

Curriculum Vitaé of Dr. Md. Firoj Alam

Dr. Md. Firoj Alam

Assistant Professor, (Guest)

Dept. of Commerce, Lalit Narayan Tirhut Mahavidyalaya,

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Academic Qualification:

- M.Com, Ph.D., LL.B

Post & Responsibilities:

- Assistant Professor, Department of Commerce, Lalit Narayan Tirhut Mahavidyalaya, B.R. Ambedkar Bihar University, Muzaffarpur, Bihar. [02 July 2020 to till date]
- Member, Gender Sensitization Cell, Lalit Narayan Tirhut Mahavidyalaya, B. R. Ambedkar Bihar University, Muzaffarpur, Bihar. [05 July 2024 to till date]
- Member, Research and Development Committee, Lalit Narayan Tirhut Mahavidyalaya, B. R. Ambedkar Bihar University, Muzaffarpur, Bihar. [08 July 2024 to till date]

MEMBERSHIP:-

- Life Member of Indian Commerce Association (ICA)
- Life Member of Bihar Commerce Association (BCA)

PUBLICATIONS:-

1. **An Analysis of Consumer Relationship Management (CRM) In Banking Sector- Boon or Bane? Sodha Pravaha, A Multidisciplinary Refereed Research Journal, ISSN No- 2231-4113, Jan-2016**
2. **Analysis of Strategically Approach of Customer, Wisdom Herald, International Multidisciplinary Peer Reviewed Quarterly Research Journal, ISSN No- 2231-1483, Oct-Dec-2018**
3. **Customer Relationship Management in Services Industry, Universal Review, International Multidisciplinary Peer Reviewed Research Journal, ISSN No- 2277-2723, Jan- June-2019**
4. **Customer Relationship Management and Real Estate, Wisdom Herald, International Multidisciplinary Peer Reviewed Quarterly Research Journal, ISSN No- 2231-1483, April-June-2019**
5. **Dimensions and Challenges of Corporate Social Responsibility (CSR) In India, Parisheelan, International Multidisciplinary Peer Reviewed Quarterly Research Journal, ISSN No- 0974-7222, Jan-March-2019**
6. **A Case Study of Indian Context: International Trade Problems, Purakala, UGC Care Journal, ISSN No- 0971-2143, June-2020**
7. **A Study on Impact of Green Marketing on Customer Satisfaction, Vidyawarta, Peer Reviewed International Journal, ISSN No- 2319-9318, Oct-Dec-2022**

Presentation in Conferences/ Seminars/ Webinars:-

INTERNATIONAL

- ❖ Participated in the International Conference on Business Education in Digital Economy of India held on 05-06 March 2020. Organized by University Department of Commerce and Business Administration, L.N Mithila University, Darbhanga.

NATIONAL

1. Participated and Research Paper Presented in 70th All India Commerce Conference of Indian Commerce Association (ICA), held on 12-14 October 2017 in the Technical Session 4th on “GST: Implications for the Indian Economy”. Organized by Faculty of Commerce and Management, The IIS University, Jaipur
2. Participated and Research Paper Presented in 71st All India Commerce Conference of Indian Commerce Association (ICA) held on 20-22 December 2018 in the Technical Session 3rd Corporate Social Responsibility: Policy and Practices. Organized by Department of Commerce, Osmania University, Hyderabad.
3. Participated and Research Paper Presented in 72nd All India Commerce Conference of Indian Commerce Association (ICA) held on 22-24 December 2019 in the Technical Session 2nd Employment and Skill Development. Organized KIIT Deemed to be University, Bhubaneswar.
4. Participated and Research Paper Presented in 73rd All India Commerce Conference of Indian Commerce Association (ICA) held on 22-24 December 2022 in the Technical Session Digital India: Challenges and Opportunities. Organized by Dr.Babasaheb Ambedkar Marathwada University, Aurangabad & MGM University, Aurangabad.
5. Participated and Research Paper Presented in 74th All India Commerce Conference of Indian Commerce Association (ICA) held on 13-15 December 2023 in the Technical Session Future of Business: From Industry 4.0 to Industry 5.0. Organized by Department of Commerce, Faculty of Commerce and Business, Delhi School of Economics, University of Delhi, Delhi.

REGIONAL

1. Participated and Research Paper Presented in 1st Bihar Commerce Conference of Bihar Commerce Association (BCA) held on 08-09 December 2018 in the Technical Session Dimensions & Challenges of Corporate Responsibility (CSR) In India, Organized by BRA Bihar University, Muzaffarpur

Participation in Webinars:

1. Participated in one day national webinar on the topic “कोविड-19 एवं शिक्षा का स्वरूप: एक दार्शनिक विमर्श” conducted by the Department of Philosophy, GLM College, Banmankhi, Purnea, Bihar on dated 01 August 2020.
2. Participated in one day national webinar on the topic New Education Policy-2020 Organized by Agra Public Teachers Training College, Agra on dated 14 September 2020.

Participation in Seminars: -

1. Participated and Research Paper Presented in University Sponsored 2 days National Seminar on 11th & 12th August 2015, Organized by BRA Bihar University, Muzaffarpur (Bihar), Paper Entitled Prime Minister Jan-Dhan Yojna – Opportunities and Challenges.

2. Participated and Research Paper Presented in National Seminar on 17th of February 2016, Organized by Department of Commerce, SRAP College, Bara Chakia, On the Topic of Startup India Campaign: An Opportunity.
3. Participated and Research Paper Presented in National Seminar on 31 August- 01 Sept.2018, Organized by University Department of Commerce and Management, BRA Bihar University, Muzaffarpur (Bihar), Paper Entitled Role and Prospects of Tourism in the Economic Development of North Bihar.

Faculty Development Program

1. Participated in seven day Faculty Development Program on the “The Role of a Teacher in National Building” from 03/08/2020 to 09/08/2020, Organized by Department of English, Department of Commerce and IQAC, Keshav Memorial Institute of Commerce and Science, Narayanaguda, Hyderabad.

Educational Qualification in Detail: -

Qualification	Subject	College/ University	Year	%Marks	Division
Ph. D.	Commerce	B. R. Ambedkar Bihar University Muzaffarpur, Bihar	2018	Awarded	
M. Com	Commerce	RDS College, Muzaffarpur B. R. A. Bihar University, Muzaffarpur,	2010	69%	I
B.COM	Commerce	Marwari College, Bhagalpur, T.M.B.U, Bhagalpur	2003	73.13%	1
LL.B	LL.B	S.K.J College, B. R. A. Bihar University Muzaffarpur, Bihar Muzaffarpur	2013	59.14%	2

Ph. D. Thesis Title:

Analysis of Strategically Approach of Customer Relationship Management in the Contemporary Era

Languages Known: - Hindi, English and Urdu (Reading, Speaking & Writing)

Place: Muzaffarpur

Date: 27 July 2024

(Dr. Md. Firoj Alam)