

Curriculum Vitae

Name : **Mr. Sudipta Mukherjee**
Father's Name : Mr. Sanatan Mukherjee
Date of birth : 30th September, 1978.
Sex : Male
Marital Status : Married
Languages Known : English, Hindi, Bengali, Oriya
Hobbies : Travelling, Making Friends, Driving.

Address for Communication: SUDIPTA MUKHEREE
21/702 , East End Apartment, new Ashok Nagar ,
Mayurvihar Phase I Ext, Delhi - 110096
Phone: 9501293486, Email: sudiptam2104@gmail.com.

Total Period of Experience: : 23 Years

Specialisation: Air Ticketing and Fare Construction
Management of Travel Agency & Tour Operation

Educational Qualifications:

- **Qualified UGC NET (National Eligibility Test) December, 2013 in Tourism Management.**
- **Pursuing PhD in Tourism Management from University of Burdwan .
Reg. Number: R.Ph.D/Regn/Tour.Mag g/A/130. Year of registration: 2015. Award is expected by March'2021.**

Sl. No.	Examination	Board/University	Year	Division	Major Subjects
1	M.T.A	Utkal University	2001	1 st (62%)	Management of Travel Agency & tour operation. Air fare construction
2	BTTM	Calcutta University	1999	2 nd (58.5%)	Travel & Tourism

Employment Details:

Current Profile: Visiting Faculty, DTHM, Jamia Millia Islamia, Delhi (Duration 27th May – till date.)

Teaching Experience		
Organization	Designation	Duration
Lovely Professional University, Jalandhar.	HOD and Placement Coordinator: Dept. of Airlines & Tourism.	01/2017 – 05/2018.

Amity University , Kolkata.	Assistant Professor	08/2016 – 01/2017
George College (Affiliate of West Bengal University of Technology)	Part time Lecturer	01/2009– 08/2016
Industry Experience		
Easemytrip, Delhi	Head – INT & DOM Holidays	05/2018 – 12/2018
Lufthansa City Center, Kolkata	General Manager	06/2004 – July 2016.
Ascon Travels (P) Ltd (GSA of Malaysian Airlines, Srilankan Airlines, Thai Airways, Qatar Airways)	Senior Executive - Tours	02/2004 to 06/2004
SOTC (Kuoni Travel India Pvt. Ltd)	Officer - Sales	06/2002 to 02/2004
Malaysian Travels Centre (GSA : Malaysian Tourism)	Destination Manager	09/2001 to 06/2002
Aich Travels (Eastern India Tourism Pvt. Ltd)	Sales Executive & tour Operator.	07/1997 to 08/1999.

Professional Qualifications:

- Completed Diploma in **computerized Air ticketing** and Travel Management from BDPS , Secunderabad with first class (89%).
- Completed diploma in **Sales & Customer Service from** Kuoni Travel (India) Pvt. Ltd with 74 %..
- Completed diploma in “**Cosmos & Globus Brand Specialist** “from International University of Travel.
- Completed “**I know Europe**” diploma by Globus family of brands in 2009.
- Completed “**I know America**” diploma by Globus family of brands in 2010.
- Completed diploma **on IATA** (International Air transport Association).
 - Completed “**Destination Specialist**” courses on Swiss Specialist, Britain Specialist, Dubai Specialist, California Specialist, Carnival Funologist Specialist, Chengdu Specialist, Cruise Specialist, Canada Specialist, Egypt Specialist, Travel Category Specialist, European Quartet Specialist, Japan Travel Specialist, Jordan Travel Specialist, Luxury Travel Specialist, Rocky Mountaineer Specialist, Sell Africa Travel Specialist, Slovakia Specialist, South African Airways Specialist, Spa & Golf Travel Specialist, Amazing Thailand Golden Agent Specialist, Wedding Specialist
 - **Completed the E-Marketing Institute online course and examination on the topic of E-Commerce in 2020.**
 - **Completed “ The Fundamentals of Digital Marketing” Certification course from Google Open University in 2020.**

Special Training:

- Trained in Galileo & Amadeus certified.
- Expert in online reservation systems like DOTW, GTA, GRN Connect, Cobra, Euronet (Rail Europe), Globus.

Book and Book Chapters:

1. Battle Tourism of Punjab: Exploring Challenges and Opportunities. ISBN No: 978-93-89657-35-7 Bharti Publication, Delhi (2020).
2. Front Office Operations and Management (Co Author): ISBN No: 978-93-89657-57-9 Bharti Publication, Delhi (2020).
3. **Book Chapter in Edited Book:** Tourism and Modern Technology: Use of Geographic Information System “Hospitality Management Education in India, Present Status, Challenges & Opportunities”, GNA University, Punjab. ISBN Number: 978-93-89657-07-4 (2019).
4. **Book Chapter in Edited Book:** The Application of Latest Technology in Tourism Industry (Use of Geographic Information System), Swami Vivekananda Subharti University, Meerut, U.P. ISBN Number: 978-81-94364-28-3. (2019).
5. **Book Chapter in Edited Book:** Standard Operating Process (SOPs) for the Hospitality 139 Sector in India after Post pandemic Stage . Hospitality and Tourism Industry: Post Pandemic Challenges and Opportunities , Bharti Publications (**Foreword by Ministry of Tourism, Govt. of India**) : ISBN Number : 978-93-89657-47-0.
6. **Book Chapter in Edited Book:** Economic Impact on Tourism Industry due to Pandemic: A Comparative Study of Pre COVID and Present Scenario, with Revival Strategy: Impact of Covid-19 on Indian Economy: Bharti Publications: ISBN Number : 978-93-89657-45-6.
7. **Book Chapter in Edited Book:** A Conceptual Architecture for Post COVID Tourism Planning Using Web-based Geoportal : Covid – 19 Crisis: Policy Solutions And Way Forwards To Rebuild Travel Tourism & Hospitality Sector. Edited by Prof Nimit Chowdhary & Mr Vinod Zutshi. ISBN Number : 978-93-89657-66-1
8. Global Impact of COVID-19 on Tourism Industry: A Comparative Study with Other Pandemic and Deadly Events : TOURISM AND HOSPITALITY: Theories and Practices (**Endorsed by Shri Prahlad Singh Patel, Minister of Tourism , Govt. of India**) ISBN Number : 978-93-89657-73-9.

Editor:

- Post Pandemic Challenges and Opportunities , Bharti Publication (Independence Day Edition)
- TOURISM AND HOSPITALITY: Theories and Practices (**Endorsed by Shri Prahlad Singh Patel, Minister of Tourism , Govt. of India**) ISBN Number : 978-93-89657-73-9.

Conference & Workshop:

- Attended International Conference on ATITHI – 2019 organised by Subharti University, Meerut, UP.
- Attended National Conference on Impact of Covid-19 on Indian Economy: Bharti Publications, Delhi , 2020.
- Attended 2 days International Conference on Enhancing Tourism Competitiveness in

the Post Pandemic Period organised by Bharti Publications & HAATS (26 – 27 September'2020).

- Attended International Certification Course in “Adventure Tourism: Challenges and Opportunities” organised by NIWS – IITTM in 2020.

Publications:

- Exploring The Potentials Of Handicraft As A Promotional Tool For West Bengal Tourism - – Indian Journal of Research (PARIPEX) – Volume : 05/ Issue 1/ January '2016. (ISSN – 2250 – 1991).
- A Conceptual Architecture of Remote Sensing and Geographic Information System (GIS) Implementation for Tourism Planning – International Journal of Scientific Research - Volume : 05/ Issue 1/ January '2016. (ISSN – 2277 – 8197).
- Dark Tourism – An Emerging Concept Of Travel – Tourism : Theory And Practice Volume 13/Issue 1 & 2 / ISSN – 0973 – 6611.
- Dark Tourism – An Emerging Concept of travel : A study of Anandpur Sahib,Journal of Studies in Management and Planning. Vol -04 , Issue: 01,January 2018. ISSN : 2395 – 0463.
- The Management of Natural Resources in the Perspective of Sustainable Tourism Development: A General Reference to Costal Areas of India .
IMPACT : International Journal of Research in Humanities, Arts and Literature (IMPACT :IJRHAL) ISSN(P) : 2347-4564,E-ISSN : 2321-8878.
- GIS Enabled Geo-Portal Oriented Tourism Development and Visitor Management System – A Conceptual Framework for Punjab Tourism, Volume 7, Issue 1, JAN-2019.IMPACT: International Journal of Research in Humanities, Arts and Literature (IMPACT: IJRHAL) ISSN(P) : 2347-4564,E-ISSN : 2321-8878.
- Influence of Service Quality And Customer Satisfaction on Customer Loyalty: A Study of Jet Airways – Journal No. 43602, Volume 6 Special Issue Conference 2019.International Journal of Research and Analytical Reviews: E ISSN 2348-1269 Print ISSN 2349-5138.

Country Visited: Singapore, Malaysia, Thailand, Hong Kong, China, South Korea, Dubai & Vietnam, United Kingdom, Germany, France, Italy, Nepal, Bhutan, Bangladesh, Sri Lanka, Switzerland.

Award Received:

“Best employee of the year “by Globus & Cosmos, and by other National Tourism Organization.

References:

01. Prof. (Dr.) Bivraj Bhusan Parida, Professor, Burdwan University, West Bengal,

Email: bivraj@gmail.com, Mob: +91 9800054539.

02. Dr. Sandip Mukherjee, Chief Scientist - National Technical Research Organisation, Govt. of India,

Mayur Vihar Phase I, Delhi – 110091. Email: sandip.iirs@gmail.com, Mob: +91 9311894993.

Declaration

I hereby declare all that above-mentioned information is true to the best of my knowledge.

Place: Delhi

Date: 10/04/2020

(Sudipta Mukherjee)