

Charles Harless

SOFTWARE ENGINEERING LEADER & EDUCATOR

WEB APPLICATIONS | INCLUSIVE CS EDUCATION | TECHNICAL LEADERSHIP

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SUMMARY

Engineering leader and educator passionate about expanding access to computer science education. With 15+ years in software engineering and 5+ years teaching at UCLA Extension, I bring a unique blend of technical depth, classroom leadership, and inclusive instruction. Deeply committed to democratizing access to technical careers, mentoring diverse learners, and fostering inclusive learning environments.

EDUCATOR EXPERIENCE

Software Development Instructor

UCLA Extension, Los Angeles, CA (hybrid/contract)

08/2015 – 12/2019 and 07/2024 – present

- Taught **Java Programming**, **Java Web Applications**, and **Data Structures** with an average instructor rating of 4.7/5.0.
- Delivered **live, hybrid instruction** for students from diverse backgrounds, including first-generation and nontraditional learners
- Adapted **industry-aligned curriculum** to student needs using project-based learning, collaborative coding, and real-world problems.
- Promoted **inclusive practices** and created a **student-centered classroom culture**.
- Managed grading, student **feedback loops**, and engagement strategies for online classes.

TECHNICAL & LEADERSHIP EXPERIENCE

Software Engineering Manager

Brightcove, Boston, MA (remote)

01/2023 – 10/2023

- Directed 13 engineers across 2 remote teams building cloud-native media platform in AWS.
- Introduced team **training** and **goal setting**, improving job satisfaction by 40%.
- Integrated CI/CD pipelines (Jenkins & GitHub), increasing deployment speed by 10%.

Software Development Manager

Amazon Prime Video, Culver City, CA (hybrid)

01/2021 – 06/2022

- Managed a 7-person team automating **digital media contract workflows**, streamlining 800+ agreements for Amazon Prime Video content.
- Deployed contract management application via **AWS** and **CI/CD automation pipelines** for integration with 25+ downstream services.
- Oversaw company-wide **security update** deployed in 1 week across 2,000+ apps.

Technical Lead

NBCUniversal, Universal City, CA (hybrid)

04/2016 – 12/2020

- Directed cross-functional team creating internal **mobile apps** used by 23,000+ employees.
- Reduced opt-out rates for **push notifications** by 20% via **delivery optimization**.
- Led rollout of Microsoft 365 productivity tools and supported **global help desk training**.

Staff Software Engineer

Walt Disney Studios, Burbank, CA (on-site)

03/2014 – 04/2015

- Developed **augmented reality** and **computer vision** app for content redemption via unique codes reducing time to redeem code by 20%.
- Integrated **beacon technology** with **mobile app** to enhance in-building navigation.

Technical Lead

Walt Disney Studios, Burbank, CA (on-site)

11/2011 – 02/2014

- Spearheaded development of **Disney Movies Anywhere**, streaming platform for digital media purchase and ownership.
- Designed **scalable Java AWS REST APIs** for web, mobile, and set-top box apps.
- Oversaw 3 development teams of 15+ engineers focused on delivering **scalable distributed systems** and **cloud performance** for video streaming platform.

Technical Lead

Walt Disney Parks & Resorts, Burbank, CA (on-site)

03/2009 – 10/2011

- Led the successful implementation of **industry standards** for the **LAMP** technology stack, achieving a 30% decrease in time-to-market, streamlining development processes.
- Launched organization's first fully featured website using **WordPress** completed in 4 weeks.

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
- Certified **ScrumMaster** & Certified **Scrum Product Owner**, Scrum Alliance

RECOGNITION & PRESENTATIONS

- **Going the Extra Mile Award – NBCUniversal**: Enterprise portal innovation.
- **Patent #6,084,954**: System and method for correlating incoming and outgoing telephone calls using predictive logic.
- **Disney Developer Summit – APIs Unleashed**: delivered "Behind the Scenes of Disney Movies Anywhere Architecture" presentation on web services platform to 150+ engineers.
- **Disney Developer Summit – CMS Discovery**: delivered "Content Modeling with LEGO" presentation on data modeling to 100+ developers.

CORE SKILLS

- **Instruction & Leadership**: Inclusive Teaching, Agile/Scrum, Student Mentoring
- **Content & Learning Management Systems**: Canvas, WordPress, Webflow
- **Teaching Modalities**: In-person, hybrid, synchronous & asynchronous online
- **Pedagogy**: Project-based learning, Socratic method, Flipped classroom
- **Cloud Technologies**: AWS (Lambda, S3, API Gateway, CloudFormation)
- **Software Architecture**: RESTful APIs, Web Applications, Microservices
- **Languages & Tools**: Java, JavaScript, HTML/CSS, iOS, Android, JSON, XML

*Available for relocation. Building the future of technology —
one awesome team and one empowered student at a time*