

Curriculum Vitae

Mr. Ajay

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Academic Credentials

Professional Qualifications

- Pursuing Ph.D in Tourism Management on the topic “Customer Satisfaction and Behavioural Intentions about Service Quality: A Study of Online Travel and Tourism Service Providers” from IHTM, MDU – Rohtak .
- Master of Tourism Management from IHTM, MD University with 67.13 %.
- Master of Hotel Management & Catering Technology from Central University of Haryana with 79.92%.
- Bachelor of Tourism Management from IHTM, MD University with 71.12%.
- Completed two years course in foreign Language French from MD University with 82%.

Professional Experience

- Presently working in DTHM, Jamia Millia Islamia University, Delhi as Guest Faculty since September 2022.
- Worked as Senior French Faculty in King’s College India from July 2022 to September 2022.
- Taught Tourism Management subjects and French as a foreign language in IHTM, M.D. University from August, 2017 to June, 2022.

- Worked as visiting faculty of Foreign Language French in DAV College, Faridabad from December, 2021 to June, 2022.
- Worked as Visiting Faculty of Foreign Language French in Kanya Mahavidyala College, Kharkhoda from Jan 2019 to April 2019.

Research Inclination

Paper Published:

- **Kumar, A., & Kumar, P. (2017).** A Review on Website Quality, Customer Satisfaction: Purchase Intentions. International Journal of Academic Research and Development, Vol.2, Issue: 6, ISSN: 2455- 4197, pg no- 1290-1294, peer reviewed journal.

Papers Presented in Conferences, Seminars, Workshops, Symposia:

- Paper Titled “ Review on Use of Social Media as a Destination Marketing Tool” in National Seminar on “Tourism for All Promoting Universal Accessibility” (27 September, 2016) organized by IHTM, M.D. University, Rohtak with Indian Institute of Management (IIM), Rohtak.
- Paper Titled “Social Media as Destination Branding Tool – Review Study” in International Conference on “ Gastronomy, Tourism and Globalization” (15 February, 2017) organized by Le Cordon Bleu School of Hospitality, G.D. Goenka University, Gurgaon.
- Paper Titled “A Review on E-S Qual Models” in International Seminar on “Indian Cuisine & Culinary Skills: Savoury Assimilation of Diversities” (11 December, 2017) organized by IHTM, M.D. University, Rohtak.
- Paper Titled “Impact of Website Quality on Customer Satisfaction: A Review” in International Conference on “Sustainability & Innovation in the Digitised World of Hospitality” (8-9 February, 2018) organized by Le Cordon Bleu School of Hospitality, G.D. Goenka University, Gurugram.
- Paper titled “Yoga Tourism as a Niche within the Wellness Travel Market” in National Seminar on “Yoga and its Relevance in Modern Society” (20-21 June, 2018) organized by Department of Physical

Education, M.D. University, Rohtak.

- Paper titled “Ekta Kapoor: Empowering Women and Strengthening Tourism” in National Seminar on “Women Empowerment in Hospitality & Tourism Industry” (17 November, 2018) organized by IHTM, M.D. University, Rohtak.
- Paper titled “Role of IPR in Ameliorating the Competitiveness of the Tourism Industry” in National Seminar on “Implication and Implementation of Intellectual Property Rights in India” (24 June, 2018) organised by Department of Education in collaboration with IPR cell, M.D. University, Rohtak.
- Paper titled “Technology in Luxury Hospitality – Trends & Challenges” in International Seminar on “Food, Hospitality and Tourism: Luxury Services and Experiences” (12 March, 2019) organised by IHTM, M.D. University, Rohtak.
- Paper titled “Review on Impact of E- Service Quality on Customer Satisfaction and Behavioural Intentions” in International Conference On “ Hospitality, Tourism Education and Technology Management” organised by Le Cordon Bleu School of Hospitality, G.D. Goenka University, Gurugram. (March 2019).
- Paper titled “Influence of E-Service Quality on Customer Satisfaction and Behavioural Intentions – A Review Study” (27 -28 November 2020) organised by Vedatya University, Gurugram.
- Paper titled “A review on E-S- Qual Models” (18 December, 2021) organised by Vedatya University, Gurugram.

Professional Skill Development

- Attended AICTE Atal Online FDP on “Life Skills for Blissful Life’ Excellence in Imparting Skills for Hospitality & Tourism Sector” f (13-17 Dec 2021) organized by Centre for Life Skills and Soft Skills, MDU, Rohtak Haryana.
- Attended AICTE Atal Online FDP on “Life Skills for Blissful Life” (7-11 June 2021) organized by Centre for Life Skills and Soft Skills, MDU, Rohtak, Haryana.
- Two months skill development course Hunar Se Rozgar from I.H.M., Rohtak
- Attended one day workshop on career development in tourism &

hospitality held at I.H.TM M. D. University, Rohtak

- Attended national seminar on employment, education, and entrepreneurship in tourism & hospitality held at I.H.T.M., M. D. University, Rohtak.
- Attended one-day national workshop on plagiarism in research publication held at C.U.H.
- Presented review article in national seminar on use of social media as a destination marketing tool held at I.H.T.M, M. D. University, Rohtak
- Industrial visit to hotel The Fern, Jaipur
- Industrial visit to Chowki Dhani Resort, Jaipur.
- Educational visit to Banarasi Das Chandiwala Institute of Hotel Management, Delhi.
- Organizing committee member of Chinese, Punjabi theme events at I.H.T.M., M. D. University, Rohtak.
- Organizing committee member of World Tourism Day held at I.H.T.M., M.D.U., Rohtak.
- Organizing committee member of country side theme “Padharo Sa” held at C.U.H.
- Organizing committee member of Mango festival held at C.U.H.
- Organizing committee member of theme “Teej” held at C.U.H.
- Participated in Towel Art Workshop organized at C.U.H.
- Assisted in development of syllabus of Certificate course in French of Dept. English & Foreign Languages, Maharshi Dayanand University, Rohtak, Haryana.

Awards & Achievements

- Qualified Uttarakhand Public Service Commission College Cadre Exam in Tourism Management in May 2018.
- Qualified Haryana Public Service Commission College Cadre Exam in Tourism Management in July 2016.

- Qualified UGC JRF & NET in Tourism Administration & Management in July 2016.
- University Topper in Diploma Course in French Language (2013 -2015).

Extra – Curricular Activities

- Participated in youth programs of All India Radio.
- 2nd prize in tourism quiz held at I.H.T.M. M. D. University, Rohtak.

Strengths

- Ability to work with confidence
- Dedication to work
- Result-oriented & creative teaching
- Continuous improvement & never leave work in between.

Hobbies

- Listening Music
- Watching cricket