

**Kanika Mutreja**

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## **PROFESSIONAL SUMMARY**

- Agile Product Owner with 14 years of experience delivering enterprise-grade digital solutions in travel, finance, and customer service, including 9 years leading global product initiatives.
- Expert in defining product vision, roadmaps, and backlogs, translating complex business needs into actionable user stories for cross-functional Scrum teams.
- Drove operational improvements, reducing call handling times by 30% and boosting customer satisfaction by 25% through innovative voice automation and fraud detection solutions.
- Skilled in aligning products with regulatory standards (AML, KYC, GDPR), ensuring robust fraud prevention and customer protection across EMEA, APAC, and India.
- Led cross-functional teams to deliver seamless digital experiences across web, mobile, and voice platforms, achieving 95% sprint commitment accuracy and global user adoption.
- Complemented product leadership with QA expertise, overseeing automation strategies and achieving a 99% UAT success rate to ensure high-quality releases.

## **Professional Experience**

**American Express - Tata Consultancy Services, Sunrise, FL**

**Product Owner / Test Manager**

**07/2018 – 04/2025**

- Spearheaded global contact center modernization, leading the development of IVR/OBVR systems for fraud detection and account notifications, increasing operational efficiency by 30%.
- Defined product vision, roadmaps, and prioritized backlogs, aligning with business goals to achieve 95% sprint commitment accuracy across EMEA, APAC, and India regions.
- Collaborated with fraud and compliance teams to ensure AML/KYC/GDPR compliance, enhancing fraud prevention and customer protection for 10+ markets.
- Drove cross-functional Scrum teams to deliver seamless voice automation solutions, boosting customer satisfaction by 25% and maintaining 99.9% system uptime.
- Championed strategic training and documentation, enabling smooth production rollouts and earning a Star Award for process improvements.
- Supported product quality by overseeing QA automation, achieving a 99% UAT success rate to ensure high-quality releases.

**Carnival Cruise Lines - Tata Consultancy Services, Doral, FL**

**QA Lead**

**09/2015 – 06/2018**

- Led product ownership for Carnival.com, GoCCL.com, and Guest Tech Hub mobile app, delivering seamless digital experiences for millions of cruise guests.

- Defined and prioritized product backlogs, creating user stories to align with business goals and drive timely feature delivery.
- Directed QA efforts, conducting end-to-end testing across web and mobile platforms to validate usability, performance, and cross-browser compatibility.
- Utilized tools like Browser Stack and Charles Proxy to debug network traffic and ensure data integrity, enhancing platform reliability.
- Facilitated Agile ceremonies, ensuring consistent collaboration with development and offshore teams to support global user adoption.

## **Hilton Worldwide - Tata Consultancy Services, Gurgaon, India**

### **Test Analyst**

**03/2011 – 08/2015**

- Supported development of Hilton Business Systems web applications, contributing to reliable digital experiences for global hospitality operations.
- Collaborated with cross-functional teams to gather requirements and validate functionality, ensuring alignment with business goals.
- Partnered with developers to resolve issues early in the development cycle, minimizing production disruptions.
- Coordinated with global teams to meet project deadlines, ensuring consistency across development and deployment phases.

## **SKILLS**

- **Product Management:** Agile/Scrum Methodologies, Product Roadmapping, Backlog Management, Customer-Centric Feature Design, Data-Driven Decision Making
- **QA & Testing:** QA Automation (Cyara, Genesys), Voice/IVR Testing, Backend Testing (Postman, Oracle SQL Developer), Python Test Automation (PyCharm), Functional Testing, Test Strategy, Cross-Browser Testing (Browser Stack)
- **Compliance & Fraud Detection:** AML/KYC Compliance, GDPR, Fraud Detection Systems
- **Technical Tools:** Splunk, ELF (Log Monitoring), Charles Proxy (Network Debugging), Sitecore CMS, JIRA (Defect Tracking & Project Management), Confluence, Rally, Figma, MS Visio
- **Leadership & Collaboration:** Cross-Functional Team Leadership, Global Stakeholder Management, Training & Documentation

## **Certifications**

- SAFe Agilist, 2023
- ISTQB Certified Tester, 2016

## **EDUCATION**

### **Bachelor of Computer Science**

Maharshi Dayanand University (MDU), Rohtak, India

07/2006 – 06/2010