

Jesse Charles Iden

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Results-driven **Operations 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 success in workflow automation, international vendor management, and designing and building scalable systems.

Professional Experience

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

April 2019 – Present

- **Lead Netflix's global localization quality operations** across 50+ countries and 30+ languages, managing 100+ international vendors and collaborating with Netflix teams.
- **Architect scalable automation systems**, reducing payment processing from weeks to hours and building real-time executive dashboards for KPI tracking and vendor performance monitoring for multiple global quality programs.
- **Partner on AI-powered initiatives** including quality control of AI dialogue transcription and audio description.
- **Design database infrastructure** leading JavaScript, SQL, and Python development for critical content ingestion systems and internal applications.
- **Manage complex vendor operations**, developing training resources, and ensuring culturally sensitive translation quality according to clients' quality guidelines.

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

March 2015 – April 2019

- **Managed technical requirements** for digital and physical media products across international markets.

- **Coordinated secure digital asset workflows** overseeing master audio ingestion, metadata validation, and quality assurance processes.

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.
- **Ensured international compliance standards** verifying audio, video, and timed-text content met technical and quality requirements for global product delivery.

Technical Skills

- **Programming & Database:** Python, SQL, PostgreSQL, JavaScript, APIs
- **Data Visualization:** Google Sheets, Tableau, executive dashboard design
- **Localization Technology:** Multi-language QC workflows, AI transcription, synthetic voiced audio description
- **Project Management:** Cross-functional program leadership, vendor management, contract administration, risk mitigation, P&L analysis, and resource/budget management.
- **Media Technology:** Video/audio quality control, metadata management, content ingestion systems

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.