

SHEETAL NIGAM

Bangalore, Karnataka | 6388066050 | sheetalnigam1416@gmail.com

PROFESSIONAL SUMMARY

Content Analyst with 3+ years of experience in high-volume data review, quality assurance, and policy compliance. Proven ability to process 250+ items daily with high accuracy while supporting content integrity and platform standards. Skilled in data analysis, content evaluation, and risk identification using Excel and Power BI to drive operational efficiency.

KEY SKILLS

- Content Moderation & Quality Analysis
- Policy Compliance & Risk Assessment
- Data Analysis (Excel, Power BI)
- Content Review & Accuracy Validation
- SLA Management & High-Volume Operations
- Stakeholder Communication
- Process Improvement & Automation

PROFESSIONAL EXPERIENCE

Media Quality Analyst | Cognizant | Gurgaon | 2022 – 2025

- Reviewed and processed 250-300 content daily while maintaining high accuracy and strict adherence to platform guidelines and SLAs
- Evaluated content against policy standards to ensure compliance, consistency, and risk mitigation across large datasets
- Identified errors, inconsistencies, and policy violations, contributing to improved content quality and reduced escalation rates
- Utilized Advanced Excel and Power BI to analyze datasets and streamline reporting, improving workflow efficiency and reducing manual effort
- Managed end-to-end task ownership independently, consistently meeting tight deadlines in a fast-paced, high-volume environment
- Collaborated with cross-functional teams to resolve content-related issues and ensure alignment with quality benchmarks

Public Relations Intern

Suvidha Foundation (Remote) | Feb 2022 – Mar 2022

- Supported PR and communication initiatives by creating and editing content for outreach campaigns
- Coordinated with team members to ensure consistent messaging across channels
- Assisted in stakeholder communication and engagement activities

EDUCATION

Bachelor of Mass Communication (2017–2020)

Makhanlal Chaturvedi University, Noida

CERTIFICATIONS

- AI Tools Workshop
- Excel Power Pivot – LinkedIn Learning