

RESUME'

Prof. Dr. Seema M. Zagade

(Hospitality Professional –Academician)

Career Goal: *To set new bench marks in the field of Hospitality Management, not only with respect to nurturing young aspirants, but also in terms of creating a harmonious amalgamation between industry and academia, with a global perspective.*

Presently working with Maharashtra State Institute of Hotel Management and Catering Technology-Pune. The designated work profile is "Professor"

Total work experience till date: 17yrs 2months

Industry: 2 yrs 7 months.

Academics (UG & PG): 14yrs 7 months

Academic Qualification

No	Course	Board/ University	Percentage	Grade
1	PhD in Hospitality Management	Tilak Maharashtra University	-----	-----
2	MSc in Hotel and Tourism Management	Yashwantrao Chavan Open University.	65.10	First
3	Masters in Tourism Management	IGNOU	60.35	First
4	Diploma in Hotel Management & Catering Technology.	MSBTE	60.24	First
5	Certified Teachers and Trainers	University of Cambridge.	-----	-----

- **PhD Guide** in **Hotel Management** under **University of Pune**.
- **Member Board of Studies (University of Pune)-Hotel Management Faculty**.

Publications:

- **Authored** a book “Hospitality Management and Health Tourism in India” published by Lambert Academic Publishing.
- **Paper Presentations: 1**Regional, **12** National and **09** International.

Career Graph:

1) **Organisation:**

Maharashtra State Institute of Hotel Management & Catering Technology-Pune.

Designation: Professor

Duration: 1st August 2013 onwards

Job Description:

-Currently conducting classes for the post graduate level- subjects: Customer Relationship Management, Accommodations Management, Tourism, Electives, Yield management.

2) **Organisation:**

Dr. D.Y.Patil Institute of Hotel Management & Catering Technology-Pune.

Designation: Assistant Professor

Duration: 1st June 2003 to 31st July 2013

Summary: Joined as a lecturer and was promoted to the post of Assistant Professor.

Job Description:

- 1) Successfully headed the team of Accommodations for 10years which included- Organising and job allocations, Event planning and execution, training of Staff and students, updating and implementing of new policies etc.
- 2) Appointed as a Course Co-ordinator for BSc Hs.
- 3) Taught Accommodation and Tourism for all the years of Degree
- 4) Heading the department for Budget planning and overall operations.
- 5) Assisting the students for- project work.

3) **Organisation:** Shri Samarth Institute of Hotel Management.

Designation: Lecturer

Duration: June 2001 to June 2002

Job Description:

- 1) Worked as lecturer in Accommodations department for the first year and second year degree course.
- 2) Responsible for Academic work and training.
- 3) Responsible for Academic and Industry Liaison.

4) **Organisation:** Celebrity Country Club

Designation: Housekeeper

Duration: Feb 1999 to Feb 2000

Job Description:

- 1) Responsible for the smooth functioning of the department.
- 2) Conducted Staff Training.
- 3) Represented the department for various events.

5) **Organisation:** Nageshkar Institute of Hotel Management.

Designation: Lecturer

Duration: Dec 1996 to Jan 1999.

Job description:

- 1) Worked as class co-ordinator for classes during the respective academic year.
- 2) Represented the department for various competitions and events.
- 3) Organised Hospitality meets and Workshops for students.

6) **Organisation:** Cida de Goa

Designation: Housekeeper

Duration: March 1996 to October 1996

Job description:

- 1) Responsible for smooth operations, inventory and upkeep of areas.

7) Organisation: Hotel Surya

Designation: Supervisor

Duration: Nov 1994 to Dec1995

Job description:

- 1) Responsible for smooth operations and upkeep of areas.
- 2) Responsible for staff training.

Achievements

- **Member Board of Studies- University of Pune, Hotel Management Faculty.**
- Recognised as **PhD Guide** in **Hotel Management** under **University of Pune.**
- Recognised as **PhD Guide** in **Management** under **Tilak Maharashtra University of Pune.**
- **Certified** Teachers and Trainers by **University of Cambridge.**
- Appointed as a **Subject Expert** for **Staff Selection Committee** under University of Pune.
- Appointed as **Local Inquiry Committee Member** by University of Pune, for various Management Colleges.
- **Appointed** as an External examiner for **PhD** students Final Viva and Presentation.
- **Appointed** as an External Referee for evaluation of **PhD** students.
- Appointed as an **External Senior Supervisor** for the 4year degree course with Maharashtra State Institute of Hotel Management& Catering Technology-Pune, by University of Pune.
- Appointed as **Controller of Examination** for 3 years Diploma Course with Bharti Vidyapeeth Institute of Hotel Management& Catering Technology-Pune by **MSBTE.**
- Appointed as a **Chairman** and **Examiner** for various subjects for the University Examinations(**PG and UG**)
- Appointed as **Subject Expert** for designing of Syllabus for the **Masters Course in Hotel Management** under University of Pune.

- Completed **MISSION 10X** training programme -conducted by **WIPRO**.
- Appointed as a **Research Co-ordinator** by University of Pune for the Academic year 2010 till 2013.
- Participated in **National Seminar** on ‘Impact of Changing Environment on Hospitality Industry’ organised by AISSPMS college of Hotel Management and Catering Technology in Association with University of Pune.
- Participated in the **State Level Seminar** on ‘Latest trends in Room’s division management’ organised by Sinhgad Institute of Hotel Management and Catering Technology in association with University of Pune.
- Presented Research Papers in various **National and International Conferences**.
- Participated in the **Indo-US Conclave**.
- Invited as a **Guest Speaker** for “Vidyarthini Vyaktimatva Vikas.”

Research Papers presented at various Conferences:

Sr. No	Topic	Details
1	“Hospitality Management with respect to Health Tourism in India”	“Innovations” National Conference in Commerce and Management in Association with University of Pune
2	“Benefits of Management Research to the Hospitality Industry”	MGV-National Conference in Management and Research in Association with University of Pune.
3	“Challenges for the Indian Hospitality Industry”	NSIED- Nurturing Service Industry for Economic Development- National Conference in Management North Maharashtra University
4	“Marketing Communication and Advertising in Hospitality Industry”	“Confluence 2011” National Research conference on “ Emerging Paradigms in Modern Management”
5	“Quality Control and Hospitality Industry”	Zeal Management Summit-2011 National seminar on BIZ-Tech
6	“Role of Human resource department in the Hospitality Industry”	INCON International Conference on Ongoing Research in Management& IT

7	“Health Tourism In India”	DYPIMR National Conference “Emerging Challenges & Opportunities before Mgmt in India”
8	“Impact of Global Meltdown on Tourism Sector in India”	BSNI- Conference ‘Evolving Frontiers in Business-Society-Nation Interfaces’
9	“Challenges for the Hospitality Industry”	EDU Learn 11 –Barcelona. International Conference on Education and New Learning Technologies.
10	“Effectiveness of Time& Motion study& job analysis to develop productivity standards of Housekeeping department in hospitality Industry”	“Yugantar” National Conference ‘The Rousing Challenges of Management systems and Practices in 21 st Century.
11	“Implementation of Eco-friendliness in hospitality industry with special reference to housekeeping department”	CIMSR International Conference on Economics, Humanities, Social Sciences and Environmental Issues.
12	“Emerging trends & Opportunities in Travel and Tourism Industry with respect to India”	PDEA Institute of Technical Education, Research & Management – National Seminar. “Career Opportunities in Management.”
13	“Viral Marketing and Hospitality Industry.”	MIT-DMSR National Conference “Managing Technology and Innovation for Competitive Advantage in Global Business Environment”
14	“Importance of CRM in the competitive Hospitality Sector.”	Confluence-2012 National Research Conference. “Organisational Excellence through creativity and Innovation.”
15	“Hospitality, Women and Success”	Zeal Management Summit-2012 National Level Seminar in “Alignment of business Processes In the changing Global Scenario”
16	“A step towards adoption of green/ environment Friendly practices in the Hospitality industry ”	CCAC International Conference in Commerce, Management, Engineering, Technology and Social Science.

17	“Concierge- At your Service”	ICMEE- 2012 International Conference on Management, Engineering & Entrepreneurship.
18	“AdvantageIndia:Preffered Destination for Medical/ Health Tourism”	Confluence 2013 National Research Conference under Quality Improvement Programme of University of Pune.
19	“Tech Savvy- Hospitality Industry”	ICACEMT- International Conference on Advancements in Commerce, Engineering,Management and Technology.
20	“Operations Mangement-in a flight Catering business”	UTKARSH- National Conference Callenges and Opportunities in Business Management and Information Technology.

References:

Name: Mr. Pramod B. Patil (Registrar)
Dr.D.Y.Patil Instt. Of Engineering & Technology.
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Place: Pune

Date: