CHARLES HARLESS
SOFTWARE ENGINEERING MANAGER

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ENGINEERING LEADERSHIP | CLOUD & MEDIA PLATFORMS | SOFTWARE ARCHITECTURE

PROFESSIONAL SUMMARY

Software Engineering Manager with 15+ years leading cross-functional teams in cloud-native platforms, streaming media, and enterprise systems. Skilled in AWS, microservices, CI/CD, and Agile delivery, with expertise in building engineering roadmaps, scaling distributed systems, and aligning technology with business goals. Proven record of increasing release velocity, optimizing costs, improving SLA compliance, and delivering solutions adopted by millions of users.

- Launched Disney Movies Anywhere, serving 20M+ users across multiple clients.
- Boosted job satisfaction by 40% at Brightcove through career development initiatives.
- Reduced backlog by 75% in 1 month and improved delivery velocity by 15% at Amazon.

SKILLS

- **Leadership & Management:** Team Leadership, Engineering Roadmaps, Stakeholder Management, Hiring & Onboarding, Career Development, Performance Management, Resource Allocation, Agile, Scrum, OKR & KPI Tracking.
- **Technical:** AWS, Microservices, API Management, CI/CD, Security & Compliance, Docker, Jenkins, GitHub, Java, Python, JavaScript, Node.js, React, REST APIs, iOS, Streaming Media.

EXPERIENCE

Software Engineering Consultant
Thinking Bear Productions, Co | Enterprise & Cloud Engineering | Los Angeles, CA
January 2024 – Present
- Advised companies on cloud migration and streaming media architecture, reducing infrastructure costs by 15% and shortening release cycles by 20%.
- Coached engineering teams on Agile adoption, Java/Python best practices, and CI/CD pipelines, improving project delivery predictability by 15%.
- Partnered with executives to align cloud strategy with business goals, ensuring scalability and compliance across enterprise systems.

Software Engineering Manager
Brightcove, Inc | Media Engineering | Boston, MA
January 2023 – October 2023
- Directed 13 engineers across 2 distributed teams delivering AWS-based media applications and Java microservices, increasing release velocity by 20%.
- Boosted employee engagement by 40% through mentoring and career development.
- Reduced backlog by 75% in 1 month through improved prioritization, accelerating project delivery timelines and lowering risk.
- Led React migration, achieving 60% component reuse and lowering development costs by 15%.
- Introduced a resource planning model that decreased project delays by 15%, improving roadmap predictability.

Software Development Manager
Amazon, Inc | Prime Video Global Supply Chain | Culver City, CA
January 2021 – June 2022
- Managed 7 engineers automating media contract workflows, streamlining 800+ agreements and integrating with 25+ downstream services.
- Increased team productivity by 15% through backlog optimization reducing time-to-market.
- Coordinated deployment of a critical security update across 2,000+ apps within 1 week.
- Enhanced team morale by 50% through career development, coaching, and recognition.

Technical Lead
NBCUniversal Media, LLC | Workplace Collaboration | Universal City, CA
April 2016 – December 2020
- Directed delivery of enterprise iOS/Android apps for 23,000+ global employees, improving workforce collaboration and productivity.
- Piloted AWS-based microservices backend, cutting feature delivery timelines by 25% and enabling scalable mobile integrations.
- Optimized push notification strategy, reducing opt-out rates by 20% for internal events.
- Partnered with stakeholders to align mobile initiatives with digital workplace strategy, ensuring adoption and business alignment.
- Awarded the "Going the Extra Mile" award for dedication to enterprise portal development.

Staff Research Engineer
Walt Disney Company, Corp | Walt Disney Studios R&D | Burbank, CA
March 2014 – Apr 2015

- Prototyped iOS digital content redemption app, reducing redemption time by 20%.
- Developed secure digital content delivery proof-of-concept using Node.js, Bitcoin, and BitTorrent, enabling secure distribution for libraries of 100+ movie titles.

Technical Lead
Walt Disney Company, Corp | Walt Disney Studios | Burbank, CA
November 2011 – February 2014
- Launched Disney Movies Anywhere, a digital streaming platform adopted by 20M+ users across web, mobile, and console platforms.
- Directed 3 engineering teams of 20+ engineers delivering scalable Java REST APIs, supporting millions of daily API calls with 99.9% uptime.
- Collaborated with stakeholders to align product roadmap with media distribution strategy.
- Speaker at Disney Developer Summits giving 2 presentations on "Behind the Scenes of Disney Movies Anywhere Architecture" and "Content Modeling with LEGO".

Software Architect
Walt Disney Company, Corp | Walt Disney Parks & Resorts | Glendale, CA
September 2009 – October 2011
- Established LAMP stack architecture standards, reducing time-to-market by 30% across multiple web applications.
- Led 7 engineers delivering 12 award-winning niche-market websites (Disney Aulani, Disney Weddings, Disney Meetings, Disney Youth), boosting brand engagement.
- Defined software architecture best practices, ensuring scalability and performance for websites.

Software Development Instructor
UCLA Extension | Computer Science | Los Angeles, CA
August 2015 – Present
- Designed and taught 11+ courses in Java, Web Applications, and Data Structures, consistently earning 4.7/5.0 satisfaction ratings.
- Built project-based curriculum simulating real-world engineering challenges, increasing student engagement by 20%.
- Mentored aspiring engineers, supporting career development and industry readiness.

EDUCATION

- Master's Degree in Computer Science - University of California Los Angeles
- Bachelor's Degree in Computer Science - University of Alabama
- Certified ScrumMaster & Certified Scrum Product Owner - Scrum Alliance