

# Dr. DAISY SHEBY THEKKANAL

303 Lily - 3, Aagam Heights, Near Women ITI College, Bhimrad SURAT – 395 007, Mobile: 09723555786 Email: [daisy.thekkanal@gmail.com](mailto:daisy.thekkanal@gmail.com)

## PROFILE

- A thorough academician with complete knowledge of the academic activities to be conducted throughout the year within the specifications laid by the University, UGC and the State Government.

## PROFESSIONAL EXPERIENCE

### SPB COLLEGE OF BUSINESS ADMINISTRATION, SURAT

**VICE PRINCIPAL- BBA  
IN-CHARGE PRINCIPAL**

**MARCH 2010 ONWARDS  
JUL '05 - MARCH '10**

#### ADMINISTRATIVE HEAD:

- Entire management of the college inclusive of staff, students and university matters.
- Various day to day activities – administering the requirements of the college.
- Co-coordinating all the administrative activities.

#### ACADEMIC HEAD:

- Monitoring the curriculum and teaching activities of the college.
- Organizing various activities for the growth and development of the students.
- Arranging for the placements and training opportunities for the students.
- Arrange for field trips, sessions and visits by experts for the college.

#### BUSINESS ADMINISTRATION & MANAGEMENT TEACHER:

- Area of specialization Finance
- Subjects of Interest – Research Methodology & Strategic Management
- Communication Skills & Management - Core Strength Areas

### J. H. AMBANI VIDHYA MANDIR, SURAT

**TEACHER**

**JUN '04 - JUN '05**

- Taught Maths & Science
- School Co-coordinator for National Science Olympiad.

### HDFC BANK LTD, SURAT

**ASST. MANAGER**

**MAY '00 - FEB '04**

- **Operations Management:** Responsible for the management of its sales, operations and general administration.
- **Administration:** Coordinating and controlling the various branch processes and operations through Interaction and Co ordination with other departments within the organization, regular performance appraisals, ensuring adherence to banking norms.
- **Customer Relationship Management:** Ensuring quality customer services for customer attraction, development retention and satisfaction.

#### SENIOR OFFICER

- Handled total administration of the branch office & Planned, Designed, Implemented & Maintained new operations procedures at the branch level.
- Updated the sales department as well as the client of the status of their accounts and as well as deliverables.
- Coordinated with the clearing, depository, assets departments to monitor various banking services.

**OFFICER RETAIL BANKING**

- Provided training to the Sales team on service standards, documentations and operations.
- Handled activities such as clearing, cash, and customer service, customer interaction etc.

## THE CATHOLIC SYRIAN BANK LTD, SURAT

MAR '96 - MAY '00

### CLERK CUM CASHIER

- Responsible for day-to-day operations activities and customer service.
- Prepared Business reports, monitored the processes, handled proper documentation and maintained records at the branch level.
- Handled retail banking through Cross selling of Personal Loan, Vehicle Loan, Gold Loan, PMRY Loan, Machinery Loan, Mortgage Loan, Overdraft etc.

## EDUCATIONAL AND PROFESSIONAL DEVELOPMENT

### Ph D (MANAGEMENT)

A Study on NPA – Challenges to Basel II Accord in the Indian Banking Industry,  
Veer Narmad South Gujarat University, Surat, January 2012

### MBA (FINANCE)

The Department of Business & Industrial Management, South Gujarat University, Surat; April 2000  
Marks Obtained : 2212/3600 First Class

### B.Ed (MATHS & SCIENCE)

South Gujarat University, Surat, 1996  
Marks Obtained : 740/1000 First Class - Dist.

### M.SC (CHEMISTRY)

South Gujarat University, Surat, 1995  
Marks Obtained : 463/800 Second Class

### B.SC (CHEMISTRY)

South Gujarat University, Surat, 1993  
Marks Obtained : 613/900 First Class

### PGDRM

Veer Narmad South Gujarat University, Surat, 2013  
Marks Obtained : 468/800 Second Class

### Certificate Course in Statistical Programme for Social Sciences

Veer Narmad South Gujarat University, Surat  
Class Obtained : A+

### COMPUTER KNOWLEDGE

MS OFFICE, FINWARE, UBS, FINNACLE, Proficiency in Internet  
Certificate Course in SPSS - 2014

### TRAININGS ATTENDED

Orientation Programme & Refresher Courses for Lecturers

### ADDITIONAL INFORMATION

NET (Management) Qualified  
PG Recognized Teacher  
M.Phil Guide  
Ph.D Supervising Guide in Commerce

**D.O.B:** February 5<sup>th</sup>, 1972