Jesse Charles Iden

545 Prospect Place, #3G Brooklyn, NY 11238

(347) 957-5107 | jesse.iden@gmail.com

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.

- **Partner on AI-powered initiatives** including quality control of AI dialogue transcription.

- **Design database infrastructure** leading SQL and Python development for content ingestion systems and internal applications.

- **Manage complex vendor operations**, developing training resources, and ensuring culturally sensitive translation quality according to Netflix Asset QC 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, 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

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.