

# **Profile**

Name : Dr. Upasna Nirmalbhai Patel

Designation : Adhyapak Sahayak

Qualification : M.Com, GSLET, Ph.D.

## **Teaching Experience:**

- Visiting faculty at D.R.Patel & R.B.Patel Commerce College from August 2015 to March 2016.
- Teaching assistant at D.R.Patel & R.B.Patel Commerce College from 1<sup>st</sup> July to 31<sup>st</sup> March- UG
- Assistant professor at D.R.Patel & R.B.Patel Commerce College from 1<sup>ST</sup> July 2017 to 13<sup>th</sup> August 2024 - UG
- Adhyapak Sahayak at Sir K.P College of Commerce from 14 august to onwards - UG
- Visiting faculty at post graduation at D.R.Patel & R.B.Patel Commerce College, P.G. Centre from July 2018 onwards.
- Visiting faculty at post graduation at Sir K.P College of commerce from 14 august onwards.

## **Paper Publised :**

- Paper on “Liquidity analysis of reliance industries limited - a study based on selected liquidity ratios” in IJTRC, Peer referred journal, March 2018. ISSN NO. - 2320-2882.
- Paper on “Banking service quality through the lens of customer perception: A literature review” in Ajanta – An international multidisciplinary quarterly research journal, Peer referred journal, October 2018. ISSN NO. – 2277-5730.
- Paper on “Customer satisfaction towards selected food ordering and delivery service (OFODS) apps in Surat city” in Ayudh. Peer referred journal, July 202. ISSN NO.- 2321-2160.

## **A chapter in book :**

A chapter “A study on customer satisfaction and loyalty towards online food ordering mobile application” published in “Emerging Trends in Social and Allied Sciences” July 2023, Volume-1, ISBN NO - 978-81-956422-2-9.

### **Paper Presented in Conference :**

- Paper on “A Study on Ratio Analysis of Reliance Industries” in one day National level seminar organized by D. R. Patel & R. B. Patel Commerce College & B.C. Patel B. B. A College, Surat
- Paper on “Customer Satisfaction towards Selected Food Service Apps in Surat City.” In ICSSR Sponsored Two days International Conference organized by J. Z. Shah Arts & H. P. Desai Commerce College, Amroli, Surat
- Paper on “Customer Satisfaction and loyalty towards online food ordering mobile applications.” in Virtual International Multidisciplinary Conference organized by D. R. Patel & R. B. Patel Commerce College And B.C. Patel B. B. A College, Surat

### **Participation in Conference / Seminar :**

- Participated in one day university level symposium on Accountancy Commerce & Management organized by D. R. Patel & R. B. Patel Commerce College And B.C. Patel B. B. A College, VNSGU, Surat.

### **Participation in Workshop :**

- Participated in one day State level workshop on Review of Literature & Research methodology organized by D. R. Patel & R. B. Patel Commerce College And B.C. Patel B. B. A College on 25<sup>th</sup> August 2018.
- Participated in “A State level workshop on Research methodology” (Writing Research proposal Paper Thesis) organized by Udhana Citizen Commerce College & SPB College of Business Administration & SDHG College of BCA & IT on 16<sup>th</sup> December 2018.
- Participated in “Pre – Conference National level workshop on Research Process & Writing” organized by SASCMA English Medium Commerce College And Department of Commerce VNSGU On 9<sup>th</sup> January 2022.

### **Faculty development Programme :**

- Completed a 4 week Faculty Induction/ Orientation Programme from Teaching Learning Centre Ramanujan College, University of Delhi, 23<sup>rd</sup> May to 21<sup>st</sup> June 2023 with A+ Grade.

### **Refresher Course :**

- Completed ARPIT refresher course in commerce from 1<sup>st</sup> December to 31<sup>st</sup> March 2021.