



Christiane Medina

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Background

- IT professional with over 14 years of experience in application management, development, testing, and service operations
- Has experience working with high-intensity, multi-national teams
- Capable in leading projects and collaborating with strategic partners

Experience

Service Delivery Manager

February 1, 2019 - present

Trusting Social AI Philippines, Inc.

- Launched a credit scoring service in the Philippines with telco partner GXI (G-Xchange, Inc./Mynt)
- Responsible for all technical integrations with telcos and financial institutions
- Maintains services once they are live by measuring and monitoring availability, latency, and overall system health
- Practices sustainable incident response and blameless postmortems

IT Business Analyst

Aug 2017 – Jan 2019

Cash Credit Mobile Financial Services Philippines Inc.

- Developed business requirements and translated to technical requirements
- Responsible for over-all design and end-to-end solution

Shelf-to-Cash Automated Test Asset Manager

Sept 2014 – May 2016

Procter and Gamble International Operations – SA ROHQ

- Responsible for all S2C automated tests
- S2C Lights-out Testing Service Lead
- Established a test data provisioning and scoping service

Application Manager for Relocation and Expatriate Compensation

Nov 2009 – Aug 2014

Procter and Gamble International Operations – SA ROHQ

- Developed custom SAP HR systems to meet business needs
- Managed development, testing, and implementation
- Monitored daily operations and provided technical support to users
- Implemented Incident/Problem/Change Management processes

Application Developer and Tester

Aug 2006 – Oct 2009

Accenture Delivery Cener (Manila, Philippines)

- Performed maintenance and enhancements on a Carrier Access Billing System (CABS) of one of the largest incumbent local exchange carriers in the US

Education

Bachelor of Science – Major in Electronics and Communications Engineering

Jun 2000 – Mar 2006

Ateneo de Manila University

ECE Board Passer (Reg. No. 0038428)

Nov 2006

References

Available upon request