



Pranaam Kaur Mutreja

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Summary

Customer experience strategist with 6 years at S&P Global, turned client friction into high-adoption digital solutions. Proven to elevate routine user interactions into deep brand trust and empowering self-service tools. Skilled at bridging product, data, and tech leadership teams to build cross-functional strategies.

Professional Experience

S&P Global, Market Intelligence | Gurugram, India

Sep 2018–Mar 2026

Six years of experience, split between Data Operations and Customer Experience, supporting S&P's flagship CIQ platform

Senior Specialist, Product Management

Jan 2026–Mar 2026

Work Sabbatical

Jun 2024–Dec 2025

Sr. Associate/ Sr. Analyst, Business Development (CX)

Aug 2021–May 2024

- Skip-promoted to Sr. Analyst from Sr. Application Associate (2023) for consistent Exceptional Performance ratings.
- Owned S&P Global's 2 flagship Help sites, a knowledge base with 10K+ articles used by 28K+ customers to self-serve support answers.
- Led largest help site project, aligning 45+ stakeholders to create new content that resulted in 143K+ user sessions.
- Drove a new product's growth strategy by reusing 85% of existing content, scaling to 15K+ articles across 2 platforms.
- Redesigned help site operations by integrating 2 AI tools (Heap, Chameleon) into the self-service process, cutting customer support tickets by 25%.
- Built relationships across 18 internal teams by pitching data-backed solutions, onboarding 100+ new contributors to help site.
- Developed multi-format learning assets including guided in-app tours, video tutorials across 3 divisions, and academy courses to upskill 100+ stakeholders.

Data Researcher III, Data Operations

Sep 2018–Jul 2021

- Promoted from Data Researcher I to III, with ratings rising from Full Achievement to Exceptional Achievement (2019).
- Supported S&P Global's Securities data (\$45T+ global securities dataset) by checking data quality, growing coverage on the backend, and helping resolve client issues.
- Led a team responsible for a critical data quality process for 8 months, clearing a major backlog and running 10+ improvement projects, including automating parts of the process and using data analysis to resolve 15K errors.
- Diagnosed and resolved client reported errors (including direct client communication), sustaining 107% productivity with near-zero error rates (0.05%).
- Anticipated customer questions and built 100+ documents and 60+ FAQs to help internal, external users find answers faster.

Education

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

Accomplishments and Awards

- Winner of Mii3 (S&P Global's company-wide innovation contest) for a client loyalty platform idea funded among 130+ pitches.
- Received special mention from S&P Global's Product Head (CFO) Warren Breakstone for driving AI implementation.
- Received a skip-level promotion in 2023 and 8 team-level awards 2018 onwards.

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

- Elected as Class Representative at IIM Ahmedabad (2026–27), bridging gap between faculty and class.
- Led class of 79 students to victory at Tnite, IIMA's inter-batch talent competition with 27+ events.
- Mentored 50+ children over 1,250+ volunteer hours with Missionaries of Charity (2018–2026), digitizing donation records and mobilizing funding across 3 branches.