

Charles Harless

Software Engineering Manager

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Engineering Leader | Cloud & Media Platforms | Web Application Architecture

Summary

Engineering Manager with 15+ years of experience leading high-performing teams to build 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 applications that transform how global audiences experience digital media.

Key Achievements:

- **Scaled Impact:** Launched Disney Movies Anywhere, Disney's first large-scale streaming ecosystem, serving 20M+ users across platforms.
- **Workplace Culture:** Improved team morale by 50% through technical oversight, mentorship, recognition, and development programs.
- **Delivery Excellence:** Reduced backlog by 50% improving delivery and quality assurance for high-traffic web applications.
- **Operational Efficiency:** Drove 15% cost reduction via automation and cloud optimization.
- **Enterprise Reliability:** Achieved 99.9% uptime across distributed backend APIs.

Core Competencies:

- **Leadership & Strategy:** Talent Development & Mentorship, Agile/Scrum, Architecture Reviews, Resource Planning, Technical Roadmap, Software Development Lifecycle, Communication Skills, Project Management, Collaboration Skills, Team Leadership.
- **Architecture & Technology:** AWS, REST APIs, Microservices, Distributed Systems, CI/CD Pipelines, Release Automation, Performance Optimization, System Design, Cloud Scalability.
- **Languages & Tools:** Java, Spring, Node.js, JavaScript, TypeScript, Python, GitHub, MongoDB.

Work Experience

Software Engineering Manager, Thinking Bear Consulting

Los Angeles, CA (remote) | September 2023 - Present

- Guided engineering teams on AWS-based streaming architectures and web applications.
- Reduced infrastructure costs 15% and shortened release cycles 20% through automation.
- Mentored cross-functional teams including quality assurance on Agile and DevOps practices.
- Technologies: AWS, Java, Node.js, React.

Software Development Instructor, UCLA Extension

Los Angeles, CA (hybrid) | July 2024 - Present

- Delivered interactive Java and Data Structures courses with 4/7/5.0 instructor ratings.
- Technologies: Java, Python, Eclipse IDE.

Software Engineering Manager, Brightcove

Boston, MA (remote) | January 2023 - June 2023

- Led 2 engineering teams of 14 engineers building AWS-based media management web apps.
- Boosted release velocity 20% through automation, roadmap realignment, and strategic planning.
- Raised team engagement 50% via mentorship and structured development programs.
- Resolved 75% of backlog in 1 month with a new prioritization and resource-planning framework.
- Technologies: AWS, Java, React, REST APIs.

Software Development Manager, Amazon Prime Video

Culver City, CA (hybrid) | January 2021 - June 2022

- Managed 7 engineers automating 800+ media workflows integrated with 25+ backend services.
- Accelerated time-to-market and productivity by 15% with backlog optimization and delegation.
- Introduced a recognition and growth program for engineering staff raising team morale by 50%.
- Coordinated security updates across 2,000+ applications with 100% compliance in under 1 week.
- Technologies: AWS, Lambda, Java, Node.js, REST APIs.

Technical Lead, NBCUniversal

Universal City, CA (onsite) | April 2016 - December 2020

- Directed architecture and development of enterprise iOS applications for 23,000+ employees.
- Developed new enterprise portal and mobile apps, improving workforce productivity by 10%.
- Implemented CI/CD pipelines and coding standards boosting release quality by 15%.
- Recognized with "Going the Extra Mile" award for leading the development of an innovative enterprise portal used globally.
- Technologies: AWS, Lambda, JavaScript, TypeScript, REST APIs, Ionic.

Principal Software Engineer, Sage

Irvine, CA (hybrid) | May 2015 - March 2016

- Architected a cross-platform mobile framework reducing time-to-market by 20%.
- Evaluated innovative technologies including blockchain to enhance product capabilities.
- Technologies: JavaScript, TypeScript, Ionic.

Technical Lead, Walt Disney Studios

Burbank, CA (onsite) | November 2011 - April 2015

- Guided cross-functional team of 15 engineers developing Disney Movies Anywhere.
- Scaled APIs to handle millions of daily calls with 99.9% uptime.
- Presented Disney Developer Summit sessions on content modeling and streaming architecture.
- Technologies: Java, AWS, REST APIs, MongoDB.

Senior Software Engineer, Walt Disney Parks & Resorts

Glendale, CA (onsite) | December 2005 - October 2011

- Designed architecture standards powering multiple Disney Parks & Resorts websites.
- Leveraged a semantic data model using Web Ontology Language improving data quality and reuse by 15%.
- Technologies: Java, AWS, PHP, MySQL, OWL, RDF.

Education

- Master's Degree in Computer Science - University of California Los Angeles
- Bachelor's Degree in Computer Science - University of Alabama

Certifications

- Certified ScrumMaster (CSM) - Scrum Alliance
- Certified Scrum Product Owner (CSPO) - Scrum Alliance