

JESSE CHARLES IDEN

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Professional Summary

Accomplished media operations leader with 10+ years of experience driving global content quality control operations. Proven track record managing strategic partnerships, developing operational strategies, and leading geographically distributed teams to deliver best-in-class content QC services for major digital platforms. Expert in technical project management, content QC standards and processes, and cross-functional collaboration between leadership, engineering, and operations teams.

Professional Experience

International Digital Centre (IDC)

Quality Program Manager / Software Engineer | April 2019 – Present

Strategic Operations & Partner Management:

- Lead global team of streaming media quality control vendors, managing technical readiness of digital streaming assets across video, audio, metadata, and localization workflows for major clients.
- Develop and execute budgeting, staffing, and resource allocation strategies for complex operations across international territories.

Content Operations & Quality Excellence:

- Oversee content quality monitoring and QC processes for live, linear, and VOD content staged for release on major streaming platforms.
- Implement operational tooling and process improvements using performance data analysis and stakeholder feedback.
- Offer real-time support for vendor operational issues and content delivery challenges.
- Clearly communicate operational updates to distributed teams and key stakeholders.

Team Leadership & Performance Management:

- Successfully manage and develop globally distributed teams of external vendors and internal operational staff.
- Create and maintain comprehensive performance dashboards and vendor scorecards for executive leadership.
- Foster culture of operational excellence and continuous improvement across geographically distributed teams.

Warner Music Group (via MBO Partners)

Consultant, Global Asset Management, Studio & Archives Services | *March 2015 – April 2019*

Technical Operations & Compliance Management:

- Managed metadata verification and content delivery specification compliance for new and catalog digital product releases.
- Collaborated closely with digital operations and engineering teams to resolve quality, technical format, and ingestion challenges.
- Coordinated secure content handling, archival processes, and time-sensitive delivery of high-priority assets.

Deluxe Entertainment Services Group

Quality Control Technician | *February 2014 – February 2015*

Content QC & Platform Integration:

- Conducted comprehensive manual QC testing on physical products and digital assets for release on major streaming and broadcast platforms (Netflix, Amazon, HBO, others).
- Verified technical specifications for audio, video, and timed-text content using enterprise media asset management systems.
- Implemented defect tracking and validation processes, ensuring final product compliance with platform-specific standards.
- Gained foundational experience in content monitoring and quality control standards.

EDUCATION

Bachelor of Music (Music Technology) — New York University

Graduated with Honors

Specialized coursework in media production, post-production, and audio mastering.
