

SHIVANGI SINGH

+91-9324472903 | shivangisingh486@gmail.com | <https://www.linkedin.com/in/shivangimsingh/> | Navi Mumbai, India

SUMMARY

Certified in Excel, SQL, and Power BI with a strong foundation in data analysis and business reporting. Experienced in using data to drive decisions, streamline operations, and improve productivity. Skilled at creating dashboards, working with large datasets, and using tools like HubSpot for CRM. Now seeking a Data Analyst role to apply analytical and visualization skills to business challenges.

EXPERIENCE

Trust & Safety Associate

Accenture

June 2022 – April 2025, Navi Mumbai

- Analysed data to identify trends, inconsistencies, and performance insights to support compliance with platform policies.
- Built and maintained Excel-based reports and MTD production trackers for daily performance monitoring.
- Tracked team work hours and utilization, generating weekly reports to support resource planning and efficiency improvements.
- Presented employee performance data to clients in review meetings.

CRM HEAD - INTERNSHIP

THE MENTOR

May 2021 - July 2021, Remote

- Led and trained the CRM team, managing client relationships via HubSpot.
- Assisted the Co-founder with daily operations and task coordination.
- Ensured smooth communication across departments and timely issue resolution.
- Delivered client requirements effectively and managed team execution.
- Handled hiring, onboarding, and scheduling of virtual meetings.

SKILLS

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- Advanced Excel
 - SQL
 - POWER BI
 - HubSpot
 - Dashboard Creation
 - Data Visualisation
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CERTIFICATIONS & Awards

- MASTER CERTIFICATION IN DATA ANALYTICS & SCIENCE WITH AI
 - MTST CERTIFIED - Certificate Course in Tax Expert (91.33% with A++ Grade)
 - HIGHEST PERCENTAGE ISC 2019 INDIAN SCHOOL CERTIFICATE CLASS XII TOPPER
 - INTERNATIONAL TALENT HUNT OLYMPIAD (NTS) SILVER MEDALIST
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PERSONAL STRENGTHS

- Quick to learn and adapt to new data tools and technologies, ensuring continuous skill growth.
 - Highly detail-oriented with a strong reputation for accuracy, reliability, and data integrity.
 - Strong analytical mindset with the ability to perform under pressure and meet tight deadlines.
 - Collaborative team player with excellent communication and problem-solving skills.
 - Hardworking- willing to work for additional hours to accomplish tasks.
 - Commitment Oriented- Always enjoy the trust and confidence of my co-workers which helps me to perform my duties smoothly.
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EDUCATION

B.COM (Accounting & Finance)

PILLAI College of Arts, Commerce & Science • Mumbai University • 2022 • 90%

HSC (ISCE)

Commerce • Seventh Days Adventist • Maharashtra • 2019 • 87.5%

CBSCE

10th • Amrita Vidyalaya • Maharashtra • 2017 • 85%

LANGUAGES

- ENGLISH
- HINDI
- MARATHI