

Resume

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A. POSITIONS HELD:

1. Member, Executive Council, State Quality Assurance Cell, Punjab
2. Member, NAAC Coordination Committee for State of Punjab
3. Member, Academic Council, Central University of Punjab, Bhatinda
4. Adjunct Faculty, Centre for Skill Development & Entrepreneurship, P.U. (since 2017)
5. Coordinator, Unnat Bharat Abhiyaan for P.U. (since 2017)
6. Member, Academic Council, Gurugram University (2018-21)
7. Dean, Faculty of Management and Commerce, Maharaja Ranjit Singh Punjab Technical University (2015-2020)
8. Have been Advisor, Jharkhand University of Technology, Ranchi
9. Conducted numerous Training and Development programmes for PSIPA, SBI, Canara Bank, Trident, Dainik Bhaskar, HPCL, NFL, NIFT, RICM
10. Have been Member, Research Promotion Cell, University Budget Preparation, Pension Funds Management, Admissions Committees of Panjab University
11. Member of the Board of Management, Maharaja Agrasen University, Baddi (2016- onwards)
12. Member, Research Board of 4 Universities: Baddi Univ. of Emerging Sciences and Technology; Rayat and Bahra Univ., GGS World Univ., Maharaja Agrasen Univ.
13. Member, Expert Panel for ICSSR, UGC, AICTE and NAAC Assessor
14. Undertook 11 major research projects for ICSSR, UGC, AICTE, Verka, Milkfed
15. Guided more than 50 PhD and 5 Post Doctoral researchers and am member of Post Graduate Board of Studies of five universities and on Editorial Board of 5 journals.
16. Hony. Dean, Faculty of Management, Maharaja Agrasen University, Baddi
17. Ex Director, University Institute of Applied Management Sciences, Panjab University (2010-2017)

18. Published 3 books and 75+ Research Papers in Scopus /UGC Care Journals
19. Attended LEAP (Leadership for Academicians Programme), Govt of India
20. Academic Accomplishments include Gold Medal (MBA), Silver Medal in MSc (Hons), FDPM (IIM, Ahmedabad), LLB

B. RECENT PUBLICATIONS:

1. Evaluating the total quality and its role in measuring consumer satisfaction with e-healthcare services using the 5Qs model: a structure equation modeling approach : *Verma, P., Kumar, S., Sharma, S.K.: Benchmarking, 2022, 29(1), pp. 22–46*
2. Supply chain performance in the era of digitisation: the role of electronic supply chain management: *Rana, K., Sharma, S.K.: International Journal of Logistics Systems and Management, 2022, 41(4), pp. 503–536*
3. Effect of effective patient communication and customer orientation on service quality leading to patient satisfaction: A study of multi-specialty hospitals of North India : *Dogra, A.K., Sharma, S.K. : International Journal of Management Practice, 2021, 14(3), pp. 368–385*
4. Moderation-mediation framework connecting internal branding, affective commitment, employee engagement and job satisfaction: an empirical study of BPO employees in Indian context : *Kaur, P., Malhotra, K., Sharma, S.K. : Asia-Pacific Journal of Business Administration, 2020, 12(3-4), pp. 327–348*
5. e-Healthcare service quality: consumer satisfaction and its association with demographic characteristics : *Verma, P., Kumar, S., Sharma, S.K.: International Journal of Health Care Quality Assurance, 2020, 33(6), pp. 413–428*
6. Brand Positioning Using Multidimensional Scaling Technique: An Application to Herbal Healthcare Brands in Indian Market: *Adlakha, K., Sharma, S.: Vision, 2020, 24(3), pp. 345–355*
7. Probing the Links Between Team Resilience, Competitive Advantage, and Organizational Effectiveness: Evidence from Information Technology Industry: *Sharma, S., Sharma, S.K.: Business Perspectives and Research, 2020, 8(2), pp. 289–307*