

About Our Authors

Ricardo Caballero (*Mexican Students' Attitudes Toward Personal Selling: An Exploratory Investigation*) has an MBA in Marketing from ITESM, Monterrey campus. Currently, he is in the Ph.D. program in Economics and Business at Universidad de Deusto, Spain and ITESM, Mexico. He teaches in the Department of Marketing, ITESM, Mexico. His research has been presented at several local and international forums, such as Association of Collegiate Marketing Educators, Federation of Business Disciplines, and AIMS International Conference. His teaching interests include qualitative marketing research, quantitative marketing research, sales processes, and web-based learning.

Dr. Kavita Chavali (*A Study on Significance of E-Trust and E-Loyalty in Online Banking*) has a Masters degree in Business Administration and a PhD from Andhra University. Dr. Kavita has over 11 years of teaching experience in different B-Schools at India and West Indies. She has many publications in National and International Conferences to her credit. Currently she is Associate Professor at Alliance Business School, Bangalore.

Tammy J. Davis (*Assessing Occupational Mobility: The Validation of the Barriers to Occupational Change Scale (BOCS)*) earned her Ph.D. in Management from the University of Georgia. She is an Associate Professor of Management at the University of Houston-Downtown. She has published articles related to human resource management and is an active member of the Society of Human Resource Managers (SHRM). She is SPHR (Senior Professional in Human Resources)-certified and is an experienced trainer, providing consulting and training programs in human resource issues, leadership, and team building.

Dr. Madhurima Deb (*A Study on Significance of E-Trust and E-Loyalty in Online Banking*) received her PhD from the prestigious Indian Institute of Technology (IIT), Kharagpur. She has many publications in international conferences and journals. She worked as Assistant Manager at Jones Lang LaSalle Meghraj Property Consultants Pvt. Ltd in Strategic Consulting and Land Agency Group and as Asst Professor at Alliance Business School, Bangalore.

Rameshwar Dubey (*Logistics Skill Gap in Supply Chain Sector in India-An Empirical Study*) earned his Doctor in Business Administration (DBA) from University of Canterbury, Kent in management, FIAE (Fellow of Institution of Automotive Engineers) and now working towards his Ph.D. from MNNIT (India). He is member of Society of Operations Management, POMS, ORSI, ACLM, IE (I), and IAE & IIF. He has presented several papers at international conferences and published in refereed journals. He is currently an Assistant Professor at University of Petroleum & Energy Studies.

Kishwar Joonas (*Mexican Students' Attitudes Toward Personal Selling: An Exploratory Investigation*) received a Doctorate in Business Administration from Louisiana Tech University. She teaches graduate and undergraduate courses in Marketing at Prairie View A&M University, Texas, U.S.A. Her teaching methods include team work, experiential and service-learning, and web-based support. Her research interests include consumer behavior, environmental issues, international and cross-cultural issues, and customer relationship management. She has presented papers at local as well as international academic forums, and published her work in quality journals. She holds numerous service positions, at the College of Business Instructional Resources and Responsibilities Committee, the Prairie View A&M University Service Learning Committee, and the Association of Collegiate Marketing Educators, Federation of Business Disciplines, and AIMS International.

A. Vijaya Kameswari (*Internal Marketing for Customer Satisfaction in Retail Sector*) is a M. Phil student at the Department of commerce and Management studies, Andhra University, Visakhapatnam, India. She received her M.A Economics with second rank from Andhra University and pursuing MBA .She received Post graduate Diploma in HRM. Her future research fields are customer relationship and marketing.

Rajyalakshmi Nittala (*Internal Marketing for Customer Satisfaction in Retail Sector*) is a Professor of Marketing Management at the Department of Commerce and Management Studies, Andhra University, Visakhapatnam, India. She received her Ph. D degree in Management (Productivity Management) from Andhra University in 1990. She teaches Consumer Behavior, Customer Relationship Management, E- Marketing, Global Marketing and Retail Management. She presented papers at several National and International conferences. She received Second Best paper Award for this Paper at Sixth AIMS International Conference on Management during December 28-31, 2008 at Greater Noida, India. Two PhDs were awarded under her guidance and several papers are also published in various journals.

Lucille V. Pointer (*Assessing Occupational Mobility: The Validation of the Barriers to Occupational Change Scale (BOCS)*) earned a Ph.D. in Marketing from Texas A & M University. Currently, she is an Associate Professor of Marketing at the University of Houston-Downtown. She has published in a variety of management and marketing journals. Before coming to academe, she gained several years of practical work experience in the area of brand management.

Tripti Singh (*Logistics Skill Gap in Supply Chain Sector in India- An Empirical Study*) is working as an Assistant Professor with School of Management Studies, Motilal Nehru National Institute of Technology. Her interest area is Strategic Human Resource Management & Supply Chain Networks. She has to her credit around 10 research papers in International and National Journals and 15 papers at various International conferences in India and abroad. Beside rich publication she has guided one doctoral work and at present she is guiding more than two doctoral students.