



Dr. Kaushik Mukerjee is Professor and Dean-Executive Training Programme at National Institute of Bank Management.

He has over 25 years of experience in industry and academics. Prior to NIBM he has worked for the Tata Group in a leadership development role. At NIBM he has conducted executive training programmes and consulting assignments on corporate governance, business strategy, leadership, analytics / cross-selling, digitalization in banking. His research on customer orientation, and self-service technologies in banking have been published in A and B category international journals (Marketing Intelligence and Planning, International Journal of Retail and Distribution Management, Journal of Financial Services Marketing, Journal of Business Strategy etc.) while his books have been published by Penguin Random House and Tata McGraw Hill.

Education

BE(E&TC), MMS (Marketing Management), Phd (Dept of Management Sciences, PUMBA, Pune University)