

Charles Harless

Software Engineering Manager

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Engineering Leader | Cloud & Media Platforms | Enterprise Architecture

Summary

Software Engineering Manager with 15+ years leading high-performing teams in cloud-native platforms, streaming media, and enterprise systems. Scaled distributed systems for streaming media, built engineering roadmaps, and aligned technology with business strategy. Improved release velocity, optimized project costs, and delivered products adopted by millions of users

- Launched Disney Movies Anywhere, serving 20M+ users across web and mobile clients.
- Boosted job satisfaction by 40% at Brightcove through career development initiatives.
- Reduced backlog by 75% in 1 month and improved velocity by 15% at Amazon.
- Developed enterprise mobile apps at NBCUniversal, supporting 23,000+ global employees.

Skills

- **Leadership & Management:** Hiring & Talent Development, Agile/Scrum, Engineering OKRs & KPIs, Resource Planning, Engineering Roadmaps, Stakeholder Management.
- **Technical Architecture:** Microservices, REST APIs, API Management, CI/CD Pipelines, Distributed Systems, Release Automation
- **Tools & Platforms:** AWS, Java, JavaScript, Node.js, Jenkins, Git, Jira

Work Experience

Software Engineering Consultant

Thinking Bear Productions, Co | Los Angeles, CA

January 2024 – Present

- Reduced infrastructure costs 15% and shortened release cycles 20% by guiding cloud strategies and AWS streaming media architecture.
- Coached teams on Agile practices and CI/CD automation, improving delivery predictability 15%.

Software Development Instructor

UCLA Extension | Los Angeles, CA

August 2015 – Present

- Delivered 11+ Java and Data Structures courses, earning 4.7/5.0 satisfaction ratings.
- Spearheaded the development of a project-based engineering curriculum mimicking real-world problems, resulting in a 20% increase in student engagement and better prepared graduates.

Software Engineering Manager

Brightcove, Inc | Boston, MA

January 2023 – October 2023

- Accelerated release velocity by 20% leading 13 engineers across 2 distributed teams delivering AWS-based media applications and Java microservices.
- Boosted team engagement 40% through mentoring, career development, and building a safe and inclusive engineering culture.
- Resolved 75% of backlog in 1 month by introducing a new prioritization framework.
- Implemented a resource planning framework improving roadmap predictability 15% while balancing creative and technical demands.

Software Development Manager

Amazon, Inc | Culver City, CA

January 2021 – June 2022

- Managed team of 7 engineers to automate 800+ media contract workflows for Amazon Prime Video Global Supply Chain, integrating with 25+ downstream services.
- Increased morale 50% by launching a structured talent development and recognition program.
- Improved productivity 15% and accelerated time-to-market through Agile backlog optimization.
- Coordinated security compliance updates across 2,000+ applications, achieving 100% security compliance in under 1 week.

Technical Lead

NBCUniversal Media, LLC | Universal City, CA

April 2016 – December 2020

- Directed development of enterprise iOS applications for 23,000+ employees, powered by scalable AWS microservices and secure backend infrastructure.
- Developed AWS microservices backend for mobile apps cutting delivery timelines by 20%.
- Collaborated with creative and production on the integration of applications into the digital workplace strategy, resulting in a 12% increase in overall workforce productivity.
- Received the 'Going the Extra Mile' award for innovative product development of the new enterprise portal, leading to a 10% increase in workforce productivity.

Technical Lead

Walt Disney Studios, Corp | Burbank, CA

November 2011 – February 2014

- Spearheaded launch of Disney Movies Anywhere, designing APIs and backend infrastructure supporting 20M+ users with 99.9% uptime.
- Led 20+ engineers across 3 teams to deliver Java REST APIs with 99.9% uptime, supporting millions of daily calls.
- Presented to 100+ developers at Disney Developer Summit on back-end architecture for streaming media and content modeling using LEGO.

Software Engineer

Walt Disney Parks & Resorts, Corp | Glendale, CA

September 2009 – October 2011

- Designed and implemented LAMP-based architecture standards, accelerating time-to-market 30% for Disney websites and media platforms.
- Introduced semantic data model using Web Ontology Language for enhanced data interoperability and standardization.
- Engineered a semantic data model using Web Ontology Language, improving data quality and data reuse by 15%.

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