



# DR SUMAN AGARWAL

## Assistant Professor

To leverage extensive academic background and research expertise in business administration and management studies as an Assistant Professor, aiming to contribute to innovative teaching methods, foster student engagement, and advance scholarly research. Dedicated to creating a dynamic and inclusive learning environment while collaborating with peers to drive academic excellence and contribute to the growth of the department and institution.

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[scholar.google.com/citations?hl=en&user=-Z1qyBwAAAAJ&view\\_op=list\\_works&authuser=2&gmla=AC6IMd-T2fJCITYMi7pNpNIVtcSCCDOqspvn7WRyGK9QmkKpFfCp0W](https://scholar.google.com/citations?hl=en&user=-Z1qyBwAAAAJ&view_op=list_works&authuser=2&gmla=AC6IMd-T2fJCITYMi7pNpNIVtcSCCDOqspvn7WRyGK9QmkKpFfCp0W)

## PROFILE OVERVIEW

Seasoned Assistant Professor with 8+ years of comprehensive experience in business administration and management studies, demonstrating a strong commitment to academic excellence and research innovation. Accomplished in delivering high-impact invited talks, contributing to esteemed journal publications, and holding a significant patent, showcasing expertise and innovative contributions.

Proven track record in preparing and presenting research papers at prominent conferences, coupled with a critical role as a reviewer for leading journals and a distinguished book editor. Proficient in organizing and leading various workshops, webinars, and educational sessions, aimed at enhancing professional development and fostering student engagement.

Experienced in coordinating and facilitating diverse academic camps and extracurricular activities, further enriching the learning environment and contributing to holistic student development. Committed to advancing knowledge, inspiring students, and driving institutional growth through dynamic and inclusive teaching methodologies.

## WORK EXPERIENCE

### Assistant Professor

Royal School of Business, The Assam Royal Global University

06/2024 - Present

Guwahati

### Assistant Professor & TPO

Department of Business Administration, NERIM Group of Institutions

01/2021 - 12/2023

Guwahati

### Customer Relationship Manager

Apollo Clinic-Bora Service (R K Life Services Pvt Ltd)

04/2019 - 12/2020

Guwahati

### Teacher

Delhi Public School

04/2016 - 03/2019

Khanapara, Guwahati

## PROFESSIONAL BODY MEMBERSHIP

Life Member of North East India Commerce and Management Association (NEICMA)

Membership No : AS186

## AREAS OF PROFICIENCY

Academic Experience

Teaching Excellence

Academic Camps

Student Engagement

Research Expertise

Conference Presentations

Educational Outreach

Knowledge Dissemination

Holistic Student Development

Curriculum Development

Educational Sessions

Scholarly Contributions

Professional Development

Journal Publications

Workshop Facilitation

Webinar Coordination

## CORE COMPETENCIES

Leadership Skill

Networking

Communication Skills

Analytical Skills

Team Management

Problem Solving

Critical Thinking

Adaptability

Public Speaking

Organizational Skills

Mentoring

Motivational Skills

## PROFESSIONAL PRESENTATIONS AND TALKS

Talk Session on Entrepreneurship Development (12/2020)

Department of Management Studies at the Indian Institute of Information Technology (IIIT) Allahabad, Prayagraj.

## EXTENDED PROFESSIONAL EXPOSURE

- **Faculty Coordinator**  
RGU Model United Nations (MUN)  
09/2024 - Present
- **Online Teaching Assistant**  
Dept of Management Studies, IIT Allahabad  
01/2020 - 08/2024
- **Co- Mentor for students of winter internship**  
Dept of Management Studies, IIT Allahabad  
01/2020 - 08/2024
- **Training and Placement Officer**  
NERIM Group of Institutions  
10/2021 - 12/2023
- **Guest Faculty**  
Ewing Christian College, Allahabad  
11/2020 - 01/2021

## JOURNAL AND BOOK PUBLICATIONS

Publication Type

### JOURNAL PUBLICATIONS :

Journals

*Journal of Multidisciplinary Healthcare*, 17, 1491-1504 (SCIE, IF 3.3), Scopus Q1..

#### **Unveiling the Negative Customer Experience in Diagnostic Centers: A Data Mining Approach**

Author(s)

Agarwal S., Singh R., Pandiya B & Bordoloi D  
2024

*Journal of Multidisciplinary Healthcare*, 16, 2947–2961 (SCIE, IF 3.3), Scopus Q1.

#### **Customers' Perception Towards Accountability of Diagnostic**

Author(s)

Agarwal S., Singh R  
2023

Centers: Evidence from India.

*Academy of Marketing Studies Journal*, 26(3) ABDC(B).

#### **Customer Experience in Diagnostic Centres: An Empirical Study**

Author(s)

Singh R., Agarwal S., Pandiya B  
2022

*International Journal of Marketing & Business Communication*, 11(1), 32- 48.

#### **Service Quality in the Healthcare Industry: A Literature Review and Research Agenda**

Author(s)

Agarwal S., Singh R., Upadhyay C.  
2022

*Empirical Economic Letters ABDC(C), Scopus.*

#### **Digital service response of Life Insurers in India in the wake of COVID-19 Pandemic**

Author(s)

Singh R., Choudhury M., Upadhyay C., Gupta R., Agarwal S., and Kajol K  
2022

*ABS International Journal of Management*, 9(2), 44-48.

#### **Exhibition of Familiarities Bias among Mutual Fund Investors – A Study on Bank Employees**

Author(s)

Singh R., Deb S., Agarwal S  
2021

## PATENTS

Filed for a smart robotic device system designed to enhance customer experience and satisfaction in retail environments.

" Application Number: 202311044696 July 4, 2023 (published). "

IIITA, Suman Agarwal, Ranjit Singh

## EDITORIALS AND REVIEWS

Heliyon - Reviewer

Journal of Business and Economic Development (JBED) - Reviewer (09/2024)

ISSN Print: 2637-3866; ISSN Online: 2637-3874.

India in the 21st Century: Trends in Commerce, Economy, and Society - Reviewer

ISBN: 978-93-91260-94-1.

Futuristic Trends in Management - Book Editor

Series Code: IIPV3EBS03\_G120

Current Advances in Multidisciplinary Research - Book Editor

ISBN No: 978-93- 90863-10-5.

## CONFERENCE AND SEMINARS

State Level Conference on Investor Education & Awareness (2022) by the ICAI, Guwahati Branch.

National Webinar on "Becoming your Own Boss. What the Aspiring Entrepreneur Should Know" (2021), organized by the Department of Business Administration, NERIM Group of Institutions, Guwahati.

International Webinar on Business Education and Research in the Digital Era (2020) by IAA, Bhubaneswar Branch, in collaboration with PG Department of Commerce, Utkal University, Bhubaneswar.

3rd Summer School Conference on Behavioral Finance (2020) at the Department of Management Studies, IIT-Allahabad, Prayagraj.

Webinar on AICTE (ATAL) sponsored FDP on Emotional Intelligence (2020) at the Department of Management Studies, Indian Institute of Information Technology Allahabad (IIT-Allahabad), Prayagraj.

Webinar on National Education Policy (2020) organized by Kalinga Institute of Industrial Technology (KIIT) Deemed to be University.

Webinar on New Age Education – Perspectives & Implications organized by Reimagine 4.0 - The Knowledge Hub.(2020)

2nd Summer School Conference on Behavioral Finance (2019) at the Department of Management Studies, IIT Allahabad, Prayagraj.

## JOURNAL AND BOOK PUBLICATIONS

*Journal of Case Research, 12(1), 1-7. ISSN:0976-108X.*

### **Adaptation of Roster Format in Food Joints**

Author(s)

Singh R., Agarwal S., Singh N.

2021

*4th National Conference of Northeast India Commerce and Management Association organized by Dibrugarh University ISBN:978-81-942853-5-9.*

### **Drivers of Financial Inclusion of Excluded Section: A Study on the Members of Self-help Groups**

Author(s)

Singh R., Agarwal S.

27th and 28th September 2019

Publication Type

### **BOOK PUBLICATIONS :**

Chapters

*NICEDT 2024. Lecture Notes in Networks and Systems, vol 1022. Springer, Singapore.*

### **Comparative Analysis of Negative Customer Review of Payment Apps: A Data Mining Approach. In: Woungang, I., Dhurandher, S.K., Singh, Y.J. (eds) Proceedings of the NIELIT's International Conference on Communication, Electronics and Digital Technology.**

Author(s)

Singh, R.

2024

[https://doi.org/10.1007/978-981-97-3601-0\\_13](https://doi.org/10.1007/978-981-97-3601-0_13)

*Volume 3, Book 20, 2024, IIP Series EISBN: 978-93-5747-889-2.*

### **"CSR: The Scoping Review" Futuristic Trends in Management**

Author(s)

Patowary A., Gupta A.K., Agarwal S.,

2024

*Volume 3, Book 20, 2024, IIP Series E-ISBN: 978-93-5747-889-2.*

### **"A Study on Regret Theory: Fear of Regret in Financial Decisions." Futuristic Trends in Management**

Author(s)

Sharma P., Agarwal S.,

2024

*Volume 3, Book 20, 2024, IIP Series E-ISBN: 978-93-5747-889-2.*

### **"A Study on Recruitment and Selection Process at Skill Development Institute, with special reference to Guwahati." Futuristic Trends in Management.**

Author(s)

Patowary A., Gupta A.K., Agarwal S.,

2024

*Volume 3, Book 20, 2024, IIP Series E-ISBN: 978-93-5747-889-2.*

### **"A Study on Academicians' Work-Life Balance: Driving Factors and Challenges." Futuristic Trends in Management.**

Author(s)

Gupta A. K. Agarwal S.,

2024

*Bloomsbury. ISBN: 978-93-56405-21-9*

### **"Factors Influencing the Financial Decisions of Retail Investors: A Scoping Review." Emerging Issues in Behavioural Finance.**

Author(s)

Sarkar S., Agarwal S.

2023

## CONFERENCE CONTRIBUTIONS

"Not Just Appraising but Managing the Performance – An Overview of Performance Management in Contemporary Era." in 8th International Conference on Behavioural Finance (ICBF) (06/2024)

Patowary A., Agarwal S., Gupta A.K.,

"Comparative Analysis of Negative Customer Review of Payment Apps: A Data Mining Approach" IN NIELIT's 2nd International Conference on Communication, Electronics and Digital Technology: NICEDT 2024 (02/2024)

Singh R., K Kajol, Pandiya B., Puri L., Pandey L., Agarwal S.,

## WORKSHOPS AND TRAINING PROGRAMS

Data-Analysis with 'RStudio', workshop (08/2024)

Commacad

AICTE evaluated 10-day Patent Analytics course (05/2024)

Turnip Innovations and facilitated by Dr. Rahul Kapoor

AI Essentials – part of AI for Future Workshop Program (03/2023)

Intel Corporation at NERIM Group of Institutions

Eight Days International Author Workshop on "Academic Writing and Publishing" in collaboration with renowned publishers (10/2021)

Manipur University Library.

Two week Training Program on Entrepreneurship for making Self-Sufficient Entrepreneurs & Innovators (Online Mode) (02/2021)

Indian Institute of Information Technology Allahabad (IIIT-Allahabad), Prayagraj.

FDP on Essentials of Successful Case-Based Teaching (09/2020)

IBMR, IPS Academy, Indore in association with AICTE, New Delhi

MUNX training session (09/2020)

IIIT Lucknow and Equinox World Model United Nations in collaboration with the United Nations Information Center for India and Bhutan.

Workshop on Thesis Writing (02/2020)

Gauhati University and Rehoboth Academic Services

Workshop on Data Analysis using SPSS (01/2020)

Gauhati University and Rehoboth Academic Services

Participated in numerous workshops on topics such as "Innovative Teaching Methods," "ERP Systems in School Education," and "Open Door Education," among others.

DPS Society and other organizations

## PARTICIPATION AND ACHIEVEMENTS

International Certified Career Coach Program (Foundation Level – 1) by Mindler in association with Career Development Alliance (USA).(08/2022)

IICA-IEPFA Training of Trainers Programme for Resource Persons in 2019 at the Indian Institute of Corporate Affairs., Kolkata

Secured 2nd and 3rd place prizes in the Essay-Writing Contest organized by East India Club in February 2002 and April 2002, respectively.

Competed in and received awards in quizzes, essay writing, declamation, debates, and extempore speech contests at both school and inter-school levels.

Took part in the State-Level Science Seminar & Exhibition held in Guwahati in 1994.

## CONFERENCE CONTRIBUTIONS

"Towards a more civil online discourse on hospitals: A deep learning approach." in iMarC III, the 3rd International Marketing Conference hosted by the Indian Institute of Management Shillong (01/2024)

*Agarwal S., Singh R*

"Sentiment Analysis of Online Customer Reviews During COVID-19: A Study of Indian Healthcare Services." In: 3 Day 3rd International Conference on Innovative Research Practices in Social Sciences (IRPSS-2023) - Institute of Engineering & Management-Kolkata in association with Smart Society, USA; ICRC- All India Management Association; and Academy of Indian Marketing. (11/2023)

*Agarwal S., Singh R., Pandiya B*

"Academics' Work-Life Balance: A Review on The Factors Affecting it and The Challenges." National Conference on "Industry 5.0- Challenges and Opportunities" - Balaji Institute of Management and Human Resource Development, Pune, India. (08/2023)

*Gupta A.K., Agarwal S.,Tobbosshum F*

"Regret Theory- An unparallel diam of behavioural finance, its Impact on Financial Decisions." National Conference on "Industry 5.0- Challenges and Opportunities" - Balaji Institute of Management and Human Resource Development, Pune, India. (08/2023)

*Sharma P., Agarwal S.*

"Case Study on Recruitment and Selection Process at Skill Development Institute, with Special Reference to Guwahati." National Conference on "Industry 5.0- Challenges and Opportunities" - Balaji Institute of Management and Human Resource Development, Pune, India (08/2023)

*Patowary A., Agarwal S., Gupta A. K*

"Case Study on Work-life Balance of Employees in Government Organizations with Special Reference to Guwahati." National Conference on "Industry 5.0- Challenges and Opportunities" - Balaji Institute of Management and Human Resource Development, Pune, India. (08/2023)

*Tobbosshum F., Agarwal S., Gupta A.K.,*

"Regret Theory: Fear of Regret in Financial Decisions." 2nd International Conference on Behavioural Finance (ICBF) - Department of Management Studies, Indian Institute of Information Technology Allahabad. (06/2023)

*Sharma P., Agarwal S.*

"Factors Influencing the Financial Decisions of Retail Investors: A Scoping Review." 2nd International Conference on Behavioural Finance (ICBF) - Department of Management Studies, Indian Institute of Information Technology Allahabad. (06/2023)

*Sarkar S., Agarwal S.*

"A Study on Work-Life Balance Among the Faculties of Higher Education." 2nd International Conference on Behavioural Finance (ICBF) - Department of Management Studies, Indian Institute of Information Technology Allahabad. (06/2023)

*Gupta A. K., Agarwal S.*

"Brand Awareness, Brand Loyalty and Perceived Quality Parameters in Building Brand Equity in the Indian Healthcare Diagnostic Industry". 1st International Conference on Behavioural Finance (ICBF) - Department of Management Studies, Indian Institute of Information Technology Allahabad (06/2022)

*Agarwal S.*

"Exhibition of Familiarities Bias among Mutual Fund Investors – A Study on Bank Employees". 9th International Conference on Resetting Strategies and Building Resilience in Global Business Ecosystem for Covid Crisis - Asian Business School on 20th November 2021.

*Singh R., Deb S., Agarwal S.*

"Digital Service Responses of Life Insurers in India in the wake of COVID-19 Pandemic". National Conference of "3 Ps of Sustainable Development" held virtually - Centre for Management Studies, Presidency College, Karnataka (11/2021)

*Singh R., Choudhury M., Upadhyay C., Gupta R., Agarwal S., and Kajol K*

"Testing Weak Form of Efficient Market Hypothesis on Socially Responsible Equity Indices in Developing Economics". 72nd All India Commerce Conference of the Indian Commerce Association and International Seminar - Kalinga Institute of Industrial Technology (KIIT) Deemed to be University (12/2019)

*Mondal S., Singh R., Agarwal S.*

## EDUCATION

- **PhD (Management) Topic - Experience, Service Quality and Accountability in Diagnostic Centre : The Customers' Perspective".**  
Indian Institute of Information Technology Allahabad  
2024
  - **400hour International Post Graduate - Diploma in TESOL/TEFL Program**  
Asian College of Teachers (ACT)  
2022
  - **NET - Management**  
UGC  
2019
  - **B Ed - Mathematics and Social Studies**  
Gauhati University  
2006
  - **M Com (Hons) - HR Management**  
Gauhati University  
2002
  - **B. Com (Hons) - Management**  
Gauhati University  
2000
  - **Intermediate**  
Assam Higher Secondary Education Council  
1997
  - **HSLC**  
Secondary Education Board of Assam  
1995
- ## AUXILIARY QUALIFICATIONS
- **Certified Trainer**  
All India Management Association (AIMA) Biz lab  
2024
  - **International Certified Career Coach Program (Foundation Level -1)**  
Mindler in association with Career Development Alliance (USA)  
2020
  - **Certified Financial Education Resource Person**  
Indian Institute of Corporate Affairs - Resource Person  
2020 - 2023

## ORGANIZED EVENTS AND SESSIONS

**8th Summer School on Behavioral Finance (SSBF) at the department of Management Studies, Indian Institute of Information Technology Allahabad, Prayagraj**  
06/2024

**3rd International Conference on Behavioral Finance (ICBF) at the department of Management Studies, Indian Institute of Information Technology Allahabad, Prayagraj**  
06/2024

**6th Summer School on Behavioral Finance (SSBF) at the department of Management Studies, Indian Institute of Information Technology Allahabad, Prayagraj.**  
06/2023

**2nd International Conference on Behavioral Finance (ICBF) at the department of Management Studies, Indian Institute of Information Technology Allahabad, Prayagraj.**  
06/2023

**HR Conclave at NERIM in association with NHRD Assam Chapter**  
05/2023

**First Alumni Meet at NERIM in association with the NERIM Alumni Cell**  
04/2023

**Session on Cyber Security Awareness in collaboration with the Dept. of Higher Education, Assam, and Gratia Technology Private Limited**  
04/2023

**Blood Donation Camp at NERIM campus in association with Marwari Yuva Manch, Guwahati Branch**  
03/2023

**Guest Lecture by Prof. Ranjit Singh on Research Methodology at NERIM , IIIT Allahabad**  
03/2023

**Free Eye Check-up Camp in association with ASG Eye Care & Titan Eye Plus**  
02/2023

**1st International Conference on Behavioral Finance (ICBF 2022) at the Department of Management Studies, Indian Institute of Information Technology Allahabad, Prayagraj.**  
06/2022

**Webinar on "SIP Project Preparation" on behalf of the Department of Business Administration and the Training and Placement Cell, NERIM Group of Institutions, Guwahati.**  
11/2021

**Webinar on "Research Methodology" for the Department of Business Administration and the Training and Placement Cell, NERIM Group of Institutions, Guwahati.**  
11/2021

**National Webinar on "Behavioral Finance – A Curtain Raiser" on behalf of the Department of Business Administration, NERIM Group of Institutions, Guwahati.**  
08/2021

## AUXILIARY QUALIFICATIONS

— **Post Graduate Diploma  
Software Application**  
1997

— **Typing - Speed of 42  
English**  
1995

## LANGUAGES

English



Hindi



Assamese

