

JETT DUKE, PSM

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RELEVANT SKILLS

- Project Management
- Agile Best Practices
- Software Development Lifecycle
- Requirements Analysis
- Program Management
- Certified Scrum Master
- Data Visualization
- SharePoint
- Microsoft Office Suite
- Azure DevOps

EXPERIENCE

Providence Health and Services, Redmond, WA (Virtual) July 2023 – Present

Full Time Employee (FTE)

Associate Project Manager

- Scrum Master for 3 engineering teams, overseeing, and facilitating Scrum ceremonies
- Worked in Power BI to create, update, and refresh reports used by leadership, providing valuable insights for decision making
- Assisted in implementing a department wide annual internal conference, known as “Shark Week”, where engineers could present topics they are passionate about to their fellow engineers
- Successfully reduced work that carries over Sprint to Sprint by over 50% for the Citrix Application Lifecycle Team, enhancing team productivity and efficiency

Providence Health and Services, Redmond, WA (Virtual)

October 2022 – July 2023

Full Time Employee (FTE)

IS Project Coordinator

- Scrum Master for 3 engineering teams, overseeing, and facilitating Scrum ceremonies
- Created team-specific Azure DevOps dashboards using queries to enhance project tracking and progress visibility
- Utilized Power BI for auditing team backlogs, enabling data driven decision making and process improvements
- Led tech debt cleanup initiatives for department, enhancing system performance and reducing maintenance efforts
- Regularly assisted in planning and facilitating departmental wide townhall meetings for 80+ people

Providence Health and Services, Redmond, WA (Virtual)

March 2022 - October 2022

YUPRO Contractor

Associate Project Manager

- Scrum master for the Citrix Application Lifecycle engineering team leading their Scrum ceremonies (planning, daily standup, retrospective & closeout) maintaining their artifacts, removing impediments, and grooming their backlog with the Product Owner to prioritize highest value stories
- Utilized SDLC to design, test, deploy, and iterate on a SharePoint site build that creates a virtual presence for the Service Integration department within the enterprise
- Built new document repository system for the Agile Practice Office (APO) team using both Microsoft Teams and SharePoint, leveraged meta-data to enable better end user experience
- Built dedicated Microsoft Teams space for the Service Integration department to enable a one-stop shop for our internal caregivers needing to quickly access important documents and organizational announcements
- Gathered requirements for auditing dashboards in partnership with APO, and helped build automated dashboards to effectively manage multiple teams’ backlogs at once

Providence Health and Services, Redmond, WA (Virtual)

September 2021 - March 2022

Year Up Intern

Assistant Program Manager Intern

- Tracked of over 1,000 training course hours across seven teams and creating visuals using Excel to present to leadership on a two-week cycle
- Mass updated business value fields for 4 Virtual Workspace Delivery teams on a weekly basis for over five hundred work items in Azure DevOps to provide leadership a clear picture of the teams work efforts
- Created customized dashboards in Azure DevOps for the Virtual Workspace Delivery, Agile Practice Office, and Service Integration Engineering teams to reflect current work efforts, giving leadership overviews on team performance

Eco Movers, Woodinville, WA

June 2019 – December 2020

Warehouse Supervisor

- Coordinated the efforts of an 8+ member crew on a daily basis and directed them on the strategic loading of customers' merchandise on trucks
- Developed and maintained an inventory list, using Excel, which was used to track up to 200+ shipments per day resulting in no processing delays
- Provided leadership with scope and timeline status updates on work efforts concerning the installation of customers' merchandise
- Managed the installation of designer furniture in customers' homes, which consisted of active communication with the customer and a team of up to 10 crew members
- Organized and facilitated the offloading freight from trucks using available resources

EDUCATION (93 total college credits)

Year Up/South Seattle College, Seattle, WA (38 credits)

March 2021 – March 2022

Year Up is an intensive, competitive technical training and career development program with 250 corporate partners, graduating 4,000 students annually across nineteen cities. The program includes college courses, professional training, and a six-month internship.

- Completed coursework in Business Math/Spreadsheets, Project Management, Business Diversity, Professional Skills, and Business Communication with specialized training in Business Information Technology
- Business Information Technology Certificate/4.0 GPA
- Professional of the Week Award Winner
- Qualified for 2022 Microsoft Office Specialist U.S. National Championship

Cascadia College, Bothell, WA (55 credits)

September 2017 – January 2019

- Running Start program/pursuing General Associates of Arts

CERTIFICATIONS

- Professional Scrum Master Certification (PSM1)
- Microsoft Excel Certification (Office 2016)
- Scrum Foundations Certification
- Citrix Cloud Fundamentals
- Project Management Fundamentals