**JARETT DUKER**

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U.S. Air Force veteran and accomplished Digital Product Manager with over 10 years of experience in driving digital transformation and eCommerce growth. Proven expertise in leading cross-functional teams, developing strategic product roadmaps, and leveraging next-gen technology to enhance customer acquisition in the Medicare Advantage space. Adept at balancing business objectives with technical requirements to deliver innovative and scalable digital solutions.

**Certifications**

Project Management Professional (PMP), Project Management Institute – April 2023  
Certified Scrum Product Ownership (CSPO), Scrum Alliance – June 2023

Certified Six Sigma Green Belt (CSSGB), Agile Academy – June 2023

MS Azure Solutions Architect Expert – Expected Aug 2025

**Professional Experience**

ADMINISTRATIVE OFFICE OF THE COURTS, Frankfort KY

**Application Development Officer** 08/23 – 08/25

Program manager for 280+ bespoke applications vital to Kentucky’s Court of Justice, managing 57 senior developers across 8 agile teams. Required to think strategically, foster clear communication across technical and judicial stakeholders, and track progress through agile metrics and governance frameworks to ensure delivery of modernization goals.

* Led high-velocity dev engagements and cross-functional planning for enterprise-scale rollouts aligned with critical delivery timelines.
* Engaged enterprise stakeholders to align DevSecOps strategy and drive adoption of new developer tooling and cloud architecture.
* Fostered executive and stakeholder engagement via daily standups, steering committee briefs, and weekly agile reporting.
* Provided project leadership on $37 million modernization initiative to transition core applications—including the eFiling and Court Case Management systems—to a commercial off-the-shelf (COTS) solution from Tyler Technologies.
* Rearchitected the KYeCourts system and developed 87 new applications, databases, and services to support the COTS solution.
* Drove developer productivity gains by embedding AI-enabled workflows and agile practices into SDLC modernization initiatives.
* Introduced AI-aligned developer KPIs and tooling benchmarks to quantify productivity, adoption, and performance impact.
* Led CI/CD implementation with Azure DevOps pipelines to accelerate secure, production-grade deployments.
* Tested feature hypotheses using LaunchDarkly A/B builds; iterated based on KPI-aligned user feedback loops.
* Partnered with users and design teams to refine UI via continuous feedback loops, optimizing UX journeys and informing iterative product improvements.

BRICK BRIDGE CONSULTING, Louisville, KY

*IT Development & Operational Management Consulting Start-up.*

**Partner & Product Manager** 12/16-05/23

Partnered with platform engineering teams to design scalable SaaS and ERP tools leveraging AI, APIs, and microservices. Lead customer discovery, ideation, and agile software development. Manage seven bespoke projects at Brick Bridge Consulting, mentoring technical talent and scaling the team to 17 developers while delivering customized, user-driven solutions with training and support.

* Owned the product design process from end-to-end beginning with requirement discovery through product launch. Drafted low-fidelity wireframes and database schemas.
* Partnered with sales in pre-sales engagements to showcase product capabilities; led discovery sessions, crafted mockups, and delivered live demos of prototypes and MVPs to drive client buy-in.
* Collaborated with multiple cross-functional teams including backend, UI/UX, Marketing Documentation. Owned and prioritized the product backlog and led scrum ceremonies.
* Voice of the Customer and lead weekly product demonstration meetings with key stakeholders to collect feedback and iterate on the strategic product roadmap.
* Negotiated a 3-year, $500K contract to design and develop a cloud-based software application to modernize the Homeownership Readiness industry white labeled under the client’s brand.

NAVIGATE ENTERPRISE CENTER, Louisville, KY

*Non-Profit organization focused on entrepreneurship as a pathway to financial stability.*

**Director** 09/15-09/17

Acted as program manager, strategist, and lead fundraiser.

* Raised $1.2M over two years through grant funding to support operations and an excess of 170 clients seeking support in launching, expanding, or recovering a small business.
* Raised a $500K direct micro-loan portfolio to provide capital to start-up Louisville micro-enterprises. Managed loan servicing, collections, and technical assistance.

**Skills Inventory**

Digital Product Management, eCommerce Strategy, Cross-Functional Leadership, Agile Methodologies, Stakeholder Engagement, Product Roadmap Development, Data-Driven Decision Making, User Experience Design, Cloud-Native Solutions, AI Integration, DevOps Practices, Hypothesis Testing, Customer Acquisition, Strategic Thought Leadership, KPI Monitoring

**Education**

UNIVERSITY OF LOUISVILLE, Louisville, KY

**MASTER OF BUSINESS ADMINISTRATION, ENTREPRENEURSHIP** 2015

HILLSDALE COLLEGE. Hillsdale, MI

**BACHELOR OF ARTS, BUSINESS HISTORY ECONOMICS** 2011