Dina Sigler

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PROFESSIONAL SUMMARY

Senior Program Manager with 15+ years of experience delivering regulatory, operational, and cross-functional programs across global technology organizations. Specialized in translating legal and policy requirements into scalable operational workflows that enable compliant product launches, risk mitigation, and organizational readiness.

Proven track record leading complex initiatives across Legal, Policy, Product, Engineering, Risk, and Customer Operations teams, establishing governance frameworks, operational tooling, and structured delivery models supporting regulatory compliance and business transformation.

Recognized for building clarity in ambiguous environments, aligning senior stakeholders, and delivering high-impact programs across regulated marketplace and platform ecosystems.

CORE CAPABILITIES

Regulatory Program Execution
Operational Readiness & Service Launch
Cross-Functional Governance (RASCI, SteerCo)
Risk & Compliance Program Delivery
AI-enabled Workflow Optimization
Program Lifecycle Design
Executive Reporting & Portfolio Governance
Change Management & Operational Enablement
Legal, Policy, Product, and Operations Alignment
Hybrid Delivery (Agile + Structured Governance)

Tools: Jira | Confluence | Airtable | Tableau | Smartsheet | Asana

SIGNATURE PROGRAM EXPERIENCE

OPSS Product Safety Compliance & Repeat Violator Program

eBay

Led cross-functional regulatory program supporting compliance with UK Office for Product Safety and Standards (OPSS) requirements. Delivered operational workflows enabling identification and enforcement of repeat product safety violations across global marketplace operations.

Key contributions:

• developed GCX Support Program Plan translating regulatory requirements into executable delivery roadmap
• defined RASCI ownership structure across Legal, Policy, Product, Risk, Engineering, and Customer Operations stakeholders
• established governance framework enabling consistent decision-making across policy and operational teams
• created communication plan supporting regulatory portfolio visibility and stakeholder alignment
• maintained risk register tracking dependencies, regulatory scope changes, and operational readiness considerations
• facilitated working sessions resolving technical blockers and clarifying policy interpretation requirements
• partnered continuously with Legal and Policy stakeholders to maintain alignment on evolving regulatory scope
• developed program reporting deck presented in biweekly Regulatory Portfolio governance reviews

Impact:

• enabled scalable safety violations enforcement workflow
• strengthened product safety compliance posture
• improved cross-functional coordination across Legal, Policy, Risk, Product, and Global CX teams
• established governance structure supporting future regulatory initiatives

AI-Enabled Complaints Automation Program

eBay

Led program supporting development of AI-assisted workflow optimization improving complaint classification and handling processes aligned with internal audit requirements.

Key contributions:

• coordinated stakeholders across Product, CX Operations, Legal, Audit, and AI vendor teams
• translated regulatory and audit requirements into workflow logic and operational decision frameworks
• supported feasibility research and MVP implementation planning
• introduced structured governance model supporting cross-functional alignment
• supported validation of data outputs and workflow consistency

Impact:

• reduced average handling time by 32 minutes per case
• supported closure of audit Management Action Plan
• improved operational consistency and decision support capabilities
• recognized by leadership for program contribution

Enterprise Game Launch Lifecycle Framework

Wargaming,net

Designed enterprise lifecycle governance model supporting structured onboarding, funding approval, development readiness, and launch execution across internal and third-party game development programs.

Key contributions:

• designed lifecycle framework supporting concept validation through launch readiness
• defined governance checkpoints supporting executive funding decisions
• coordinated alignment across Engineering, Analytics, Marketing, and Product stakeholders
• implemented KPI reporting structure supporting program visibility
• supported onboarding of external development partners

Impact:

• supported successful launch of 5+ game programs
• improved cross-functional coordination across development lifecycle
• enabled consistent executive decision-making framework
• strengthened governance across product launch programs

PROFESSIONAL EXPERIENCE

Senior Program Manager — Trust, Compliance & Regulatory Portfolio

eBay — Austin, TX
2023 – 2026

Led cross-functional regulatory and operational programs supporting marketplace integrity, product safety enforcement, and global compliance readiness.

Partnered with Legal, Policy, Product, Engineering, Risk, and Customer Operations teams to coordinate regulatory initiatives and translate policy requirements into operational workflows and technical program plans.

Key responsibilities:

• coordinated delivery of regulatory compliance initiatives across policy enforcement and product safety domains
• translated legal requirements into structured program plans supporting operational readiness
• established governance frameworks including stakeholder forums, executive reporting cadence, and dependency tracking
• supported operational readiness for compliance-driven changes impacting customer operations workflows
• managed sensitive regulatory documentation aligned with internal information governance practices

Selected programs:

- INFORM Consumers Act readiness
- EU Extended Producer Responsibility (EPR)
- OPSS product safety compliance initiatives
- US tax reporting operational readiness
- Tariffs Operational Readiness
- TRUST UPI (Unpaid Items) reductions

Program Manager — Fire TV Engagement Programs (Contract)

Amazon — Austin, TX
2022 – 2023

Supported cross-functional delivery of engagement programs tied to global live media launches across Product, Marketing, UX, Legal, and Engineering stakeholders.

- coordinated delivery workflows supporting global broadcast engagement experiences
- aligned stakeholders across product experience and technical implementation teams
- supported roadmap planning and post-launch KPI review
- improved delivery efficiency through standardized tracking and execution workflows

Senior Project Manager — Business Intelligence & Platform Programs

Wargaming.Net — Austin, TX
2014 – 2022

Led enterprise analytics and platform initiatives supporting product lifecycle governance and global data programs across distributed engineering teams.

- directed cross-functional delivery of analytics and data integration programs supporting product decision-making
- implemented lifecycle governance framework supporting onboarding and launch readiness across new game programs
- supported GDPR compliance initiatives across Legal, Product, and Engineering teams
- led Agile transformation across BI and Engineering organizations (~250 staff)
- designed onboarding programs improving adoption of analytics platforms

Early Career Highlights

Program Associate — British Council
International education program coordination supporting Peacekeeping English

- Program aligned with Ministry of Defense initiatives.

Assistant to Commander — Ministry of Defense Kazakhstan

- Coordinated international cooperation programs with US and UK embassies supporting officer training initiatives and peacekeeping program development.
- Led launch of Self-Service English Language Library supporting language training programs for cadets and faculty.

Education & Certifications:

- Bachelor of Arts, Language Translation — Kokshetau State University, Kazakhstan (2003)
- Project Management Professional (PMP) PMI (upcoming / May 2026)
- Business Analytics Certification — University of Texas (Austin) 2019
- PMI Agile Hybrid Certification (2021)

- Additional Training: Agile and Scrum (2018), Risk Management (2023)
- Affiliations: Member of PMI Austin Chapter