

Jean Paul Angulo

Digital Operations Lead · OTT Content Delivery · Media Workflow Optimization

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SUMMARY

Digital Operations Specialist with 10+ years of experience across streaming platforms, content delivery, metadata operations, and broadcast media. Proven ability to lead high-impact workflows for global OTT services (Prime Video, Disney+, Paramount+, DAZN) and ensure accurate, high-quality, and on-time content launches across multiple territories. Strong background in troubleshooting, QC standards, localization workflows, and cross-regional coordination. Bilingual in English and Spanish, with a track record of operational excellence in fast-paced media environments.

EXPERIENCE

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

- Selected as **Top Performer of the Year** for driving quality improvements and workflow consistency across global teams.
- Led a **global operations offsite in Tokyo**, standardizing communication practices and synchronizing troubleshooting workflows across regions.
- Supported daily content operations by resolving complex delivery and metadata issues, coordinating with engineering, content partners, and QA teams.
- Developed **AI-driven documentation and analysis tools** to support content readiness, issue tracking, and SOP enhancements.
- Served as **Learning Ambassador**, delivering training and operational onboarding to elevate global consistency.

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

- Paramount:** Managed end-to-end content delivery for international launches, ensuring accurate metadata, media readiness, and timely publishing.
- Disney+:** Coordinated localization workflows (subtitles, dubbing, metadata) for Spanish-speaking markets; verified QC outputs and ensured flawless market rollouts.
- DAZN:** Oversaw live and on-demand content ingest, scheduling, and delivery for major sports events, maintaining stability and customer experience across platforms.
- Collaborated closely with engineering, editorial, and global operations to ensure compliance with delivery specs and platform standards.

Fox Networks Group & Antena 3 (2011 – 2020): Content Programming & Production

- Managed daily playlist creation, promo scheduling, and EPG data delivery for multi-region TV channels across Europe (Fox).
- Edited on-air content for a prime-time investigative program at Antena 3, ensuring technical and editorial quality under tight production deadlines.

EDUCATION

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

- UX/UI Design Program – CEI Madrid

PROFESSIONAL SKILLS

OTT Content Delivery • Metadata Operations • QC & Troubleshooting • Content Localization • Media Supply Chain • Streaming Platforms (SVOD / TVOD / Live Sports) •

Workflow Optimization • Cross-Regional Collaboration • SOP Development • Issue Management • Partner Operations • Broadcast Standards

LANGUAGES

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

TOOLS & TECHNOLOGY

Jira · Asana · Salesforce · Slack · SharePoint · Airtable · Excel (Advanced) · Media QC Tools · Localization Workflows