

STEVEN DUCHENE, CSPO®

Software Business Analyst | Product Owner | AI & Enterprise Systems

Boise, ID • 1.208.703.5003 • steven.duchene@outlook.com • [linkedin.com/in/stevenduchene](https://www.linkedin.com/in/stevenduchene) • [sduchene-208.github.io](https://github.com/sduchene-208)

PROFESSIONAL SUMMARY

Software Business Analyst and Product Owner with extensive experience translating complex business, regulatory, and operational requirements into enterprise software solutions. Deep expertise in multi-tenant government systems, Unemployment Insurance, software development lifecycles, data, integrations, and modernization. Designs and implements agentic AI workflows that combine enterprise knowledge, source-code analysis, databases, ticketing systems, and structured business rules to accelerate Business Analysis and Software Analysis. Experienced bridging business needs, technical teams, and customer-facing solution strategy.

Core Skills & Technical Capabilities

AI & Agentic Systems: Agentic AI • Generative AI • AI Workflow Architecture • AI-Assisted Code Analysis • LLM Steering & Guardrails • Knowledge Bases • Multi-Agent Workflows • Kiro

Solution & Software: Solution Architecture • Enterprise Systems • Software Development Lifecycle (SDLC) • Systems Analysis • API Integration • Databases • Technical Discovery • Prototyping / POCs

Product & Business: Product Strategy • Product Roadmaps • Product Ownership • Business Analysis • Requirements Engineering • Business Rules • Process Improvement • Agile / Scrum

Customer & Delivery: Customer Engagement • Stakeholder Management • Technical Presentations • Workshops & Demos • RFP / Pre-Sales Support • Executive Communication • Cross-Functional Leadership

Data & Tools: Python • SQL • Microsoft SQL Server • PostgreSQL • REST / SOAP APIs • Postman • Azure DevOps • Jira • BPMN • Power BI • Tableau • SAS

PROFESSIONAL EXPERIENCE

Geographic Solutions, Inc. | *Business Analyst III / Product Owner* | 2022-Present

CORE ROLE

- Serve as a Solution SME for competitive RFPs, supporting business development through requirements mapping, solution strategy, product demonstrations, proposals, and executive presentations.
- Designed and implemented the first UI Tax Rate processing cycle within the GUS Tax system.
- Partner with state agency stakeholders, business leaders, architects, developers, QA teams, and SMEs to design and implement solutions across large-scale, multi-tenant government systems.
- Lead analysis of complex business processes and regulatory requirements, translating business needs into actionable system requirements and solution strategies for architecture and development teams.
- Maintain deep domain expertise across UI Tax operations, including tax reporting, payments, collections, experience rating, employer account management, and field audits.
- Work at the intersection of product strategy, business analysis, Unemployment Insurance (UI) Tax, and emerging technology, translating complex operational and regulatory requirements into scalable software solutions for state workforce agencies.

AI-AUGMENTED BUSINESS ANALYSIS

Designed and implemented an AI-augmented Business Analyst framework using Kiro to investigate and document a large enterprise codebase and ticketing environment. The framework combines curated domain knowledge, structured steering, routing, and guardrails to coordinate specialized workflows while maintaining read-only access, PII protection, and strict no-conjecture standards.

- **Productivity & Deliverables:** Automated meeting-note structuring, daily work tracking, queue reporting, mockup generation, and demonstration-script creation, reducing complex analysis efforts from days to hours.
- **Knowledge & Agent Architecture:** Built a curated 60+ document knowledge base covering four architectural layers and developed multi-agent routing, steering, validation, and output structures that produce both client-readable and developer-detail deliverables.
- **Enterprise Integrations:** Connected AI workflows to ticketing-system APIs, SQL databases, structured requirements data, and supporting scripts to automate work tracking, lifecycle analysis, status reporting, and other recurring BA activities.
- **Reports, Data & Configuration:** Developed workflows that extract report specifications, map database structures and relationships, analyze notification and template behavior, and compare client-specific configurations and rules across 8+ state implementations.
- **Testing & Incident Analysis:** Built workflows for environment-agnostic test-path generation, incident triage, and defect analysis, distinguishing potential defects from configuration issues, user error, or expected system behavior.
- **Requirements & Change Analysis:** Developed workflows that analyze change requests and requirements spreadsheets, identify affected files, procedures, configurations, and business rules, and generate standardized requirements and impact-analysis documentation.
- **Business Rules & Application Analysis:** Built workflows that analyze source code, stored procedures, markup, configuration, and database structures to extract as-is business rules and trace application behavior from the user interface through business logic, data access, and database layers.

Solid State Operations, Inc. | *Lead Business Analyst / Product Owner* | 2021-2022

- Served as Lead Business Analyst for the Harbor9 product line, a modular government technology platform designed to give state agencies greater flexibility in solution capabilities, cost, quality, and implementation speed.
- Specialized in Unemployment Insurance Tax and Appeals/Adjudication, leading business and process analysis to identify requirements, uncover operational gaps, and develop solutions supporting complex government programs.
- Identified and mapped complex data flows and system integrations across legacy mainframe environments, proprietary applications, and databases; translated agency needs into actionable functional and system requirements.
- Supported the Office of Strategic Partnerships & Project Management in migration and modernization of state Unemployment Insurance systems, helping agencies transition from legacy technology to modern software platforms.

Clarivate Analytics | *Research Business Analyst* | 2020-2021

- Developed targeted research strategies using proprietary research platforms and data resources to identify, analyze, and report trademarks of interest, translating complex findings into concise, actionable results.
- Delivered high-quality research in a fast-paced, deadline-driven environment while maintaining analytical accuracy, confidentiality, and professional standards.

Idaho Department of Correction | *Probation & Parole Officer, Sr. / Correctional Field Training Officer* | 2012-2021

- Applied evidence-based practices, case management strategies, and sound judgment in a high-accountability environment involving adult felony probation and parole, public safety, confidentiality, documentation, and complex decision-making.
- Designed and implemented a CPR training program supporting more than 100 employees and trained new hires in evidence handling, firearms operations, and related legal, ethical, and safety requirements.
- Collaborated with local, state, and federal law enforcement partners on complex investigations, including work involving the Regional Computer Forensics Laboratory, FBI, and Internet Crimes Against Children Task Force.

American Medical Response | *Emergency Medical Technician / Marketing & Sales Representative* | 2007-2008; 2011-2012

- Combined emergency medical services, business development, and stakeholder relations in a high-pressure environment; analyzed service volume, customer satisfaction, and client needs to identify opportunities and contribute to successful service contracts.
- Developed sales strategies that met or exceeded goals and maintained relationships across healthcare organizations, government agencies, community partners, and internal stakeholders.

EDUCATION

- Bachelor of Science, Management Information Systems & Business Analytics - Specialization in Virtualization and Cloud Computing | Colorado State University Global
- Bachelor of Science, Microbiology - Specialization in Molecular/Cellular Biology | California Polytechnic State University, San Luis Obispo

CERTIFICATIONS

Certified Scrum Product Owner® (CSPO) - Scrum Alliance • SAS Statistics and Data Mining for Business Analytics - SAS