

SHEETAL NIGAM

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SUMMARY

Media and Content Quality Analyst with three years of experience ensuring accuracy, policy compliance, producing, editing, and managing high-quality digital content in news. Skilled in conducting comprehensive research, interpreting complex data and transforming it into easily understandable information. Strengths include exceptional communication skills, critical thinking abilities, and a strong commitment to staying updated on industry trends. Seeking opportunities to enhance abilities while contributing to company growth in roles related to Content Analyst, Prompt Engineer, Content Safety, and AI Data Training.

SKILLS

- Quality assurance and analysis
- Research methodologies
- Task prioritization and collaboration
- Attention to detail
- Problem solving
- Keyword and content strategy
- Analytical mindset
- AI performance enhancement
- Data analysis

EXPERIENCE

COGNIZANT

Gurugram, Haryana

Senior Process Executive

06/2022 to 06/2025

- Executed quality checks and task evaluations, enhancing AI performance metrics.
- Prioritized tasks to efficiently achieve service objectives.
- Collaborated with team members to meet project deadlines and objectives.
- Maintained updated knowledge through continuing education and advanced training programs.
- Provided support and guidance to colleagues, fostering a collaborative work environment.
- Recognized by management for exceptional customer service contributions.
- Conducted comprehensive research and data analysis to inform strategic planning decisions.
- Supported onboarding of new team members for effective workflow understanding

EDUCATION AND TRAINING

BACHELOR OF MASS COMMUNICATION

10/2020

Makhanlal Chaturvedi University of Mass Communication & Journalism, Noida

CERTIFICATIONS

AI Tools Workshop

LANGUAGES

- English, Proficient
- Hindi, Proficient

INTERNSHIP

Public Relations Intern at Suvridha Foundation

Assisted in organizing promotional events to strengthen brand visibility and engagement, and conducted industry research.