

PREETI OJHA

New Delhi, India – 110044

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PROFESSIONAL SUMMARY

Analytical and Detail-oriented Professional with over 1.5 years of experience in Operations, Quality Assurance, and Digital Communication. Proven track record in managing complex data sets, ensuring 100% documentation accuracy, and resolving customer queries with high efficiency. Adept at leveraging SEO strategies and social media management to enhance engagement. Seeking to apply strong analytical thinking and communication skills in a results-driven operational or analyst role.

PROFESSIONAL EXPERIENCE

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| Newsgram
Journalist | Remote
Dec 2025 – Present |
| <ul style="list-style-type: none">• Digital Strategy & SEO: Implement Search Engine Optimization (SEO) best practices to improve content discoverability and reach, ensuring high-ranking digital presence.• Social Media Management: Handle the official account on X (formerly Twitter), curating real-time updates, engaging with the audience, and monitoring trends to drive platform growth.• Research & Investigative Reporting: Conduct deep-dive research to verify complex facts, ensuring the highest standards of accuracy and journalistic integrity.• Process Adherence: Author high-impact reports while adhering to strict editorial guidelines and tight daily deadlines. | |
| RMSI Pvt Ltd
Junior Analyst (AI Data Operations) | Noida, India
Nov 2024 – Nov 2025 |
| <ul style="list-style-type: none">• Quality Control (QC): Performed rigorous audits on production-level data, identifying errors and ensuring 100% adherence to project-specific accuracy targets.• Analytical Problem Solving: Structured complex data sets and formulated logical Q&A pairs to improve system reliability and user-facing logic.• Pattern Recognition: Conducted interaction surveys to identify failure patterns in automated systems, providing insights for process improvements.• Data Integrity: Classified and managed multi-faceted datasets (infrastructure and events) with high precision to support downstream operational processing. | |
| Startek
Operations Executive | New Delhi, India
Feb 2024 – July 2024 |
| <ul style="list-style-type: none">• Operational Excellence: Managed high-volume visa processing tasks, ensuring strict compliance with regulatory procedures and documentation standards.• Query Resolution: Resolved technical issues regarding payment failures and appointment scheduling, maintaining high customer satisfaction ratings.• Cross-Team Collaboration: Coordinated with internal departments to streamline workflows, ensuring efficient processing from application to approval. | |

EDUCATION

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| Business Analytics Certification | 2024 |
| UpGrad
Bachelor of Arts (Political Science & English) | 2020 – 2023 |
| Atma Ram Sanatan Dharma College, University of Delhi | |

SKILLS

- Operational: Customer Service, Quality Assurance, Dispute Resolution, Process Compliance, Documentation
- Technical: SEO (Search Engine Optimization), Social Media Management (X/Twitter), MS Office (Excel, Word), Power BI, Google Workspace, Data Annotation
- Soft Skills: Critical Thinking, Attention to Detail, Verbal & Written Communication, Adaptability, Problem Solving

AWARDS & LEADERSHIP

- Verbal Commendation Award: International Model United Nations (IMUN), UN Women Committee (July 2021).
- Analytical Writing: Authored socio-political articles for Ambedkar Study Circle, focusing on research-backed insights.
- Public Speaking: Secured 2nd Position in Zonal Debate Competition (2019-20).