



PRANAAM KAUR MUTREJA

E-Mail: x26pranaamm@iima.ac.in **Mobile:** +91 9958541207 **LinkedIn:**

<https://www.linkedin.com/in/pranaam-mutreja-b91524172/>

Summary

Senior Analyst with 6+ years across financial data research, knowledge management, and Salesforce-powered client experience at S&P Global, MI. Proven in process innovation, stakeholder leadership, and cross-functional collaboration.

Professional Experience

Senior Analyst/Product Management (Desktop Business Development) | S&P Global | Gurugram, India

- Led KB/Help site operations for 10,000+ published articles serving 28K+ customers; managed 651 CIQ/XF article reviews with 40+ Content Team POCs — 50% approved for CIQ Pro, significantly expanding self-service coverage.
- Independently built 15+ Heap analytics charts tracking ~200 client engagement views to measure the impact of in-platform education; closed 131 Help site feedbacks in 2023, resulting in 150 article edits and 21 new articles.
- Co-led a methodology reduction initiative with manager (June 2023): analysed multi-domain reports and created 10+ action items with CS and content team leader sign-off, resulting in a measurable decrease in methodology questions reaching content teams.
- Redesigned operations and delivery of the help site to enhance product usability; partnered with engineers to introduce 2 AI tools (Heap and Chameleon); automated 1:1 training via video tutorials for 3 cross-functional divisions; orchestrated tool automation with the tech team and merged acquired IHS helpsites.
- Facilitated the on-boarding of data division stakeholders and teams: analysed KPI reports of 18 teams and pitched the helpsite as a solution backed by data trends; on-boarded 100+ POCs; 3 teams shifted their personal knowledgebase to work with clients.
- Spearheaded a project to grow a new product (helpsite for CIQ Pro), identifying 85% content reusability through duplications; spearheaded 2 CIQ helpsites (14K articles, 9K client-facing).
- Promoted to Senior Analyst from Sr. Application Associate in 2023, reflecting consistent 'Exceptional Achievement' performance ratings.

Sr. Application Associate/Salesforce Knowledge (Customer Experience) | S&P Global | Gurugram, India

- Delivered S&P Global's largest KB project in 2022: coordinated ~45 stakeholders across Content Teams to review 856 methodology/definition documents for CIQ Pro eligibility; 380 pages reviewed, 154 additional self-service articles made available; praised as the primary driver behind the team's 143,426 Help sessions and 10K published articles at year-end.
- Won Mli3 (S&P Global Innovation Contest) with the 'Pro Log' community idea — a loyalty platform for power users, selected for long-term implementation.
- Reduced maximum customer TAT on Help site feedback from ~14 hours to ~1 hour by spearheading an RPA automation proposal (Salesforce Enhancement Request ER-86301).
- Made SPOC for documentation across GICRS/BECRS, Vendor Escalation, and GC documents; added 40+ FAQs under sole ownership, crossing a milestone of 100 documents managed.
- Trained 6+ solo stakeholders within 8 months of joining the KB Team — progressing from observer to solo trainer; managed 5 Audits in H1 2021 against a benchmark of 4 (over-achieved).

Data Researcher (Data Operations) | S&P Global | Gurugram, India

- Managed 27 bulk jobs in 2020 (8 H1 + 19 H2) — H2 bulk volume 137% higher than H1; coordinated timelines with Client Support with zero SLA feedback.
- Achieved Exceptional Achievement rating in both Mid-Year and Full-Year 2019 reviews — the highest possible rating; primary owner of the Golden Copy (GC) maintenance process for 8 months, with productivity of 104% and quality error rate of 0.02% (H1 2019).
- Over-achieved the Kames Capital crosswalk migration ETA: committed 16 cases/day, delivered 37 cases in one day; added 20+ FAQs to GICRS/BECRS in H2 2020.

Education

Economics Honours – Delhi University, Sri Guru Gobind Singh College of Commerce

Accomplishments and Awards

- Won the Mli3 S&P Global Innovation Contest with 'Pro Log', a community platform concept, securing product demo funding among 130 pitches in the global competition.
- Received special mention from Global Product Head (CFO) Warren Breakstone for driving AI implementation on the product I led, the Help site (2024).

- Advanced from Sr. Application Associate to Senior Analyst (2023) via a skip-level promotion from Grade 8A to Grade 9A, driven by Exceptional Achievement ratings in Mid-Year and Full-Year 2019 reviews and 8 team-level awards (2019–22).
- Named 'Leader of the Month' (June 2020) by team management for excellence in ERA SLA adherence.

License & Certifications

- CPC Program – S&P Global (CIQ Pro Platform Certification)
- WalkMe / Chameleon Platform Builder (2022–2023)
- Salesforce (Knowledge, Cases, Contacts, Reports, Dashboards)
- Thought Industries (TI) — CIQ Pro Academy course management (2023)

Co/Extra-curricular

- Serving as Class Representative at IIM Ahmedabad, bridging communication between faculty, administration, and a class of 79 students.
- Organized team recreational and bonding activities, and facilitated onboarding KT sessions for new joiners at S&P Global.
- Mentored 50+ children in English, Hindi, and Mathematics across 1,250+ volunteer hours with Missionaries of Charity (2018–2026). Digitized donation records across 3 branches and mobilized funding through personal networks for Missionaries of Charity, strengthening data management and resource inflows.