

Jean Paul Angulo

Project & Operations Lead | Workflow Design | Troubleshooting Systems | Streaming & Digital Media

Madrid, Spain | Bilingual ES/EN

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SUMMARY

Project & Operations Lead with 10+ years of experience in **streaming, digital media and global operations** across Amazon Prime Video, Disney+, Paramount+, DAZN, Fox Networks and Antena 3. Specialized in **workflow design, troubleshooting systems, quality governance and process scalability** across multi-regional teams.

Proven track record reducing duplicated troubleshooting by **30%**, accelerating resolution of complex cases by **15%**, and launching initiatives such as a metadata accuracy pilot projected to reduce inactive backlog by **80%** and reach **95% validation accuracy**. Strengths include cross-regional alignment, problem solving at scale, and translating operational complexity into clear, durable workflows.

CORE STRENGTHS

Workflow architecture · Troubleshooting systems · Process governance · Quality frameworks · Cross-regional leadership · SOP design · Root-cause taxonomy · Continuous improvement · Stakeholder alignment · Digital content operations

EXPERIENCE

Amazon Prime Video (2024 – Present): Operations Process Lead & Project Manager, Troubleshooting & Global Operations

- Selected as *Top Performer of the Year* for outstanding operational impact and process ownership.
- Served as **Learning Ambassador**, spearheading training programs and knowledge-sharing initiatives for the Madrid site.
- Led a global offsite in Tokyo, aligning international teams and implementing a new cross-regional communication model for troubleshooting operations.
- Provided acting leadership during manager absences, handling team decision-making, prioritization of issues, and conflict resolution.
- Implemented AI-driven tools (prompt engineering) to streamline documentation workflows, data analysis, and stakeholder updates.

Paramount Global | Disney | DAZN (2020 – 2024): Digital Operations Specialist Streaming Services

- Paramount+**: Oversaw content delivery and platform launches for Paramount's streaming service, ensuring on-time releases across markets.
- Disney+**: Coordinated digital content operations and localization for Disney's streaming platform in Spanish-speaking regions, managing metadata, subtitles, and quality control for a successful rollout.
- DAZN**: Managed scheduling and delivery of live and on-demand content for the DAZN sports streaming platform, ensuring a high-quality experience for millions of subscribers.

Fox Networks Group & Antena 3 (2011 – 2020)

Content Programming & Production

- Planned and edited daily broadcast playlists and promo campaigns for multi-region TV channels, managing advertising slots and EPG data (*Fox Networks*).
- Edited video content for a weekly prime-time investigative news program, ensuring high-quality broadcasts under tight deadlines (*Antena 3*).

EDUCATION:

- M.A. in Media Production – Universidad Carlos III de Madrid (UC3M)
- B.A. in Film & TV Production – University of Salamanca

LANGUAGES:

Spanish: Native | Basque: Native | English: Full Professional Proficiency (C1)

TOOLS & SYSTEMS:

Airtable · Excel (advanced) · Jira · Asana · Salesforce · Slack workflows · SharePoint · Metadata ecosystems · Monitoring dashboards