

# Jean Paul Angulo

## Project Manager · Global Operations

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## SUMMARY

Project Manager and Operations Lead with 10+ years of experience driving workflow optimization, cross-regional alignment, and large-scale operational improvements across global media and streaming environments. Proven track record delivering complex projects, leading distributed teams, and implementing scalable processes that improve quality, reduce errors, and increase efficiency. Strong communicator and collaborator with experience influencing stakeholders across the US, Japan, India, Costa Rica, and Europe. Bilingual in English and Spanish.

## EXPERIENCE

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

- Recognized as **Top Performer of the Year** for outstanding ownership, delivery, and process leadership.
- Led a **global offsite in Tokyo**, aligning cross-regional teams and establishing a new communication and workflow model adopted by Troubleshooting Operations.
- Acted as team lead during manager absences, overseeing prioritization, decision-making, and conflict resolution.
- Designed and delivered **training programs** as the Learning Ambassador for the Madrid site, reinforcing consistency and operational excellence across the team.
- Introduced **AI-driven documentation and reporting tools**, streamlining data analysis, SOP creation, and stakeholder communication.

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

- **Paramount:** Managed operational readiness and content delivery for major OTT launches, including **Paramount+, Apple TV, Amazon and YouTube**, ensuring accurate, on-time releases.
- **Disney+:** Coordinated metadata, localization, and QC workflows for **Disney** in international markets, supporting a large-scale 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 executed daily broadcast playlists and promo strategies across multiple European regions for Fox Networks.
- Edited video content for a prime-time investigative program at Antena 3, maintaining high editorial standards under tight deadlines.

## EDUCATION:

- M.A. in Media Production – Universidad Carlos III de Madrid (UC3M)
- B.A. in Film & TV Production – University of Salamanca
- UX/UI Design Program – CEI Madrid

## PROFESSIONAL SKILLS:

Project Management • Program Coordination • Operational Excellence • Process Improvement • Cross-Functional Leadership • Change Management • Training & Enablement • Stakeholder Management • AI & Automation Tools • Global Media Workflows

## LANGUAGES:

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