

## RESUME



**DR.VISAGALAKSHMI M**  
Guest Lecturer,  
**Rani Anna Government college for women**  
**Tirunelveli -627 008**  
**TAMILNADU**

### **PERSONALDETAILS**

Date of Birth : 12-06-1984  
Qualification : M.Com., M.Phil., Ph.D.,  
Designation : Guest Lecturer  
Department : Department of Commerce  
Community : BC  
Religion : Hindu  
Nationality : Indian  
EmailID : visamcom@gmail.com

| <b>ACADEMIC QUALIFICATIONS</b> |                       |  |  |                        |
|--------------------------------|-----------------------|--|--|------------------------|
| <b>Degree</b>                  | <b>Specialization</b> | <b>College</b>                                 | <b>University</b>                              | <b>Year of Passing</b> |
| UG                             | Commerce              | Rani Anna Government College, Tirunelveli      | Manonmaniam Sundaranar University, Tirunelveli | 2006                   |
| PG                             | Commerce              | M.D.T Hindu College, Tirunelveli               | Manonmaniam Sundaranar University, Tirunelveli | 2008                   |
| M.Phil.                        | Commerce              | Manonmaniam Sundaranar University, Tirunelveli | Manonmaniam Sundaranar University, Tirunelveli | 2011                   |
| Ph.D                           | Commerce              | St. John's College, Palayamkottai.             | Manonmaniam Sundaranar University, Tirunelveli | 2022                   |

| <b>TEACHING EXPERIENCE</b> |            |
|----------------------------|------------|
| <b>Date of Appointment</b> | 03.09.2012 |
| <b>Date of Retirement</b>  | -          |
| <b>Teaching Experience</b> | 11 Years   |
|                            |            |
|                            |            |
| <b>Research</b>            | Marketing  |

| <b>COURSES/ CLASSES TAUGHT</b> | <b>NAME OF THE INSTITUTIONS</b>                         | <b>DURATION</b> |           | <b>Years</b> |
|--------------------------------|---|-----------------|-----------|--------------|
|                                |   | <b>From</b>     | <b>To</b> |              |
| B.Com                          | Rani Anna Government College for Women, Tirunelveli – 8 | 03.09.2012      | Till date | 11 years     |
| M.Com                          | Rani Anna Government College for Women, Tirunelveli – 8 | 19.06.2023      | Till date |              |

| <b>PUBLICATIONS</b>  |                            |  |   |                   |
|----------------------|----------------------------|--|---|-------------------|
| <b>BOOKS</b>         | <b>BOOK CHAPTERS</b>       | <b>SCOPUS INDEXED</b>  | <b>WEB OF SCIENCE</b>                         | <b>UGC LISTED</b> |
| <b>0</b>             | <b>0</b>                   | <b>1</b>   | <b>0</b>                                      | <b>8</b>          |
| <b>OTHER INDEXED</b> | <b>ASA RESOURCE PERSON</b> | <b>PAPERS PRESENTED IN NATIONAL AND INTERNATIONAL SEMINARS</b> | <b>WEBINARS, SEMINARS, WORKSHOPS ATTENDED</b> | <b>PATENT</b>     |
| <b>0</b>             | <b>0</b>                   | <b>0</b>   | <b>3</b>                                      |                   |

| <b>PUBLICATIONS: SCOPUS INDEXED JOURNALS (0) WEB OF SCIENCE (0)</b> |   |  |  |
|---|---|--|--|
| <b>S.No</b>   | <b>Title of the Paper</b>   | <b>Name of the Journal</b>                       | <b>ISSN No., Volume, Issue, Impact factor &amp; Pg. No</b> |
| 1.  | Service Quality of Cellular Service Providers in Tirunelveli District | South African Journal of Economic and Management | Print 1015-8812  |
|   |   |  |  |

| <b>PUBLICATIONS: UGC LISTED JOURNALS (0)</b> |  |   |  |
|--|--|---|--|
| <b>S.No</b>                                  | <b>Title of the Paper</b>  | <b>Name of the Journal</b>  | <b>ISSN No., Volume, Issue, Impact factor &amp; Pg. No</b> |
| 1  | An Empirical Assessment of Service Quality of Selected Service Providers in Tirunelveli District | Effective Research – Social Perspective   |  |
| 2  | Service Quality of Cellular Service Providers in Tirunelveli District                            | Imperative issues in Business, Economics, Social Sciences and Management Research | <b>2222-3436, print 1015-8812, 1-4</b>                     |
| 3  | Economic Development of Cellular Service Sector in India   | Consortium for Business, Marketing and Management                                 | 2249-6661, 42, 5.80, 516-521                               |
| 4  | Customer Satisfaction Towards Service Quality of Airtel Services in Tirunelveli District         | Progress of Emerging Sectors in India   |  |
| 5  | Skill Development of Telecommunication in India  | Multidimensional Research   | 2278-4853, Volume.8, SI.2, 6.053, 301-305                  |

|   |   |   |  |
|---|---|---|--|
| 6 | Service Quality of Cellular Service Providers in Tirunelveli District | Current Business and Economic Conditions in India             | 2347-7644, Volume.6,SI.4,126-131         |
| 7 | Service Quality Management of Cellular Service Markets                | Innovation and Modern Practices in Global Business Management | 2250-2750, Volume.7,S.I-1,Journal. 47151 |
| 8 | A Study on Service Quality of BSNL in Tirunelveli Town.               | Perspectives of Global Human Resource                         | 2349-5138, Volume.I, 5.75, S.I 1,187-189 |

| <b>WEBMINARS/SEMINARS/CONFERENCES/SYMPOSIA/WORKSHOP ATTENDED: 3</b> |  |   |                       |
|---|--|---|-----------------------|
| <b>S. No</b>  | <b>Name of the Event</b>               | <b>Name of the Sponsoring Agency</b>                        | <b>Place and Date</b> |
| 1.  | Statistical Tools for Research Process | CSI, Jayaraj Annapackiam College, Tenkasi.                  | 29-06-2020            |
| 2.  | A to Z of Research                     | SRM Institute Science and Technology, Chennai               | 31-07-2020            |
| 3.  | Classroom Management Tools             | SCMS School of Technology and Management, Aluva, Ernakulam. | 23-07-2020            |

**Date : 06-07-2023**

**NAME**

**(M.VISAGALAKSHMI)**