed Interconnection Billing Wholesale for national carriers and more than 50 International carriers for direct and transit traffic.</li> <li>• Managing billing and payment of submarine cable system for having connectivity with 14 major international submarine cable systems, 5 landing stations that provided direct access to more than 45 countries in Europe, Asia, Africa, the Middle East and North America.</li> <li>• Manage Central Billing Party (CBP) functions for AAE1 &amp;BBG from winning of bids to execution and commissioning of system.</li> </ul> <p>Project Management</p> <ul style="list-style-type: none"> <li>• Overseen multiple projects across all phases of development.</li> <li>• Monitor workflow and make timeline adjustments as needed.</li> <li>• Honored with performance bonus time to time.</li> </ul>
<p>Omantel Section Head – Interconnection  Sep 2004 – Jan 2009 4 years, 5 months</p>	<p>Duties - Setting of Interconnection, National Roaming, Mobile Number Portability, and Collocation as a strategic initiative with new entrant.</p> <p>Successfully, accomplished Interconnection Billing System, National Roaming, Mobile Number Portability, Collocation/ Site-Sharing</p> <p>Negotiation of Interconnection and NR agreement, Mobile Number Portability agreement and its implementation, Site sharing, Backbone agreement, SLA.</p> <p>Interconnection/ Carrier Business Operational issues:</p> <ul style="list-style-type: none"> <li>• Dispute resolution of IC/ NR to the satisfaction of parties.</li> <li>• Negotiation with MVNO (for Infrastructure sharing).</li> <li>• Implementation of IC Billing System, NR project.</li> <li>• Defended company position on Interconnection, National Roaming, Mobile Number Portability, and Collocation.</li> </ul>
<p>Omantel Engineer GSM Nov 1997 – Sep 2004 6 years 11 months</p>	<p>Duties - Product Life Cycle Management, Project Management, Feasibility study for new products/ projects, product revenue analysis</p> <p>Feasibility study and introduction of new products/ projects.</p> <ul style="list-style-type: none"> <li>• Product Development/ Process owner.</li> <li>• Marketing strategy for introduction of new product.</li> <li>• On Job Training/ skills transfer to employees</li> <li>• Project Implementation</li> <li>• Tender Specification/ RFI/ RFQ /Tender evaluation.</li> <li>• Implemented project more than US\$ 200.</li> </ul>
<p>Reliance Telecom Head BSS, Apr 1997- Nov 1997 (8 months)</p>	<p>Duties – Management of Base Station Services, Microwave links, Project Implementation</p> <ul style="list-style-type: none"> <li>• Project Management,</li> <li>• Operation &amp; Maintenance</li> <li>• Electrical and Generation sets</li> </ul>

State Bank of India Assistant Manager (Telecom) Oct 1995 – Apr 1997 (1 year, 7 months)	Duties- Project management, SBI voice and data circuits <ul style="list-style-type: none"> <li>• Project Management</li> <li>• State Band of India, data net,</li> <li>• State Band of India Voice net</li> <li>• Telex Sub Systems</li> </ul>
Etisalat (UAE) Technician Aug 1995 to Oct 1995	Network optimization Drive Test for GSM network Recommendation of network expansion drive test Data analysis
Shayam Telecom (Project Engineer) Dec 1994 to Aug 1995	Fundamental network planning of many circles for: Cellular Mobile radio Basic Telephone Services Mobile Radio, Hands of experience on 2 MHz digital Mux 2 GHz Digital Radio 30/120 Channels 2/15 Multiple Access Radio (MAR)
Indian Air Force (IAF) Senior Non- Commission Officer Sep 1979 - Sep 1994	Management of Air Traffic control (ATC) systems Instruments Landing System (ILS), Radar System, Navigational beacon, HF, VHF, UHF systems Automated Message Transmission System (AMTS) Morse code, Administration

#### RESEARCH GRANTS

- Institutional research grant, “Building and Developing an Enhanced Culture of Academic Integrity in HEIs in Oman” from Modern College of Business and Science.

#### EVENT ORGANIZATION

1. Workshop on Project Management Mapping Journey from ancient to modern times, (MCBS) 15 Dec 2021 to 16 Dec 2021
2. Career Counseling, “Bringing Industry to the classroom” (MCBS) 16 Nov 2021
3. Workshop on History and Importance of Operation Management, (MCBS) 26 Oct 2020
4. Workshop on Teaching, Learning, Development, and Resources Committee, (MCBS), 26 Feb 2020
5. Workshop on History and Importance of Project Management in Industry, (MCBS), 27 Jan 2020
6. Seminar on “History and Impact of Technology on Project Management” Master of Engineering Students, 14 Oct 2019, Dept of Mechanical Engineering, SQU, Oman
7. Seminar on “History of Project Management, Past, Present and Future, Master of Engineering Students, 22 Nov 2020, Dept of Mechanical Engineering, SQU, Oman
8. Project Management Professional Training for professional, 16 Feb 2020 to 04 Mar 2020, MCBS

#### MASTER CAPSTONE PROJECT - EXTERNAL EXAMINER

1. Effects of COVID-19 in the airline sector, - a case of Oman Air (2021)
2. Positive Impact of social media on Small Enterprises in Sultanate of Oman (2021).
3. The Impact of Venture Capital Financing on SMEs in Oman (2021)
4. The Impact of Logistic Functions on Financial Performance of Organizations in Oman; A Case Study of Salalah Port Services (2021)
5. The role of sin tax in the reduction of harmful goods consumption in Oman (2021)
6. The role of Oman Development Bank in promoting the SMEs in sultanate of Oman (2020)
7. The Impact of Financial Engineering on the Development of the Financial Industry in Sultanate of Oman. (2020)
8. Budget and Budgetary control of Bank Sohar, Sultanate of Oman (2019)
9. The opportunities and challenges faced by Omani women Entrepreneurs in Ash-Sharqiyah North Governorate, in Sultanate of Oman (2019)
10. A comparative study on impact of capital structure on Corporate Profitability for listed companies at Muscat Security Market (MSM), Sultanate of Oman (2018)

11. Financial Reporting system in SMEs in Sultanate of Oman (2018)
12. Foreign Direct Investment and its impact on GDP in Sultanate of Oman (2018)
13. Impact of working capital on profitability of manufacturing companies, Sultanate of Oman (2018)

#### **MASTER CAPSTONE PROJECTS – SUPERVISED**

1. Study of implementing an order processing system at a trading company (2022), Candidate's name- Nikhil Philip Jacob.
2. Risk Management in Information System (2021), Candidate's name - Dattatray S. Phatnaik
3. An Empirical Study of Just -In- Time (JIT) Implementation feasibility in Heavy Commercial Vehicles Dealership Facilities in Sultanate of Oman (2021), Candidate's name - Joseph P Varugheese
4. Empirical study of production, quality & operation management in pharmaceutical company in Oman (2021), Candidate's name – Jansher A S
5. Designing an Integrated Performance Optimization Business Intelligence Model (IPOBIM)“A Conceptual study of Manufacturing Industry using PPM, (2021) Candidate's name – Aathira Sateesh
6. An Empirical Study of Process Quality Improvement Techniques in Automobile workshops (May 2020), Candidate's name - Manpreet Singh
7. An empirical analysis on software security and quality control in software industry using Cluster-Fuzz tool, Sultanate of Oman (May 2020), Candidates' name- Prasanth Parameswaran
8. An Empirical study of Supply Chain Management & E-Business in the Furniture Industry in Sultanate of OMAN (Mar 2019), Candidate's name - Manoj Subramaniam
9. An Empirical Study of Process Improvement Techniques at M/s Galfar, Nizwa, In Sultanate of Oman (Mar 2019), Candidate's name – Krishna Kumar P
10. Empirical Study of Production, Quality and Operation of Pharmaceutical products with Taiba Pharma Company in Sultanate of Oman (Feb 2019), Candidate's name - Anoop Kumar K
11. An Empirical Study of Just in Time (JIT) in transformers manufacturing industry in Sultanate of Oman (Jan 2019), Candidate's Name - Satish Vajreshwari
12. An experimental study of Customers Satisfaction and Customer Loyalty in Hospitality Industry in Sultanate of Oman (Sep 2015), Candidate's name - Ruby
13. Application of Taguchi's Method and Responses Surface Methodologies for optimization of friction welded joint strength (Sep 2014), Candidate's name- R Gayathri
14. An Empirical Study of Quality of Services in Telecom with the help of Web based Help desk system, in Sultanate of Oman (Aug 2014), Candidate's Name – Mohsin Khan
15. An empirical study of shoes industries in Sultanate of Oman- Service Quality, Customer Satisfaction, Customer Loyalty, and Productivity Enhancement (Aug 2014), Candidate's Name - R. Deepthi
16. An Empirical Study of forecasting the demand of spare parts in automotive sector in Sultanate of Oman (Aug 2014), Candidate's name – Uma Madhusudhan
17. Application of Grey Relational Analysis for Optimization of Friction Stir Welded Aluminum Alloy (Jun 2014), Candidate's name – Balagopalakrishna R
18. A potential solution for effective use of non-institutional labor forces in Madurai, India (May 2014), Candidate's Name- R. Sundaresan
19. An Empirical study of technological changes of supply chain in retail business in the Sultanate of Oman (Apr 2014), Candidate's Name – Ajith Kumar T
20. An Empirical Analysis of Quality Control in Software Industry using HP win-runner tool –in Muscat, Sultanate of Oman (Feb 2014), Candidate's name- Mirinal
21. An Empirical Study of Just -In- Time (JIT) Implementation feasibility in Heavy Electrical Manufacturing Companies in the Sultanate of Oman (Feb 2014), Candidate's Name – Naushad Ansari
22. Empirical study of joint venture challenges in Project Management, A case study of Oil and Gas Operation Showcasing Oman (Feb 2014), Candidate's name – Vipin Bali
23. An empirical study of ERP efficiency in Process Industries in Sultanate of Oman (2012), Candidate's name – Deepak Garg



## **INTERNATIONAL CONFERENCES/ SESSION CHAIR/ REPRESENTATION**

1. Session Chair for Current Business Practices and Future Trends leading to organizational excellence and sustainable development, The 1<sup>st</sup> Business and Entrepreneurship International Conference, (31 Mar to 01 Apr 2021)
2. Presented a paper Titled, The Relationship between TQM, Knowledge Management, and Innovation: A Framework to Achieve Organizational Excellence in Service Industry, The 1<sup>st</sup> Business and Entrepreneurship International Conference, (31 Mar to 01 Apr 2021)
3. Reviewer for the 1<sup>st</sup> Business and Entrepreneurship International Conference papers, (31 Mar to 01 Apr 2021)
4. Speaker - Interconnection Forum, IIR's (UK), Amsterdam, Jan 08 (Developing Pricing and Charging Models that Optimizes Interconnect Traffic).
5. Speaker - Middle East Communications Conference (MECOM), UAE, May 08 (Potential Benefits and Opportunities of Infrastructure Sharing).
6. Speaker - Saudi-Com, Informa Telecoms and Media, Bahrain, May10 (assessing the opportunities for MVNOs in Saudi Arabia and impact on Mobile Network Operators).
7. Attendance -Bay of Bengal (BBG), BBG upgrade1 and Asia Africa Europe, (AAE1) cable system for the 2016, 2017 and 2018 in London, Muscat, and Kaula Lumpur respectively)

## **COMMUNITY INVOLVEMENT**

1. Founding director of a secondary school (Nursery to Class X) with an aim of providing cost effective, comprehensive, and modern high-quality education to deprived sections of society. Associated with this school as part of community development from purchase of land, construction, and inauguration. The school can accommodate 400 students.

## **PROFESSIONAL MEMBERSHIP**

1. Project Management Institute (PMI# 602253), Pennsylvania, USA. ([www.pmi.org](http://www.pmi.org)), since 25 Aug 2005
2. Institution of Engineers (India), life membership AM/74943/8, 8 Gokhale Road, Calcutta, India, since 31 Mar 1991

## **ACADEMIC ACCREDITATION / QA PARTICIPATIONS**

1. Accreditation Service for International Schools (ASIC -UK)

## **PERSONAL DETAILS**

Date of Birth : 04 Jan 1963  
Marital status : Married