UTKRISHT KUMAR

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Summary

MBA (Finance) from IIM Kozhikode with a Bachelor's in Engineering from BITS Pilani and a Foreign Exchange Program from King's College London. Experienced Program Manager leading strategic initiatives from the Founder's Office, managing cross-functional teams of 30+ members, and driving business transformation using Agile, Scrum, and IPECC methodologies. Proven expertise in supply chain management, lean process optimization, and retail operations, including dark store project execution in Dubai that delivered 3x ROI growth. Skilled in e-commerce operations and marketplace strategy across platforms such as Amazon, Noon, Talabat, Deliveroo, Instashop, and ItsGLU, with hands-on experience in inventory planning, pricing strategy, and marketing calendar execution. Certified in Lean Six Sigma Black Belt, Equity Valuation, and AI in Supply Chain, with advanced proficiency in business analytics using Power BI to enable data driven decision making and organizational growth.

EDUCATION

Post Graduate Program, Finance 2023-25
Indian Institute of Management, Kozhikode
Bachelor Of Engineering (ECE) 2018-22
BITS, Pilani

PROFESSIONAL EXPERIENCE

Pocket FM, (India)
Program Manager, Growth Marketing Strategy (Revenue Management) *Present*

- Handled revenue management and top-line analysis, identifying key drivers impacting revenue performance and delivering actionable insights for business growth.
- Built and maintained dashboards for top line monitoring, enabling leadership to track product performance, forecast revenue trends, and make informed strategic decisions.
- Led in depth scaling of new products, evaluating their impact on overall revenue and aligning product strategy with organizational growth targets.

Annova Solutions (India)
Program Manager, Growth *April 2025-Jul 20*

- Managed client servicing and operational coordination to ensure timely processing of customer transactions within agreed TATs.
- Acted as the primary point of contact for clients, maintaining strong relationships and ensuring smooth communication across departments.
- Coordinated with Relationship Managers and centralized processing teams to deliver seamless, hassle-free services to customers.
- Scrutinized client documentation to ensure compliance and accuracy before transaction execution.
- Monitored end-to-end transaction processes, proactively resolving bottlenecks and maintaining service efficiency.

Gulf Marketing Group, Dubai
Business Planner, Planning and strategy *Jan 2022 – Jul 2023*

- Revamped demand forecasting models for 20+ brands using historical sales & lead time data, achieving 95% forecast accuracy and optimizing stockholding costs
- Supported store expansion projects across 15 UAE retail locations, ensuring proper warehouse integration, product categorization, and system synchronization during new outlet launches..
- Conducted pricing analysis and competitive benchmarking to align brand pricing with market trends, driving higher product margins and sales efficiency across Amazon, Noon, and other platforms..
- Developed a centralized contract and purchase order tracking system, reducing procurement cycle time by 72 hours and boosting execution efficiency by 20%.

Skills and Certifications

Certifications: Lean Six Sigma Black Belt, Supply Chain with AI, Equity research and valuation
Skills: Procurement strategy & outsourcing, Contract negotiation and vendor management, Inventory & Demand forecasting, Client Servicing, Relationship Management, Transaction Processing, Cross-functional Coordination, Compliance Review, Business Development, Stakeholder Management