

# Jesse Charles Iden

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## Professional Summary

Results-driven **Technical Program Manager & Software Engineer** with 10+ years of experience leading complex, cross-functional localization and globalization programs. Currently managing Netflix's global quality operations across 50+ countries and 30+ languages, serving millions of users worldwide. Proven expertise in AI/ML integration, workflow automation, international vendor management, and scalable system design. Expert in bridging creative requirements with technical solutions while driving operational excellence and continuous improvement in media localization pipelines.

## Education

**Bachelor of Music (Music Technology)** | New York University | Spring 2010

*Graduated with Honors*

Coursework: Audio-visual media production, post-production workflows, and creative and technical project management.

## Professional Experience

**Quality Operations Manager & Software Engineer** | International Digital Centre (IDC)

*April 2019 – Present*

### Global Localization Program Leadership

- **Lead Netflix's global quality operations** managing high-volume operations across 50+ countries, 6 continents, and 30+ languages with significant budget responsibility.
- **Manage internationally diverse vendor network** of 100+ native-speaking linguists and quality specialists, providing cultural guidance for content containing regional sensitivities, stereotypes, and culturally nuanced translation requirements.
- **Collaborate directly with Netflix teams** on localization strategy, quality standards evolution, and operational improvements, providing feedback on tooling and documentation to enhance vendor experience and operational efficiency.

### AI/ML & Emerging Technology Integration

- **Partner with Netflix on AI-powered localization initiatives** including human quality control of AI dialogue transcription for production dailies and quality monitoring of AI-generated audio description content.

- **Provide technical feedback** on Netflix's AI workflow tools and contribute to the development of automated editorial and production pipelines.

#### **Systems Design & Automation**

- **Architected and implemented scalable automation systems** using Google Workspace APIs and Python, reducing payment processing time from weeks to hours while eliminating calculation errors.
- **Designed PostgreSQL database architecture** currently porting legacy systems to self-designed SQL server infrastructure for enhanced scalability and performance.
- **Built real-time executive dashboards** using Google Sheets, Forms, and Tableau for KPI tracking, vendor performance monitoring, and automated reporting to senior leadership.
- **Automated vendor feedback distribution** filtering and delivering personalized reports to individual operators across global vendor network.

#### **Cross-Functional Technical Leadership**

- **Lead database modeling and Python development** for Amazon Media portal integration, designing automated metadata export systems for content ingestion workflows.
- **Manage multi-language content complexity** training vendors on plot-critical vs. cultural translation decisions according to Netflix Asset QC guidelines.

#### **Strategic Vendor & Risk Management**

- **Negotiate vendor rate structures** and manage performance across diverse cultural contexts, ensuring compliance with Netflix quality standards.
- **Develop training resources and support systems** including vendor support forums, scheduled virtual meetings, and language-specific guidance documentation.
- **Proactively identify and mitigate risks** in localization workflows to minimize customer impact and maintain service quality.

### **Global Asset Management Consultant | Warner Music Group (via MBO Partners)**

*March 2015 – April 2019*

- **Managed technical requirements definition** collaborating with multiple record labels to establish specifications for digital and physical media products across international markets.
- **Coordinated secure digital asset workflows** overseeing master audio ingestion, metadata validation, and quality assurance processes for global distribution.
- **Led high-stakes project execution** including Grammy Awards submission production and access control management for unreleased, high-value content.
- **Implemented risk management protocols** establishing secure workflows and documentation standards for global asset management operations.

## Quality Control Technician | Deluxe Entertainment Services Group

February 2014 – February 2015

- **Executed comprehensive quality validation** performing technical QC testing on Blu-Ray, DVD, and digital streaming assets for major entertainment clients.
- **Coordinated cross-team technical resolution** logging, classifying, and tracking issues using internal systems while facilitating communication between engineering teams and account management.
- **Ensured international compliance standards** verifying audio, video, and timed-text content met technical specifications and quality requirements for global product delivery.

## Technical Skills

- **Programming & Database:** Python, SQL, PostgreSQL, Google Workspace APIs
- **Data Visualization:** Tableau, Google Sheets, executive dashboard design
- **Localization Technology:** Multi-language QC workflows, AI transcription, automated scene text detection
- **Project Management:** Cross-functional program leadership, vendor management, risk mitigation
- **Media Technology:** Video/audio quality control, metadata management, content ingestion systems