



SWATI SHARMA

Assistant Professor | Deputy Manager – Administration and Purchase

Department of Hotel Management

SRM Institute of Science and Technology, Delhi-NCR Campus, Ghaziabad

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PROFILE SUMMARY

Ms. Swati Sharma is an Assistant Professor at SRM Institute of Science and Technology, Delhi-NCR Campus, Ghaziabad, where she has been serving since 1 December 2022, and concurrently holds charge as Deputy Manager – Administration and Purchase in the Department of Hotel Management. She holds a Master of Tourism and Travel Management (MTTM) from Indira Gandhi National Open University and a BBA in Hotel Management from Himalayan Garhwal University, complemented by a General Nursing and Midwifery (GNM) qualification and a B.Com from CCS University, Meerut.

Her teaching and research interests bring together hospitality operations, service management and the human dimensions of decision-making. Her recent research on the role of emotional intelligence in financial decision-making and risk management in the hospitality industry was published in the *European Economic Letters* (2025). Alongside classroom teaching, she has conceptualised and organised skill-based workshops on Mixology and Flair Bartending for hospitality students, and has gained industry exposure through professional training in the Front Office department at Crowne Plaza Hotel, Greater Noida.

She has undertaken sustained professional development through AICTE, NITTTR and university-led faculty development programmes on Universal Human Values, Outcome-Based Education, NEP 2020 and technology integration in teaching. Her contribution to the institution has been recognised with the Academic Excellence Award 2023 for the “Youngest Hospitality Teacher in Front Office Operation Management,” the Best Teacher Award (2024) at SRM Institute of Science and Technology, the Global Hospitality and Tourism Leadership Award for Best Innovative Faculty (Front Office) at ATITHI-2025 and the Best Performer of the Year Award (2026), presented on the institution’s 29th Foundation Day, and she currently serves as Vice Chairperson, Event Management — a role built on earlier experience as Faculty Coordinator of the national-level cultural fest “Rubaroo ’19” and participation in the NOVA World Record attempt for 1001 unique vada pavs hosted on campus in May 2025.

EDUCATIONAL QUALIFICATIONS

- **Master of Tourism and Travel Management (MTTM)**, Indira Gandhi National Open University (IGNOU), June 2025.
- **BBA – Hotel Management**, Himalayan Garhwal University, Pauri Garhwal, Uttarakhand, 2021.
- **General Nursing and Midwifery (GNM)**, D. J. College of Paramedical Sciences, Modinagar, September 2020.
- **B.Com**, Savita Devi Mahavidyalaya, Mohiuddinpur, Meerut (Chaudhary Charan Singh University, Meerut), 2014.

ACADEMIC AND PROFESSIONAL EXPERIENCE

- **Assistant Professor**, SRM Institute of Science and Technology, Delhi-NCR Campus, Ghaziabad — 1 December 2022 to date.
- **Deputy Manager – Administration and Purchase**, Department of Hotel Management, SRM Institute of Science and Technology, Delhi-NCR Campus, Ghaziabad (concurrent administrative appointment).
- **Industrial Training Exposure (10 days)**, Front Office Department, Crowne Plaza Hotel, Greater Noida, Uttar Pradesh.

PUBLICATION

- Sharma, S. (2025). “The Role of Emotional Intelligence in Enhancing Financial Decision-Making and Risk Management in the Hospitality Industry.” **European Economic Letters**, Vol. 15, Issue 1 (2025). ISSN 2323-5223.

FACULTY DEVELOPMENT PROGRAMMES, WORKSHOPS AND SEMINARS

Attended

- Five-day face-to-face FDP on **Universal Human Values (UHV-I and UHV-II)**, organised by the All India Council for Technical Education (AICTE), held at SRM Institute of Management and Technology, Modinagar, Ghaziabad.
- One-week Faculty Development Programme on **Integrating Outcome-Based Education (OBE)** into teaching and learning practice.
- Online FDP on **“Technology Integration and NEP 2020,”** Media Engineering Department, National Institute of Technical Teachers Training and Research (NITTTR), Chandigarh — Ministry of Education, Government of India, 12–16 June 2023.
- Seven-day **KEY Faculty Development Programme**, 9–15 January 2023, organised by the Institute of Hotel Management under Mahatma Gandhi University, Aurangabad, Maharashtra.
- International Conference on **“Innovation and Entrepreneurship: In Perspective of Education System (IEPES-2023),”** Institute of Hospitality, Management and Sciences, Kotdwar, Uttarakhand, 16 December 2023.
- 10th International Conference on **“Advanced Technologies and Innovations in Tourism and Hospitality Industry (ATITHI-2025),”** Bhikaji Cama Subharti College of Hotel Management, Swami Vivekanand Subharti University, Meerut, in collaboration with IHM Dehradun, 6–7 December 2025.

Organised

- Two-day workshop on **“Mixology and Flair Bartending,”** SRM University, Modinagar, Uttar Pradesh, February 2020.
- Two-day workshop on **“Mixology and Flair Bartending,”** SRM University, Modinagar, Uttar Pradesh, January 2019.

INSTITUTIONAL RESPONSIBILITIES

- **Vice Chairperson – Event Management**, SRM Institute of Science and Technology, 2026.
- **Class Mentor (entrusted responsibility)**, SRM Institute of Science and Technology, 2023 to 2025.
- **Faculty Coordinator, “Rubaroo ’19”**, national-level cultural fest of SRM Institute of Science and Technology, Delhi-NCR Campus, 27–28 September 2019 — awarded a Certificate of Appreciation.

AWARDS, RECOGNITION AND RECORDS

- **Academic Excellence Award 2023 – “Youngest Hospitality Teacher in Front Office Operation Management for the Year 2023,”** conferred by the Shri Balbhadra Singh Negi Education Society during the International Conference on “Innovation and Entrepreneurship: In Perspective of Education System (IEPES-2023),” organised by the Institute of Hospitality, Management and Sciences, Kotdwar, Uttarakhand, 16 December 2023.
- **Certificate of Appreciation – Best Teacher 2024**, Department of Hotel Management, SRM Institute of Science and Technology, Delhi-NCR Campus, Ghaziabad, for sustained efforts towards promoting joyful and experiential teaching.
- **Certificate of Participation – NOVA World Record Attempt**, “1001 Vada Pavs – One Record, One Spirit,” held at SRM Institute of Science and Technology, Delhi-NCR Campus, Ghaziabad, 21 May 2025, for curating 1001 unique vada pavs.
- **Global Hospitality and Tourism Leadership Award – Best Innovative Faculty (Front Office)**, presented on the occasion of the 10th International Conference on “Advanced Technologies and Innovations in Tourism and Hospitality Industry (ATITHI-2025),” 6–7 December 2025, organised by Bhikaji Cama Subharti College of Hotel Management, Swami Vivekanand Subharti University, in collaboration with the Institute of Hotel Management, Catering Technology and Applied Nutrition, Dehradun, for valuable contribution to the hospitality and tourism sector.
- **Certificate of Achievement – Best Performer of the Year Award 2026**, conferred on the 29th Foundation Day of SRM Institute of Science and Technology, Delhi-NCR Campus, Ghaziabad, for consistent excellence, outstanding performance and commendable dedication to the highest professional standards.

AREAS OF INTEREST

Hospitality and Hotel Operations • Front Office Management • Food and Beverage Service • Tourism and Travel Management • Event Management • Emotional Intelligence and Financial Decision-Making in Hospitality • Outcome-Based Education and Curriculum Development