

INSHA AMIN

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ACADEMIC CREDENTIALS

DEGREE	BOARD/UNIVERSITY	Year
Ph. D (persuing)	Baba Ghulam shah Badshah university, J&K (India) Thesis Topic: Gap Analysis Of service quality management : A study of select hotels of Kashmir Research Supervisor: Dr. Dilpazir Sr. Assistant professor (School of Management studies)	Feb 2014 (pursuing)
Online MOOCs	Online MOOCs from Johns Hopkins University and University of Michigan	-----
MBA (hospitality and tourism)	School of hospitality and tourism management, University of Jammu (J&K)	2011-13
B. com	Govt. Degree College for women (University of Kashmir)	2007-09
10+2 Commerce	JKBOSE (J&K)	2006
10 th	JKBOSE (J&K)	2004

PROFESSIONAL SYNOPSIS

(February 2014 till date)

- ⌚ **Representative member, student s council Baba Ghulam shah Badshah University**
- ⌚ Successfully completed **online MOOC s:** (i) **university teaching 101** from (Prof. Pamela Jeffries and David Andrews) Johns Hopkins university (ii) **Questionnaire Design for social sciences** from (Prof. Franke Kreuter and Prof Fedrick conard) university of Michigan
- ⌚ Worked as an intern in **Jammu and Kashmir state tourism Development Corporation** from may 2012 July 2012.
- ⌚ Worked as a Trainee in **Holiday India (DMO)**, Delhi, from November 2012 March 2013.

RESEARCH PUBLICATIONS

- 📖 **Amin, I., & Dilpazir. (2016).** A critical Review of the various models of service quality and applications in Hotel Industry. International Journal of Applied Marketing and Management, **1(2)**. **(PROQUEST INDEXED)**.
- 📖 **Amin, I. & Dilpazir. (2015).** Service Quality Management in the hotel industry: Empirical Evidence from Kashmir valley. International Journal of Multidisciplinary Educational Research, 4(10/2), 82-93.
- 📖 **Amin, I. & Dilpazir (2015).** A Study of Customer Satisfaction towards Hotel Industry in Kashmir valley. International Journal of Management Research & Review, 5(12), 1117-1123.

CONFERENCE PRESENTATIONS

- 📖 **Amin, I. (2017).** Looking through the Prism of Sustainability: Ecotourism and its prospectus in J&k organized by **School of Management Studies, Baba Ghulam Shah Badshah University** On 30th March 2017.
- 📖 **Amin, I. (2016).** Community Based Tourism as a Tool for Sustainable Development: organized by **School of Management Studies**, during one day national seminar on Innovations in Banking Sector: Opportunities and Challenges on 10th Dec 2016.

- ✎ **Amin, I. (2016).** Destination Based Brand Equity for Tourist Destinations: Extending the concept to tourist destinations of Kashmir valley: Organized by **Amity institute of travel and tourism, Amity University Noida campus**, during Amity International Tourism and Hospitality Conference from 2-3rd September 2016 at Noida, Uttar Pradesh.
- ✎ **Amin, I. (2016).** Social Media and Destination Branding: Implications for the State of Jammu and Kashmir: organized by **School of Hotel management and tourism Lovely Professional University** during 1st International Conference on Strategic Issues and Management from 1-2 April, 2016 at Jalandhar, Punjab.
- ✎ **Amin, I. (2016).** Ecotourism and Eco Touristic Products: A study of the state of Jammu and Kashmir organized by **The Business School, University of Jammu** during 26th - 27th February 2016.
- ✎ **Amin, I. (2016).** Social Media and Destination Branding:-Implications for tourism industry of Jammu and Kashmir International Conference organized by **School of Hospitality & Tourism Management, University of Jammu** during 20-21st March, 2016 at University of Jammu.
- ✎ **Amin, I. (2015).** Business Model Innovation & Its Application: A Case Study of Amrit Group, Punjab organized by **Faculty of Management, Shri Mata Vaishno Devi University Katra (J&K)** during 1st National Case Study Conference (NCSC-2015) from 24th to 26th April, 2015 at Katra, Jammu & Kashmir.
- ✎ **Amin, I. (2015).** Sustainable Destination Development: Discussion with Reference To The State of Jammu & Kashmir, International Conference organized by **School of Hospitality & Tourism Management, University of Jammu** during 20-21st March, 2015 at University of Jammu.

RESEARCH METHODOLOGY WORKSHOPS / SEMINARS ATTENDED

- ✎ Attended ten days workshop on plagiarism organized by central Library, **Baba Ghulam Shah Badshah University, Rajouri, J&K**, from December 1- December 10 2014.
- ✎ Attended a Ten Day workshop on Research Methodology Workshop for Social Sciences organized by Department of Human Resources, **Central University of Jammu, J&K**, from May 12 - May 21 2015.