



CHRISTINA DIGDIGAN

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Villamor Airbase, Pasay City

KEY SKILLS

- Government compliance
- Consumer complaints
- Risk assessment and management
- Stakeholder coordination
- Intellectual Property Rights
- DTI Regulations
- Fraud detection and evaluation
- Conflict resolution
- Project management
- Process improvement
- Research and analysis
- Data quality assessment and improvement
- Communication and collaboration

WORK EXPERIENCE

Risk Management and Compliance Senior Analyst
Shopee Philippines Inc.

April 2020–February 2023

- Ensure compliance with all applicable laws, regulations, and guidelines
- Represented Shopee in non-court tribunals to address complaints, resulting in improved customer satisfaction and retention
- Streamlined processes by introducing innovative solutions and improving communication with stakeholders
- Collaborated with cross-functional teams to identify opportunities for process improvements and data-driven decision-making
- Collaborate with internal stakeholders to identify potential areas of non-compliance and develop and implement corrective action plans.
- Conducted thorough assessments of confidential information and documents to identify potential fraud and errors
- Coordinated with internal and external stakeholders to ensure that all concerns were addressed in a timely and efficient manner
- Conduct ongoing risk assessments, evaluate compliance risks, and implement policies and procedures to mitigate identified risks.

Corporate Governance Research Associate
Integreon Managed Solutions Inc.

July 2019 – March 2020

- Conducted continuous monitoring of data to ensure accuracy and completeness, identifying and resolving data quality issues
- Conducted research on individuals to update the database for companies' stakeholders, eliminating duplicates and maintaining up-to-date records
- Collaborate with internal stakeholders to implement and maintain effective corporate governance policies and procedures.
- Manage and maintain the company's corporate records, including board and committee minutes, resolutions, and charters.

EDUCATION HISTORY

Polytechnic University of the Philippines (Sta. Mesa, Manila)

June 2015 – May 2019

Bachelor of Arts in Communication Research

CERTIFICATIONS

- *Project Management 101* *March 2023*
MST Connect Educational Consultancy
- *Lean Six Sigma Yellow Belt* *December 2022*
Nievgen Training and Assessment LLC
- **Professional Civil Service passer** **August 2019**
Civil Service Commission
- *Events Service and Management NC III* *June 19, 2019*
Araya Skill Development

Character reference available upon request