

Indu Khokher

Residence/domicile: H No- 1/2478/1, UGF, Main Moti Ram Road, Ram Nagar, Shahdara, Delhi- 110032

E-mail: indu.khokher16@gmail.com * *Telephone number:* +91-9910441446

About Me

Experienced project manager with a proven track record of successfully delivering projects and driving operational excellence. Demonstrated expertise in stakeholder coordination, risk management, compliance audits, and process implementation. Skilled in establishing and maintaining client relationships, ensuring customer satisfaction, and achieving project goals.

Proficient in people management, business management, and operations management. Strong leadership abilities with the capability to lead cross-functional teams and drive change management initiatives.

Excellent communication and problem-solving skills with a focus on delivering measurable results.

Flexible and able to adapt to a rapidly changing environment; able to manage projects of varying length; the positive, self-motivated individual who can complete tasks independently.

Work experience

HCL Technologies Ltd

Project Manager

Nov 2021 - May 2023

Noida, UP

- Create project plans and define project milestones to be executed by project teams, while ensuring the optimal use of resources to meet the client objectives.
- Monitoring and documenting the project and program activities status and present relevant reports to internal and external stakeholders.
- Understand and articulate the business and technical implications of decisions that are being made by the project teams, whilst managing senior stakeholder relationships to ensure successful project delivery.
- Manage a cross functional team of designers, developers and quality engineers and be able to guide them and resolve their issues.
- Managed Service Enhancement project for one of the clients of HCL.
- Coordinating and collaborating with various stakeholders for project implementation and execution.
- As a Service Line Manager chairing Daily Sync Up call - Monitoring and reviewing the repetitive and daily inflow of incidents and all open tickets along with guiding all technical teams in achieving the target timely, based on guidance the team to work on root cause of queue inflow.
- Implemented dashboard to review aging incidents priority wise, update wise, which has resulted in improving the daily aging trend below 5000 open tickets wherein the trend used to be 100000 incidents during the transition.
- Guiding the Track Leads and SPOCs by enabling them on a single platform to analyze the inflow trend, to address the problem areas and bring them to closure, which helped to make all the customer KPI green for last quarter wherein it was all red during the transition resulting in saving 10000s of USDs.
- Set up Daily Dashboard for management review which helped in providing insights of day to day operational issues and ensured resource availability and allocation.
- Manage the relationship with the client and relevant stakeholders i.e. Day to day communication and coordination with Client for Incident reviews, SLA review and escalations.

- Direct point of contact for Client to discuss Operations insights, Performance and Penalty reports of the account and based on the feedback implementing the measures in the Operations by enabling all the stakeholders.
- Defining, documenting and implementing the Operational processes in line with business and functional requirements of Client as well as organization.
- Creating and managing all process related documents and reports related to Risk and compliance audits.
- Responsible for 24*7 support of all GDPR, PII incidents received for the account.
- Maintained 100 percent OLA and SLA for the track leading to Zero breaches and higher customer satisfaction.
- Designing and Conducting Risk and Compliance audits as per contractual requirements of the client.
- Documenting and assessing the risk management process and conducting the Risk Management workshops for track leads and risk owners to minimize potential risks.
- Risk and Compliance audits : Mitigate the open risks and adherence to Process helped in successful Compliance audits for the engagement conducted by DCO team of HCL.
- Worked flexibly and was able to adapt to a rapidly changing environment.

Bharat Heavy Electricals Limited

Young Professional - Strategic Consulting

Feb 2021 - Nov 2021

New Delhi

- Studied the transformation journeys of successful OEMs, who have diversified their product profile over the last decade and identified best practices that can be adopted by BHEL.
- Assist in the definition of project scope and objectives, involving all relevant internal stakeholders and ensuring technical feasibility. Formulated Digital Transformation road-map of the organization as part of a cross functional team with people from IT, Finance and operations.
- Benchmarking the current policies/practices (as identified) of BHEL, with global OEMs and other Government organizations.
- Developed a detailed project plan to monitor and track progress of formulated brand management and marketing plan, with special focus on social media along with corporate communication team.
- Scanning business opportunities in line with country's investment plans.
- Tracked various project performance, specially to analyze the successful completion of short and long-term goals.
- Anchoring the operational excellence program along with the team with special focus upon change management and maturity assessment.
- Anchored the re-launch of BHEL's Technology Innovation Portal - SanRachna; responsible for redefining scope, user experience, marketing and content management.

Gigabyte Technology India Pvt. Ltd.

Marcom Manager

Jan 2018 - Feb 2021

New Delhi

- Developed strategy and managed market communications that drove product demand.
- Consumer Segmentation by analyzing and understanding the Consumer base for better product promotion, placement.
- Developed and implemented product positioning plan by understanding customer needs, product road map, market trends for VGA RTX series business, market share grew by 10 percent across India.
- E-Commerce Business Managements by building E-commerce Channel, Strategies planning and implementation of Sales and marketing initiatives for E-commerce e.g. Amazon.
- Built, implemented national marketing initiatives to maximize outreach and sales of Gaming/editing products.

- Conducted trials and tests of marketing channels such as paid acquisition, social media and fresh content creation, In uncertain marketing.
- Directed marketing projects at all stages, including conceptual planning, schedule management and final implementation. e.g. Exhibition and Gaming Tournaments.
- Developed strategy and managed market communications that drove product demand.

Gigabyte Technology India Pvt. Ltd.

June 2016 - Jan 2018

Assistant Product Manager

New Delhi

- Developed Go to Market strategy for AORUS brand, executed marketing strategies to drive sales and awareness of products by Identifying the goals, channel market, consumer base and risks.
- Developed and monitored product sales plans, distribution and Profit and Loss accounting.
- Developed Go to Market strategy for AORUS brand, executed marketing strategies to drive sales and awareness of products by Identifying the goals, channel market, consumer base and risks.
- Conducted Market research for market share, market size and consumer requirements to finalize go to market strategy of HE Motherboards for Video Editing Industry.
- Managed inventory processes to optimize stocks at various levels i.e. Distribution and T1 Distribution along with Cost optimization.
- Handled B2C and B2B marketing strategy planning and execution along with events, channel programs and backend rebates to promote sales.
- Conducted meetups and training's for Editors, Gamers and Channel Partners to promote and establish brand AORUS, resulted in 15 percent growth of HE products.

Jasper Infotech Pvt Ltd (Snapdeal)

Feb 2015 - Oct 2015

Key Account Manager

Gurugram, Haryana

- Business Analysis by tracking and analyzing Profit and Loss statement and ASP (average selling price) of the category and working on competitive pricing, product placement, and inventory management.
- Campaign Management by Formulating and executing new campaign activities to building revenues from brands.
- Process Management and Compliance by Maintaining and developing process for hygiene of the online site in terms of the Pricing, Product range, offers and Promotions.
- Ensuring inventories of top selling SKUs as well as maintaining category Stock out less than 10 percent in coordination with brands and distributors.
- Single point of contact in category department between internal and external stakeholders to maintain customer satisfaction and uphold company protocols.

Flytxt Mobile Solutions Pvt Ltd

Nov 2013 - Dec 2014

Senior Executive - Marketing Operations

Bangaluru, Karnataka

- Researched and recommended Campaign improvements to the Vodafone marketing team based on consumer behaviour, to enhance ARPU and change consumer bracket from LVC to MVC to HVC.
- Resolved Campaign and billing related problems, improved operations and provided exceptional client support.
- Pre-Post analysis, impact analysis of the campaigns, Consumer segmentation, Competition trends and offering.
- Collection, documentation, feasibility check, configuration and UAT of campaigns basis requirement document.
- Implemented trigger based campaigns to retain port out customers and offer campaign improvements which resulted in 1.2 percent incremental revenue and improved marketing margins.
- Account and Revenue Management, was responsible for customer relationship, invoicing and payments.

Technical skills

Programming Languages/Tools	PowerBI, GRACE, ServiceNow, Google Analytics, Trello, MS-EXCEL, MS-Office, Teams, MS-Sharepoint, MIS, SQL
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Management Skills

Management Skills	Project Management, Operations Management, Operations Excellence, Process Implementation, Process Improvement, Program Management, Business Consulting, Risk and Compliance Audit, Incident Management, Change Management, Account Management, Risk Management, Market Research and Analysis, Campaign Management, User Acceptance Test, Conceptual Planning and Design, Consumer and Campaign Analysis, Channel Marketing, Marketing Operations, Brand Management, Data Analysis
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Non Technical skills

Soft Skills	Critical thinking, Troubleshooting, Customer service, Problem solving, Quick learner, Detail Oriented, Decision making, Communication Skills
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Language proficiency's

English	Hindi
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Certification

Marketing Analytics And Customer Valuation	IIM Kashipur, 2018
Prince 2 Foundation	Peoplecert, AXELOS, 2022
ITIL Foundation V4	PeopleCert, AXELOS, 2022

Education

Master of Business Administration <i>International Business and operations</i> Hjreturnj	<i>Amity University, Noida, U.P</i> <i>2011 - 2013</i>
Bachelor of Engineering <i>Computer Science and Engineering</i>	<i>ACE, Visvesvaraya Technological University, Karnataka</i> <i>2007 - 2011</i>
Sr. Secondary School <i>12th Science</i>	<i>CBSE</i> <i>2005 - 2006</i>
High School <i>10th Science</i>	<i>CBSE</i> <i>2003 - 2004</i>