

Eliel Parra

Technical Program Manager and software engineering leader with 13+ years of experience delivering large complex programs with global impact.

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SKILLS

- Program management
- Leadership
- Strategic planning
- Critical analysis
- Talent development
- System design
- Data analysis
- Software development
- Distributed systems
- Cloud infrastructure
- Effective communication
- Empathy
- Ownership
- Fluent English
- Native Spanish

PROFESSIONAL EXPERIENCE

Senior Technical Program Manager | Amazon

London, United Kingdom | November 2019 – present

- Own the lifecycle of programs in Prime Video Channels Subscriptions which enables 50+ MM customers in 15 countries subscribe to third-party content through Prime Video.
- Manage effort of Tech, Product, Business, Finance, Marketing, and Legal teams in different geographies; fostering share understanding and bridging the gap between technical and business teams.
- Influence product roadmap prioritisation and resource allocation across different teams.
- Create and maintain delivery plans, track milestones, assess risks, and communicate status to stakeholders up to senior leadership.
- Simplify large, complex, and cross-functional delivery process into repeatable standard operating models.

Head of Engineering | Mapcity from Equifax

Santiago, Chile | September 2017 – November 2019

- Led the Software Engineering area for the Geo-Marketing organisation, growing it from 8 to 20 engineers, including Development, Sys Admin, QA, and IT Support.
- Established engineering best practices in development, testing, continuous delivery, and security.
- Implemented scalable and redundant cloud infrastructure in AWS and GCP which enabled the integration of Mapcity with Equifax.
- Set up agile product development framework with Business, Product, and Engineering teams which facilitated launch of 5 geo-marketing products in 3 Latin American countries.
- Built and implemented people management framework in the Engineering area which defined compensation, career progression, feedback, mentoring, hiring, and training. Greatly improved employee satisfaction and employee retention in the Engineering area.

Technical Project Manager | Groupon

Santiago, Chile | September 2013 – February 2017

- Led the buildout of new geo-redundancy datacenter in North America. Created and executed plan for tech readiness of 100+ engineering teams and 500+ services.
- Led the efforts across 50+ Tech, Product, Business, Accounting, and Legal teams to complete the migration of datacenter in Europe, which achieved reduction of operational costs in the range of US \$10MM.
- Owned communication and status reporting up to C-level leadership.

- Guaranteed operational continuity, and increased speed and reliability of front-end applications for customers in 35 countries.
- Owned the program to migrate e-commerce front-end in 7 Latin American countries that ran on PHP/JavaScript to the global microservices architecture based on Node.js.
- Aligned efforts across 10 regional and 35 global Engineering and Product teams.
- Migrated regional front-end stack, which closed the feature parity gap between regional and global marketplaces, increased technical platform stability, and greatly improved consumer-facing usability on web and mobile.

Senior Software Development Engineer | Groupon

Santiago, Chile | December 2012 – September 2013

- Designed and developed cache and search services for storefront of leading e-commerce in 7 Latin American countries which enabled presentation of 5x more offers and reduced search latency.
- Created new email marketing campaign tool that streamlined campaign creation and approval processes for delivery of 9MM daily newsletters.

Software Developer | Rialfi Consulting

Caracas, Venezuela | June 2011 – December 2012

- Created a fast-development framework based on ExtJS (JavaScript), CodeIgniter (PHP), and PostgreSQL.
- Built, and launched ahead of schedule, online management control system for 150+ police departments in Venezuelan. Used to gather, control, and audit operational information of 85,000+ police officers.
- Implemented Scrum and Extreme Programming (XP) in a newly formed team of 14 software developers.

Software Developer | Game Control Systems

Caracas, Venezuela | March 2008 - June 2010

- Researched and implemented new programming languages and software development tools to improve in-house management suite for casinos in Venezuela.
- Built a knowledge base to facilitate software developers onboarding.



EDUCATION

Computer Science | Universidad Católica Andrés Bello

Caracas, Venezuela | 2006

Completed 70% towards a 5-years degree in Computer Science.