

Dr. DAISY SHEBY THEKKANAL

303 Lily - 3, Aagam Heights, Near Women ITI College, Bhimrad SURAT – 395 007, Mobile: 09723555786 Email: 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 Coordination 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