



Dr. Manasi Shukla, obtained her MBA (FMS:from top five B-schools in India), PhD in Knowledge management services industries (Delhi University) has around seven years each of industry and academic experience. Her specialization is in quality management of the operational stage of an outsourcing project. She is evenly exposed to creative thinking, application ethics and organization capabilities having worked in diverse profiles with Oracle Corp, Wipro Ltd in New Delhi as total solution provider to clients. Her researching patience, rigorous back-ups and relevance in customer context has been further honed with her experience as a researcher in Singapore (NBS, HCL BPO technologies). She has research experience in knowledge management, k- worker competency vs. skills e-commerce and ITES industry quality standards. In total, she has around 8 publications and 17 conference acceptances.