

Jean Paul Angulo

Process Optimization Lead · Operations Analyst

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SUMMARY

Operations and Process Optimization Lead with 10+ years of experience improving workflows, reducing operational friction, and enabling data-driven decision making across global media and streaming ecosystems. Proven ability to redesign processes, integrate teams, and scale high-volume operations while maintaining quality. Skilled in problem-solving, analytics, automation, and cross-regional coordination. Bilingual English–Spanish.

EXPERIENCE

Amazon Prime Video (2024 – Present): Global Troubleshooting & Workflow Optimization

- Delivered measurable improvements across global operations; recognized as **Top Performer of the Year**.
- Reduced duplicated troubleshooting efforts by **30%**, improving clarity and alignment across regional teams.
- Improved resolution time for complex operational cases by **15%** through structured best-practice forums and data analysis.
- Led integration of workflows (e.g., Redelivery → Partner Support), absorbing **20%+ more case volume** without impacting SLA or quality.
- Built **automation tools** (Slack workflows, reporting dashboards, AI documentation templates) eliminating recurring manual tasks.
- Acted as Learning Ambassador: delivered onboarding, SOP training, and knowledge frameworks to improve consistency

Paramount Global | Disney | DAZN (2020 – 2024): Digital Operations Specialist – OTT Workflow & Process Delivery

- Ensured accurate, on-time content delivery and metadata readiness for **Paramount+**, supporting market launches.
- Streamlined localization and QC workflows for **Disney**, improving accuracy for global regions.
- Supported complex ingest, scheduling, and delivery pipelines for **DAZN**, optimizing live and VOD operations.

Fox Networks Group & Antena 3 (2011 – 2020): Media Operations & Content Delivery

- Managed multi-region broadcast delivery workflows and EPG data accuracy for Fox Networks.
- Ensured high technical and editorial quality for prime-time investigative reporting at Antena 3.

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:

Process Optimization · Operational Analytics · KPI Tracking · Continuous Improvement · Workflow Redesign · Automation (AI/Slack/Excel) · Root Cause Analysis · SOP Development · Cross-Functional Collaboration · Global Operations Scaling

LANGUAGES:

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