

# Shivam Kumar

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## PROFESSIONAL SUMMARY

Results-driven data operations professional with 5+ years of experience in data verification, content moderation, and business process management. Proven expertise in ensuring data accuracy, managing high-volume workflows, and maintaining quality standards. Skilled in data mining, digital marketing, and process optimization with certifications in data entry and cybersecurity. Seeking opportunities to leverage analytical and operational skills in data-driven roles.

## TECHNICAL SKILLS

**Core Competencies:** Data Entry & Verification, Data Mining, Quality Assurance, MIS Reporting, Process Documentation

**Digital Skills:** Digital Marketing, Social Media Optimization (SMO), Content Moderation, Data Analysis

**Tools & Technologies:** Microsoft Office Suite (Excel, Word, PowerPoint), Data Management Systems, CRM Software

**Soft Skills:** Attention to Detail, Time Management, Problem-Solving, Team Collaboration, Communication

## PROFESSIONAL EXPERIENCE

**Project Associate** December 2024 – Present  
*Ennoble IP (EIP)* Noida, India

- Manage intellectual property data projects ensuring accuracy and compliance with quality standards
- Coordinate cross-functional workflows and maintain detailed project documentation
- Analyze and process complex data sets while meeting strict deadlines and deliverables
- Implement process improvements to enhance operational efficiency and reduce turnaround time

**Data Verifier** August 2022 – December 2024  
*Ocrolos* Noida, India

- Verified and validated financial documents with 99% accuracy rate across 1000+ documents monthly
- Conducted thorough quality checks on data extraction processes to ensure precision and completeness
- Collaborated with team members to resolve data discrepancies and improve verification protocols
- Maintained comprehensive audit trails and documentation for compliance purposes
- Consistently exceeded productivity targets while maintaining high quality standards

**Data Entry Clerk** July 2022 – January 2023  
*NSB BPO Solutions Pvt. Ltd.* India

- Processed high-volume data entry tasks with exceptional speed and accuracy
- Managed database updates and ensured data integrity across multiple systems
- Generated regular MIS reports for management review and decision-making

**Content Moderator & Executive Assistant** October 2019 – March 2021  
*Cogito / Cogito Tech LLC* India

- Reviewed and moderated 500+ content pieces daily ensuring compliance with platform guidelines
- Provided executive support including scheduling, correspondence, and administrative coordination
- Maintained confidentiality and handled sensitive information with professionalism
- Streamlined administrative processes resulting in improved team efficiency

## EDUCATION

**Delhi University** New Delhi, India  
*Bachelor of Commerce (B.Com) – Business/Commerce* 2018 – 2021

## CERTIFICATIONS

Domestic Data Entry Operator Certification  
Introduction to Cybersecurity

## KEY ACHIEVEMENTS

Maintained 99%+ accuracy rate across data verification and entry tasks throughout career  
Successfully managed multiple concurrent projects while meeting all deadlines and quality benchmarks  
Recognized for exceptional attention to detail and consistent performance excellence