



<b>NAME</b>	Dr. Nancy H. Vaz
<b>DESIGNATION</b>	Associate Professor, Department of Secretarial Practice; Registrar (Evaluation).
<b>QUALIFICATION</b>	M.Com.,Ph.D. (Commerce), PGDCA
<b>EMAIL</b>	nancy@stagnescollege.edu.in
<b>WORK EXPERIENCE (IN YEARS)</b>	38 years
<b>EDUCATIONAL DETAILS</b>	M.Com. from Karnatak University, Dharwad Ph.D. from Karnatak University, Dharwad.
<b>SPECIALIZATION Ph.D.</b>	Commerce - Marketing (Customer Relationship Management in Banking)
<b>SPECIALIZATION PG</b>	Banking and Finance
<b>ANY OTHER SPECIALIZATION</b>	Computer Applications
<b>SUBJECTS TAUGHT AT UG/PG</b>	Secretarial Practice, Marketing, Entrepreneurship, Income Tax
<b>SKILL SETS</b>	Shorthand, Keyboard typing, Computer related skills

# **PARTICIPATION IN CONFERENCES/ SEMINARS/ WORKSHOPS**

<b>DATE</b>	<b>LEVEL</b>	<b>TITLE</b>	<b>DETAILS OF ORGANISERS</b>	<b>PLACE</b>	<b>TITLE OF PAPER PRESENTED</b>
6-8 Sept. 2000	International	Professors' Conference – Theme 'Birth, the Beginning of Developmental Freedom' – Assisi Jubilee Symposium of Medical Professionals	Universita Cattolic del Sacro Cuore	Assisi, Italy	World of Children from Biological Determinism to Developmental Creativity
16 Jan. 2008	International	Banknet's Fourth International Conference on Payment Systems	Banknet Forum	Mumbai	Role of Banks in the Widening Horizon
24 Jan. 2009	National	Seminar on 'Strategies to Achieve Double Digit Growth in Indian Economy – Need for a Big Push and Holistic Approach to Growth Process'	ICFAI National College, Mysore	Mysore	CRM – A Holistic Approach to Provide a Big Push for the Growth of Indian Public Sector Banks
16 to 18 July 2009	International	ICIMP 2009 Conference	Annamalai University, TN	Annamalai Nagar, T.N	CRM Implementation in Indian Public Sector Banks – A Model
4 to 6 Nov. 2009	International	Second International Conference on Multinational Enterprises and Sustainable Development (MESD 2009)	ICN Business School and other associates	Nancy – Metz, France	Implementation of CRM Technology in Indian Public Sector Banks for Sustainable Development of Customer Relationships
6 March 2010	National	Conference on Changing Management Scenario – (NCMS – 2010)	Panimalar Engineering College, Chennai	Chennai	The Changing Perspective of CRM in the Banking Industry
26 & 27 Mar. 2010	National	Conference on Inclusive Development – Strategies and Challenges	A J Institute of Mgt.	Mangalore	Need for Governmental Support in Bringing the Dalit Christians to the Mainstream of Development:

18 to 20 Aug. 2010	International	Virtual Global Conference on “Technology for Blended and Distributed Education”	Centre for Education Beyond Curriculum, Christ University	Bangalore	A Technology to Manage Relationships in Education
28 and 29 Sept. 2010	National	Conference on “Customer Relationship Management in Banking”	JSS Women’s College (Autonomous), Mysore	Mysore	Efficiency of Relationship Management in Indian Public Sector Banks
23 – 24 Oct. 2010	National	Conference on ‘Autonomy – Concepts, Issues and Challenges’	St. Aloysius College	Mangalore	Attended
11 – 12 Jan., 2012	National	Conference on ‘Insulating India from Global Banking Problems: Issues and Challenges’	Andhra Loyola	Vijayawada, Andhra Pradesh	CRM – A Tool to Prepare the Indian Banking System
26-27, April 2012	National	Conference on ‘Emerging Trends in Indian Service Sector’	Srinivas Institute of Technology	Mangalore	CRM in Education
27 to 29 Sept. 2012	International	Conference on ‘ Emerging Trends in Entrepreneurship’	MES College of Arts and Commerce	Zuarinagar, Goa	Relevance of CRM to Small Entrepreneurs
12 - 14 Dec. , 2012	International	Third International Conference on Multinational Enterprises and Sustainable Development (MESD 2012)	Shaheed Bhagath Singh Evening College, New Delhi	NDMC, New Delhi	Best Practices in Sustainable Development – A Case Study of Dakshina Kannada Milk Union
8 – 9 Mar., 2013	International	Conference on Inclusive Banking System in India: Problems and Prospects	Nobel College (Autonomous)	Andhra Pradesh	CRM Technology for Managing Customer Relationships in Banks
19- 20 Jan. 2016	International	Conference on ‘Youth-lead Sustainable Development – Opportunities and Challenges’	Commerce Dept., Sacred Heart College, Thirupattur	Tamil Nadu	Emotional Quotient in Building Competent Youth
5 – 6 Feb 2016	National	Conference on Quality Issues in Higher Education’	IQAC, St. Agnes College (autonomous), Mangalore	Mangalore	Role of EQ in Managing Relationships

5 – 8 May 2016	International	22 <sup>nd</sup> Xavier Board Triennial Conference – Challenges and Prospects in HE, Opportunities for Innovation and Networking	Xavier Board, Bangalore	Sahradaya College of Engineering and Technology, Kodakar, Thrissur	Quality Enhancement Through EQ Empowerment in Higher Education
23 – 24 July 2016	National	Conference on “Konkani Speaking People of Coastal Karnataka and their Anglo-Portuguese Connection”	Besant Evening College, Mangaluru	Mangaluru	She Dared - Story of an Educational Institution for Women by the Women
18 -19 November 2016	International	conference on ‘Inclusive Economic Growth and Sustainable Development’	SDM Institute for Management Development	Mysore	Green and Sustainable Housing Societies in Mangaluru
9 – 10 November 2017	International	Conference on Representing the Self – Addressing the Issues of Ethnicity and Identity Across Domains	Dept. of English, Holy Cross College, Jubatara, Tripura	Tripura, India	Role of Prophetic Literature in Jewish Diaspora
7 – 9 December 2017	International	5 <sup>th</sup> International Conference on Multinational Enterprises and Sustainable Development (MESD 2017)	Georgia Tech and Ernest Scheller College of Business, Atlanta	Atlanta, USA	A Case for MNEs in the Green Economy – Sustainable Development of Mangaluru
9-10 Sept. 2000	International	International Catholic Professors' Jubilee Celebrations	Universita e della Ricerca Scientifica e Tecnologica	Rome	Participated
8 to 27 April 1996	Refresher Course	Gender and Development	Academic Staff College, Tata Institute of Social Science	Bombay	Participated
23-25 February 2012	International	57 <sup>th</sup> All India Libray Conference of Indian Libray Association, (ILAKSIL 2012) on the Theme 'Knowledge Society – Innovations in Librarianship'	Indian Library Association	St Agnes College	Participated

24 Oct to 16 Nov. 1996	Refresher course	Refresher Course in Commerce	Academic Staff College, Manasa Gangothri, Mysore University	Mysore	Participated
22 Sept. to 15 October 1997	Refresher course	UGC Refresher Course in Commerce and Management	Staff Development College and Dept of Business Administration, Mangalore University	Mangalore	Participated
17 to 19 March 2000	Three day workshop for college teachers	Applications of Educational Technology for Effective Teaching and Learning	Association of British scholars, at Karnatak Regional Engineering College	Surathkal, Mangalore	Participated
1 to 26 June 2000	Refresher course	Refresher Course in commerce and Management	Dept. of PG Studies and Research in Commerce, Mangalore University	Mangalore	Participated
25 Dec 2000 to 5 Jan 2001	FDP	Entrepreneurship	Entrepreneurship Development Institute of India	Ahmedabad	Participated
28 and 29 October 2002	State level seminar	A Road map to Private Universities –Breaking Paths and Charting Dreams	Conference of Catholic Colleges of Karnataka	St. Joseph's College, Bangalore	Participated
23 – 24 Oct 2010	National	Conference on 'Autonomy – Concepts, Issues and Challenges'	St. Aloysius College	Mangalore	Participated
19 to 24 Sept. 2011	National	FDP on Teaching Entrepreneurship	Manipal Institute of Management	Manipal	Participated
16 – 22 February 2013	State level	Training Programme for NSS Officers	NSS Empanelled Training Institution for Karnataka, Mysore	University College, Mangalore	Participated
26 to 30 August 2013	National level	Gender Equity	Rajiv Gandhi National Institute of Youth Development (RGNIYD), Sri Perambudur	Tamil Nadu	Participated
3 – 4 February 2014	National level	Consultation Programme on SAARC Youth Charter	RGNIYD and UNFPA	Tamil Nadu	Participated

15-16 April 2015	National Level	Orientation Training on Responsible Citizenship, Democratic Governance and Rule of Law	RGNIYD	Tamil Nadu	Participated
6 April 2014	International	Rachana World Convention – MAGNET 2014	RACHANA – Catholic Chamber of Commerce and Industry	Mangalore	Participated
9 June to 13 June 2015	University level	Five-day TOT (Training for Trainers) – National Level Youth Entrepreneurship Development Programme	RGNIYD, ICTACT in association with NSS, Mangalore University	School of Social work, Roshini Nilaya, Mangalore	Participated
1 October 2015	University level	Cancer Awareness TOT	Yenapoya University, Mangalore in association with NSS, Mangalore University	Mangalore	Participated
16 to 25 November 2015	National Level	Adventure Camp	Atal Bihari Vajapayee Institute of Mountaineering and Allied Sports in association with NSS, India	Manali	Escorted 16 Students of Mangalore University and participated
22 – 23 November 2018	National Level	Changing Landscape of Higher Education in India and Impending Challenges	Xavier Board of Higher Education in India	Christ University, Bangalore	Participated
<b>Participation in Programmes conducted by St Agnes College:</b>					
2 and 3 January 1998	College Level	Workshop on Assessment and Accreditation of Colleges	National Assessment and Accreditation Council of India	St Agnes College, Mangalore	Participated
1 to 12 June 2001	College level	A Beginner's Course of Intel Teach to the Future in Computers	Intel Teach to the Future with support from Microsoft	St Agnes College, Mangalore	Participated
August and November 2002	College Level	Study of Women Entrepreneurs of Dakshina Kannada District	Project implemented by St Agnes College in Association with KREC – STEP at NITK Surathkal	KREC, Surathkal	Participated
4 & 5 Dec 2003	College Level	Training Programme in Research methodology	R & D Cell Apostolic Carmel, Karnataka Province	Mangalore	Participated

7 to 9 December 2004	State Level Seminar	Trends and Techniques of Educational Research in Emerging Global Perspectives	St Ann's College of Education	Mangalore	Attended
2 to 4 September 2005	National Level	UGC Sponsored Tell a tale' - Creative writing Workshop	Dept. of English, St Agnes College	Mangalore	Participated
16 -17 October 2007	Inter-collegiate	Workshop organised under CPE on Communication and Leadership Training for College Teachers	Dept. of English and IQAC, St Agnes College (Autonomous)	St Agnes College, Mangalore	Participated
16 – 17 July 2012	State level	Workshop on Statistical Computing using R	Dept. of Statistics, St Agnes College	Mangalore	Participated
19 January 2013	College level	workshop on Renewable Sources of Energy	Dept. of Physics, St Agnes college (Autonomous),	Mangalore	Participated

## PUBLICATIONS

YEAR	TITLE OF THE JOURNAL	TITLE OF THE PAPER	VOLUME NO. / ISSUE NO. / PAGE
2008	Indian Journal of Marketing	An Evaluation of Customer Orientation of Indian Public Sector Banks	April to June issue (Presently listed under both Scopus and UGC Care)
2008	Banknet's "Contributions-Volume-V	The Public Sector Banks In The Widening Horizon	Released on 16th January 2008
2009	Indian Journal of Finance	Indian Public sector Banks in the Widening Horizon: A study vis-à-vis their performance indicators	October (presently listed under both Scopus and UGC Care)
2010	International Journal of Business Innovation Research (Under Inderscience Publishers)	A Model for CRM Implementation in Indian Public Sector Banks	Volume1 No. 2 (presently listed under Scopus)
2010	International Journal Financial Services Management	Efficiency of Indian banks during 1999–2008: a stochastic frontier approach	Vol. 4, No. 4, 2010

2012		Apostolic Carmel – A Case Study of an Edupreneur Society’	Broadway Publication, Goa
2014	Echo Research – Multidisciplinary in-house Journal	'Best Practices in Sustainable Development – A case Study of Dakshina Kannada Milk Union	Vol. 2, Issue 1, St Agnes College (Autonomous)
2015	Asian Journal of Innovation and Policy, , Korea	Need for and Relevance of Customer Relationship Management in Engineering Colleges'	Vol 3 Issue 2, pp 140 – 153
Sept. 2015	Echo Research – Multidisciplinary in-house Journal, St. Agnes College	A Model for Implementing Relationship Management Technology in Engineering Colleges	Volume 3 No. 1, St. Agnes College (Autonomous)
2017 - Edited Book	Global Research Review	Green and Sustainable Housing Societies In Mangaluru	Volume 3 - 2017
2019 – Edited Book	Representing the self – Addressing Issues of Ethnicity and Identity Across Domains	Jewish Diaspora – The Role of Prophetic literature in Preserving Identity	Global Publishing House, Vishakhapatnam, ISBN: 978-9381563-27-4
2016 - Edited book	Emerging Dynamics of Sustainability in Multinational Enterprises,Edward Elgar Publishing,UK	DKCMUL: a Case Study in Sustainable Development	E Elgar Publications Edited Book, ISBN: 9781 78471 8527/8634(Cased/ebook) Chapter 9, pages 184-205
2022 - Edited book	The Role of Multinational Enterprises in Supporting the United Nations' SDGs, Edward Elgar Publishing	Green and Sustainable Development – A Case for Multinational Enterprises	E Elgar Publications chapter 16, pages 338-349



**CHIEF GUEST/ RESOURCE PERSON/ MODERATOR/ CHAIRPERSON/ CO-ORDINATOR/ ANY OTHER**

<b>DATE</b>	<b>POSITION HELD</b>	<b>TITLE OF THE PROGRAM ORGANISED</b>	<b>PLACE</b>
15 January 2016	Inaugurator and Resource Person	National Level Youth Entrepreneurship Development Programme	Milagres Degree College, Mangalore, Conducted by NSS Unit of Milagres college in association with RGNIYD and ICTACT
28 January 2016	Inaugurator and Resource Person	National Level Youth Entrepreneurship Development Programme	Ramakrishna Degree College, Mangalore, Conducted by NSS Unit of the college in association with RGNIYD and ICTACT .
19 -20 January 2016	Chaired two sessions	International Conference on Youth-lead Sustainable Development – Opportunities and Challenges	Commerce Dept., Sacred Heart College, Thirupattur, Tamil Nadu
2 February 2016	Judged two sessions	AGNITE Fest - Case Study Analysis and Product Re-launch.	Conducted by the Commerce Dept. of St. Agnes Centre for Post Graduate Studies and Research
1 Dec. 2015	Moderated a session paper presenters	National Level Seminar on ‘Microfinance for Inclusive Growth ...’	Economics Dept., St. Agnes College, (Autonomous), Mangalore,
2-3 Dec. 2016.	Chaired a session of paper presenters	National Level Conference ‘Myopia’	Post Graduate Dept. Of commerce, St. Agnes College, Mangalore,
18, 19 Nov. 2016	Chaired a session of paper presenters	International Conference on ‘Inclusive Economic Growth and Sustainable Development’	SDMIMD, Mysore
February 2017	Chaired a session of paper presenters	International Level Conference ‘Myopia’	Post Graduate Dept. Of commerce, St. Agnes College, Mangalore,
October 2017	Panellist at the Plenary Session	International conference ‘Representing the Self – Addressing the Issues of Ethnicity and Identity Across Domains’	Holy Cross College, Agarthala, Tripura

October 2017	Chaired a session of paper presenters	International conference ‘Representing the Self – Addressing the Issues of Ethnicity and Identity Across Domains’	Holy Cross College, Agarthala, Tripura
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#### AWARDS AND ACHIEVEMENTS

DATE	DETAILS
<b>2005 - 2 years 4 months</b>	UGC Fellowship to pursue Ph.D.
<b>2011-12</b>	Minor Research Project ‘Awareness of Customer Relationship Management and its Relevance in Education – A study of Engineering Colleges in Dakshina Kannada’ Sponsored by the UGC
<b>November 1983</b>	II Rank in English Shorthand Junior Grade Conducted by the Karnataka Secondary Education Examination Board, Bangalore
<b>November 1984</b>	VIII rank in English Shorthand Intermediate Grade Conducted by the Karnataka Secondary Education Examination Board, Bangalore
<b>August 2010</b>	Consolation prize in the All India Bible Quest conducted by Campus Crusaders, Bangalore
<b>August 2008</b>	II Place in the All India Bible Quest conducted by Campus Crusaders, Bangalore
<b>August 2006</b>	I Place in the All India Bible Quest conducted by Campus Crusaders, Bangalore
<b>2009-10</b>	I place in Bible Quiz Conducted by the Diocese of Mangalore, Convention of the Faithful (30 Years and above category)
<b>August 1995</b>	Distinction in First grade Organ Instrumental, conducted by the Karnataka Kala Kendra, Sandesha, Mangalore
<b>November 1995</b>	Distinction in Second grade Organ Instrumental, conducted by the Karnataka Kala Kendra, Sandesha, Mangalore

<b>RESEARCH INTERESTS</b>	CRM, Banking, Sustainability
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<b>DETAILS OF MEMBERSHIP IN PROFESSIONAL BODIES</b>	Membership in the Association of Mangalore University Teachers (AMUCT)
<b>DETAILS OF MEMBERSHIP IN ACADEMIC BODIES</b>	Staff Council member - From 1989 to 2004 and 2012 to 2017 (20 years) Single Point of Contact of NPTEL - SWAYAM (SPOC) from 2019 to 2022. Member of the Academic Council of the college. Member of the Governing Body since 2022-23
<b>ADMINISTRATIVE RESPONSIBILITIES</b>	<ol style="list-style-type: none"> <li>1. Head of the Dept of Secretarial Practice: From 1989 to 2004 and 2012 to 2017 (20 years)</li> <li>2. Head of the Dept. of M.Com. From 2009 to 2012 (3 years)</li> <li>3. Member, Admission Committee: 1996-2003; 2018 onwards</li> <li>4. Convener, Spirituality Committee: 2012- 2018</li> <li>5. NSS Programme Officer: From 2012-13 to 2015-16 ( 3 Years)</li> <li>6. Dean of Arts: 2016-17 to 2017-18</li> <li>7. Convener, Criteria III (Research): 2016-17 onwards</li> <li>8. BOS Chairperson: 2012-2017</li> <li>9. Member, Research Committee and Criteria III: 2012 to 2016</li> <li>10. Convener, Quality Circles: 2018</li> <li>11. Convener, Research Committee: 2018 to 2021</li> <li>12. Convener, Rangers : 2018 for 6 months</li> <li>13. Convener, Agnes Towards Community (ATC) an extension programme of the college in 5 villages: 2019 to 2021</li> <li>14. SPOC for NPTEL (a SWAYAM platform) 2019 - 2022</li> <li>15. College Admin for COURSERA since 2020 - 2022,</li> <li>16. Registrar (Evaluation) since September 2022.</li> </ol>

**NPTEL/FDP/COURSERA/ CERTIFICATE COURSES COMPLETED**

<b>TYPE</b>	<b>YEAR</b>	<b>TITLE</b>	<b>DETAILS OF THE SPONSORS/ORGANISERS</b>	<b>DURATION</b>
MOOC	2014	Introduction to Statistics: Descriptive Statistics	Offered by Berkeley University, California, on Edx platform, completed in March 2014	8 weeks
MOOC	2014	Introduction to Statistics: Probability	Offered by Berkeley University, California, on Edx platform, completed in June 2014	8 weeks
MOOC	2014	Introduction to Statistics: Inference	Offered by Berkeley University, California, on Edx platform, completed in July 2014	8 weeks
MOOC	2014	Explore Statistics with R		8 weeks
MOOC	2014	Becoming a Resilient Person: The Science of Stress Management and Promoting Wellbeing	Offered by University of Washington, on Edx platform, completed in August 2014	8 weeks
MOOC	2014	Data Analytics and Learning	Offered by University of Arlington, on Edx Platform	8 weeks
MOOC	2014	English Grammar and Style	Offered by Berkeley University, California, on Edx platform, completed in October 2014	8 weeks
MOOC	2015	Foundations of Data Analysis	Offered by University of Austin, on Edx Platform	8 weeks
MOOC	2015	Introduction to Nutrition – Food for health	Offered by Wageningen university, on Edx Platform, completed in March 2015	8 weeks
MOOC	May 2021	Song Writing	Offered by Berklee College of Music under COURSERA Platform	4 Weeks
MOOC	May 2021	Developing Your Musicianship	Offered by Berklee College of Music under COURSERA Platform, about to be completed Oct. 2021	4 Weeks

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