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|  |  | Dr. ABIN george  Address: Quarters No.C-51, CSIR- NAL, Bangalore, India |
| Contact PHONE:  +91-8123545891, +91-8310735494  Office: 080-25086111/61112  Fax: 080-25086117  Email: [abin@nal.res.in](mailto:abin@nal.res.in), [abin06george@yahoo.co.in](mailto:abin06george@yahoo.co.in)  DOB: 05/03/1987  Research Gate ID:  https://www.researchgate.net/profile/ Abin-George-4  Orcid Id: https://orcid.org/  0000-0003-2361-2723 WORK EXPERIENCE   **National Aerospace Laboratories**, **Bangalore, GOI** **EDUCATION**cONFERENCES ATTENDEDPUBLICATIONS, bOOKS & ProjectsSpecialized Trainings |  | Profile In Brief  * A result oriented professional with more than 15 years of exposure in Management, Hospitality industry and in Public Relations, Resource Management & Business Development Activities. Proven track record of developing procedures, service standards and operational policies.      * Expertise in training programs for bringing keen customer focus, high energy level and team spirit in the employees.      * Excellent communication, inter personal, liaison and problem solving skills with the ability to work in multicultural environment. * Handling Public relation activities like visitor’s services, conducting & organizing seminars, conferences, event management and Hospitality arrangements.   **Technical Officer,**  **CSIR- NAL**  **National Aerospace Laboratories**, **Bangalore, GOI**  Central Government Servant, 2010 – Present Hospitality & Public Relation Management Management of Guest Houses, VVIP Hospitality and Visitors Handling.  Organizing conferences, seminars, workshops and logistic arrangements.  Administrative ManagemenT  Member Convener for the Aesthetic committee in NAL.  Divisional Committee member for the purchase of Health Centre.  Member Convener in the Canteen Committee.  CSIR- JRF Coordinator for Pre-Exam and other activities.  Coordinator for the recruitment and assessment meetings.  Member in the Task Force Committee of CSIR-NAL & 4-PI and Business Development activities at NAL.  Coordination of meetings in the Directors Conference hall, Foreign Visit and in other meeting halls.  Organizing member for NSRD-2019, National Symposium on Rotor Dynamics, https://dokumen.pub/proceedings-of-the-6th-national-symposium-on-rotor-dynamics-nsrd-2019-1st-ed-9789811557002-9789811557019.html  Management of Business Development and Industry Interface activities at NAL.  Nodal officer for Disaster Management Cell for Knowledge & Technology Management Division.  **Other Expertise**  Revision of tender documents and Notice inviting tender.  Indent raising, Procurements and Modernization.  AMC- Annual Maintenance Contract, MoU signing, Work contract. Policy making and guidelines builder.  Digitalization in the hospitality and ERP- Enterprise Resource Planning.  Improve staff performance through training.  Inventory and order business supplies.  Responsible for guest billing and settling payment disputes.  **Various Project Handling:**  General Budget of Guest House: H-9-026, Budget 70 Lakhs per year  General Budget of KTMD: H-9-002, Budget 40 Lakhs Per year EDUCATION **Doctor of Philosophy in Management, NEFTU, (UGC & AIU Approved)** cONFERENCES ATTENDED Presented the paper entitled **A STUDY ON EFFECTIVE CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO ENHANCE DIGITAL CUSTOMER EXPERIENCE IN HDFC SECURITIES LTD.** in the **Third International Conference on “Materials, Computing & Communication Technologies” (ICMCCT 2022)** on June 20, 2022.  Presented paper on **“The best practices, policies and standardization of CSIR guest houses”** in the **Capacity Building Programme** for Officials of Guest House during 5th to 7th Dec 2018 at CSIR-HRDC Ghaziabad.  Presented the paper in the **1st International Conference** on **“Recent Trends in Global Sustainable Tourism and Hospitality Research”** during 06th & 7th Sept 2019 at Alagappa University.  Attended more than 50 NATIONAL & INTERNATIONAL Webinars, also acted as resource person and chief guest in many national and international conferences. PUBLICTAIONS & pROJECTS 1) Published the paper “A STUDY ON EFFECTIVE CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO ENHANCE DIGITAL CUSTOMER EXPERIENCE IN HDFC SECURITIES LTD.” In **the AIP Conference Proceedings.**  2) Published the paper **“Challenges Encountered by the women among government sectors of Hospitality Industry”** in Purakala (**UGC** Care list Journal) ISSN: 0971-2143, Issue: 24th May 2020 Impact Factor: 5.6.)  3) Published the paper **“Status, Role and Contribution of Hospitality in select Defense Organizations of Government of India”** in JGRS (**UGC** Care listed Journal) ISSN: 0374-8588, Issue: 11th November 2019, Impact Factor: 4.3)  4) Published the Paper **“A Critical Analysis in Developing Medical Tourism and Hospitality” in** IJRASET **(**UGC care listed Journal with International peer review) in Volume 9, Issue X, October 2021,Scientific Journal Impact Factor: 7.429) DOI <https://www.ijraset.com/fileserve.php?FID=38335>  5) Published the paper “**Sustainable Developments of Hospitality and its Challenges in the Government Organizations”**, in **Scopus** Indexed Turkish Online Journal of Qualitative Inquiry, E-ISSN:1309-6591, Vol.12 No.8 (2021)  https://www.tojqi.net/index.php/journal/article/view/7311  6) Published the paper **“Fruit Juices Spoilage in the Juices Processing Industry and Ways to Prevent it through Co-Operative Sectors” in NVEO (SCOPUS** indexed journal, Year 2021, Edition: 8(4): 4472-4480) <https://www.nveo.org/index.php/journal/article/view/1037>  7) Published the paper **“The Role and Importance of Digitalization in Hospitality Sector to Ease Function”** in Design Engineering (Toronto) **Scopus** Indexed, ISSN: 0011-9342, 2021, Cite Score: 1.3  http://www.thedesignengineering.com/index.php/DE/article/view/6495  8) Paper Submitted **“Role of Indian Government in the Resilience of Tourism Management”** for the National Hindi Webinar (21-22 April 2022) as part of celebration of Azadi Ki Amrith Mahotsav  9) Project done on **A Study on the Hotels in Kovalam”,** Thiruvananthapuram.  10) **A Guide for Organizing Conferences,** DocumentId: 577, Project No.  H-9-002, Issue, 2014.  11) Inventor for “**An Innovative Methodology in a Special Market Oriented Integrated Business System**” in Indian Patent Publication.  12) Chapter Title **“Tourism in the New Era: Facing the 21st Century Environment”**  published in Concepts and Trends in Hospitality and Tourism. |
|  |  | * **Introduction to Risk Management and Risk Based Thinking Course** * **Diploma in Six Sigma Intermediate Methodology** * **ISO 9001: 2015 Quality Management System – Internal Auditor** * **FSSC 22000 V5.1 & HACCP Certification Course** * **ISO 22000:2018 - Food Safety Management Systems** * **Food Safety and Hygiene in the Catering Industry** * **IOP** **Peer Review Excellence training course** |
| Reviewer and EDITORIAL MEMBER IN jornals |  | Reviewer of esteemed journal **IJCRT- Journal** **International Journal of Creative Research Thoughts** (www.ijcrt.org) | ISSN: 2320-2882 Holding Member ID : 117676. |

Reviewer in the esteemed journal **JETIR**- **Journal of Emerging Technologies and Innovative Research** |(ISSN : 2349-5162) Holding Member ID : 117048 ([www.ijcrt.org](http://www.ijcrt.org)).

**Reviewer in (ASTESJ) Scopus Indexed Journal** Advances in Science, Technology and Engineering Systems Journal (ASTESJ) (ISSN: 2415-6698) Editorial Board Member in [**Technoarete Transactions on Current Research in Public Health and Safety.**](https://technoaretepublication.org/publichealth-and-safety/)

Reviewer in International Journal of Transformations in Business Management e-ISSN:2231-6868, <https://ijtbm.com/reviewer.php>

Editorial Board Member in [T**echnoarete Transactions on Current Covid-19 Research**](https://technoaretepublication.org/current-covid-19-research/)

**AWARDS & ACHIEVEMENTS**

**CSIR- NAL Technology** **Shield** for Outstanding Group Achievement for the excellent contribution to **HANSA- NG** on the occasion of CSIR-NAL Foundation day, 05th June, 2022

**Excellence award** in the area **of Infrastructure Support Services** and for rendering excellent hospitality service was presented to me by **CSIR- NAL** on Foundation Day 12th Oct 2018.

**Outstanding Award** presented to me by NAL on 15th August 2020 in recognition of Food Pantry Volunteer services rendered at **CSIR-NAL** during COVID-19 Pandemic and Nationwide lock down.

**LANGUAGES SPEAK**

English **Outstanding Award** presented on the occasion of 75th Independence Hindi Day on 15th August 2021 in recognition of services rendered at **CSIR-NAL** Malayalam during COVID-19 Pandemic 2nd wave state lock down.

Tamil

**Awarded** with **50 Glory Awards 2021** (meant for 50 promising leaders, innovators globally) by International Media Platform HBW News to Dr. Abin George, Technical Officer, NAL for outstanding achievement in Hospitality and Tourism.

**REFERENCES**

**ACTIVITIES & INTERESTS 1) Dr. Venkateshwarulu**

Content Writer Senior Scientist, CSIR-NAL,

Reviewer Mob: 9632730381

Tennis Player

Travel **2) Dr. J.S Mathur**

Chief Scientist, CSIR-NAL,

Knowledge and Technology Management Division

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**DECLARATION**

I hereby declare that above-mentioned information is correct to the best of my knowledge and belief.

Dr. ABIN GEORGE

26th July 2022