

# Eliel Parra

Technical Program Manager and Software Engineering Leader with over 13 years of experience delivering large complex programs with global impact.

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## SKILLS

- Program Management
- Strategic Planning
- Change Management
- Talent Development
- Facilitation
- Software Development
- Distributed Systems
- Cloud Infrastructure
- System Design
- Agile methodologies
- Critical Analysis
- Ownership
- Empathy
- English (Fluent)
- Spanish (Fluent)

## PROFESSIONAL EXPERIENCE

### Senior Technical Program Manager | Amazon

London, United Kingdom | November 2019 – present

- Lead the lifecycle of the Prime Video Channels Subscriptions program, empowering over 50 million customers in 15 countries to subscribe to third-party content through Prime Video.
- Orchestrate the delivery of the multi-tiered channels Discovery+ and Paramount+ in the US by coordinating over 40 teams across 4 different VP organisations.
- Successfully launch channel bundles with partners HBO Max, Showtime, Lionsgate+ in the US and MGM, Filmtastic, FlixOle, FilmoTV in Europe, resulting in 50k new channels starts per month.
- Collaborate with Tech, Product, Business, Marketing, and Legal teams to ensure alignment with strategic objectives. Influence roadmap prioritisation and resource allocation within these teams.
- Create and maintain delivery plans, risk trackers, and status updates facilitating effective communication with stakeholders up to senior leadership (Director and VP level).
- Define and implement project management best practices that are used by multiple teams across the organisation.

### Head of Engineering | Mapcity from Equifax

Santiago, Chile | September 2017 – November 2019

- Led the Software Engineering department and expand it from 8 to 20 engineers, encompassing Software Development, Ops, QA, and IT Support roles.
- Established engineering best practices in development, testing, continuous delivery, and security, fostering a culture of excellence and efficiency.
- Implemented scalable and redundant cloud infrastructure in AWS and GCP, facilitating the integration of Mapcity and Equifax and ensuring compliance with rigorous security policies.
- Introduced an agile product development framework, promoting collaboration between Business, Product, and Engineering teams. Resulted in the successful launch of 5 geo-marketing products across 3 Latin American countries.
- Developed and implemented a comprehensive people management framework in the Engineering department, encompassing compensation, career progression, mentoring, hiring, and training. This initiative significantly improved employee satisfaction and retention within department.

### Technical Project Manager | Groupon

Santiago, Chile | September 2013 – February 2017

- Led the successful buildout of a new geo-redundant data center in North America, ensuring the tech readiness of over 100 engineering teams and more than 500 services.

- Orchestrated the efforts of over 50 teams from Tech, Product, Business, Accounting, and Legal departments to complete the migration of the data center in Europe. Achieved a significant reduction in operational costs, estimated to be in the range of US \$10MM.
- Guaranteed operational continuity, and increased speed and reliability of front-end applications for customers in 35 countries in the EMEA region.
- Owned the communication and status reporting up to C-level leadership, providing transparency and accountability for project progress and outcomes.
- Led 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. This migration enhanced technical platform stability and improved consumer-facing usability on web and mobile platforms.

### **Senior Software Development Engineer | Groupon**

*Santiago, Chile | December 2012 – September 2013*

- Designed and developed the cache and search services for the storefront of a leading e-commerce marketplace in 7 Latin American countries. This implementation enabled presentation of 5 times more offers and significantly reduced search latency.
- Created a new email marketing campaign tool that streamlined the campaign creation and approval processes. The tool improved the efficiency in the delivery of 9MM daily newsletters.

### **Software Developer | Rialfi Consulting**

*Caracas, Venezuela | June 2011 – December 2012*

- Built a fast-development framework using ExtJS (JavaScript), CodeIgniter (PHP), and PostgreSQL. This framework enhanced development efficiency and accelerated the delivery of web applications.
- Built and launched an online management control system for over 150 police departments in Venezuela. This system, delivered ahead of schedule, facilitated the gathering, control, and audit of operational information for more than 85,000 police officers.
- Implemented Scrum and Extreme Programming (XP) methodologies in a newly formed team of 14 software developers. This agile approach enabled collaboration and high productivity within the team.

### **Software Developer | Game Control Systems**

*Caracas, Venezuela | March 2008 - June 2010*

- Conducted research and implemented new programming languages and software development tools to improve the functionality of an in-house management suite for casinos in Venezuela.
- Developed a knowledge base to facilitate the onboarding of new software developers.



## **EDUCATION**

### **Computer Science | Universidad Católica Andrés Bello**

*Caracas, Venezuela | 2006*

- Completed 70% of the coursework towards a 5-years degree in Computer Science.
- Studied a comprehensive curriculum covering core concepts in computer science such as programming languages, algorithms, data structures, and software development methodologies.
- Engaged in various practical projects gaining hands-on experience in implementing software solutions.