

Charles Harless Software Engineering Manager

818-288-5313 | charles@harless.net | Los Angeles, CA
<https://www.linkedin.com/in/charless/> | <https://www.charlesharless.tech/>

Summary

Engineering Manager with **15+ years** leading teams that delivered successful **cloud, media, and web platforms**. Aligned technology **strategy** with business strategic direction and led **operational excellence** with **continuous integration** across distributed systems. Empowered teams to deliver **scalable web and mobile applications** that transform how global audiences experience digital media.

Achievements

- **Scaled Impact:** Launched **Disney Movies Anywhere** serving **20M+ users** across platforms.
- **Workplace Culture:** Improved **team morale** by **50%** through mentorship and recognition.
- **Delivery Excellence:** Reduced backlog by **50%** improving delivery for high-traffic websites.
- **Operational Efficiency:** Drove **15% cost reduction** via automation and performance.
- **Application Reliability:** Achieved **99.9% uptime** across **distributed backend APIs**.

Professional Experience

Software Engineering Consultant
Thinking Bear Consulting - Los Angeles, CA
September 2023 - Present

Technologies: AWS, Java, Node.js, React

- Owned delivery for AWS-hosted **streaming web applications** supporting high-traffic usage.
- Improved system **performance** and **scalability** by **15%** through architectural improvements.
- Lowered infrastructure **costs** by **15%** via automation, resource governance, and usage metrics.

Software Engineering Manager
Brightcove - Boston, MA

January 2023 - June 2023

Technologies: AWS, Java, React, REST APIs

- Guided 14 engineers across 2 engineering teams building AWS-based **media web applications**.
- Raised release frequency by **20%** through **automation**, roadmap realignment, and planning.
- Decreased backlog by **75%** through **resource planning** and priority KPIs.
- Raised developer **engagement** by **40%** with personalized growth plans and clear OKRs.

Software Development Manager
Amazon Prime Video - Culver City, CA

January 2021 - June 2022

Technologies: AWS, Lambda, Java, Node.js

- Managed 7 engineers, automating **800+ workflows**, integrated with **25+ backend services**.
- Accelerated **time-to-market** by **15%** through iterative delivery and delegated ownership models.
- Implemented development program that boosted **morale** by **50%** through training and feedback.
- Coordinated security updates across **2,000+ applications** with **100% compliance** in 1 week.

Technical Lead
NBCUniversal - Universal City, CA

April 2016 - December 2020

Technologies: AWS, Lambda, JavaScript, TypeScript, Ionic

- Created the architectural vision of enterprise applications supporting **23,000+ employees**.
- Increased workforce **productivity** by **10%** through modernization of enterprise portal.
- Established **CI/CD pipelines** and coding **standards**, boosting release **quality** by **15%**.
- Recognized with "Going the Extra Mile" award for leadership in enterprise portal delivery.

Technical Lead

Walt Disney Studios - Burbank, CA

November 2011 - April 2015

Technologies: Java, AWS, REST APIs, MongoDB

- Launched **Disney Movies Anywhere** serving **20M+ users** with **99.9% uptime**.
- Oversaw a cross-functional team of 15 engineers developing multi-platform applications.
- Built **scalable high-availability** REST APIs handling **millions** of daily transactions using Java.
- Presented Disney Developer Summit sessions on content modeling and streaming architecture to audiences of **100+ engineers**, enhancing cross-team knowledge sharing.

Additional Experience

Computer Science Instructor

UCLA Extension - Los Angeles, CA

July 2024 - Present

- Instructed Java and Data Structures courses, earning a 4.7/5.0 instructor rating.

Principal Software Engineer

Sage - Irvine, CA

May 2015 - March 2016

Technologies: JavaScript, TypeScript, Ionic

- Engineered a **cross-platform mobile framework** reducing time-to-market by 15%.
- Evaluated **emerging technologies**, including blockchain and augmented reality, for product enhancement and development.

Senior Software Architect & Engineer

Walt Disney Parks & Resorts - Glendale, CA

December 2005 - October 2011

Technologies: Java, AWS, PHP, MySQL, OWL, RDF

- **Standardized architecture** driving 20% improvement in platform **scalability** and **consistency**.
- Designed **semantic data models** improving reuse and integration by 15%.

Education & Certifications

- **Master's Degree in Computer Science**, University of California Los Angeles
- **Master's Degree in Biomedical Engineering**, University of California Los Angeles
- **Bachelor's Degree in Computer Science**, University of Alabama
- **Generative AI Fundamentals** Certificate, Databricks
- **Become a Product Manager**, Udemy
- **Certified ScrumMaster (CSM)**, Scrum Alliance
- **Certified Scrum Product Owner (CSPO)**, Scrum Alliance

Skills

- **Leadership & Strategy:** Talent Development & Mentorship, Team Leadership, Agile/Scrum, Architecture & Code Reviews, Resource Planning, Technical Roadmaps, Software Development Lifecycle Ownership, Project Management, Technology KPIs & OKRs.
- **Architecture & Technology:** AWS, Lambda, REST APIs, Microservices, Distributed Systems, Web Streaming Platforms, CI/CD Pipelines, Release Automation, Performance Optimization, System Design, Cloud Scalability, Generative Artificial Intelligence.
- **Languages & Tools:** Java, Spring, Node.js, JavaScript, TypeScript, Python, GitHub, MongoDB.