

WALTER DUNCAN

HEAD OF AI

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EDUCATION

Master of Statistics, Business

U of U | SLC, UT
2010

Bachelor of Science, Mathematics

U of U | SLC, UT
2004

CERTIFICATIONS

Coursera

AI Strategy and
Governance

Generative AI for
Business Leaders

Generative AI with
Large Language
Models

Executive Data Science

SQL for Data Science

Fundamentals of
Reinforcement
Learning

Automation for
Business

Udacity

Generative AI Fluency

Generative AI for
Business Leaders

AI for Business Leaders
Deep Learning

AI Programming with
Python

SUMMARY - *Billions in financial value contributed through data leadership.*

AI strategy and operations leader with 20 years of experience in data science, driving innovation and operational transformation through advanced analytics and AI. Proven ability to identify and implement high-value AI opportunities, delivering measurable ROI and aligning initiatives with overarching organizational goals.

Skilled in fostering cross-functional collaboration across diverse teams, presenting complex AI strategies and outcomes to executive leadership and boards, and building scalable solutions that address real-world business challenges. Known for balancing strategic vision with hands-on expertise to drive business value.

EXPERIENCE

ASSISTANT VICE PRESIDENT, ADVANCED ANALYTICS

AT&T | 2015 – Present

Senior data science and AI leader with demonstrated results building and developing teams to deliver breakthrough business value. Focus areas have included: predictive modeling, automated analytics, and generative AI transformation.

Key Highlights

- Developed generative AI call transcript insight extraction for over 9 million calls per month, reducing ambiguity in customer experience and influencing crucial business decisions.
- Owned insights, targets, and planning for top-level CX metric (NPS), and related KPIs, guiding improvements in customer experience.
- Evolved customer interaction 360 view, used by hundreds of analysts.
- Identified \$500M in generative AI use case value with 200% IRR over 5 years.
- Oversaw development of machine learning models delivering \$300M in annual value, driving improvement in areas such as churn, marketing strategy, and capital expenditure.
- Automated thousands of analyst work hours annually, enhancing operational efficiency.
- Critical member of AI Governance and Review Board, contributing to strategic and ethical oversight.
- Created innovative Gen AI approach to identify next best action.
- Founded teams in customer care analytics, predictive insights, and generative

SKILLS

Technical

Generative AI
Supervised Learning
Unsupervised Learning
Reinforcement Learning
Predictive Modeling
Simulation
Optimization
Automation
Time Series
Forecasting
Data Mining
Python
SQL
Tableau
Cloud

Problem Solving

Data Driven Insights
Curiosity
Lean Six Sigma
Continuous Learning
Innovation

Business Acumen

Strategy
Change Management
Diplomacy
Communication
Storytelling
Visualization
Collaboration

Management

Mentorship
Project Management
Portfolio Management
Planning
Cultural Awareness

EXPERIENCE (cont.)

MANAGER, SIX SIGMA PROJECTS

Hertz | 2011 – 2015

Directed teams of process improvement analysts across the largest region in the company. Delivered over 100 improvement projects annually. Defined strategic operational metrics and drove performance through business intelligence and data science.

Key Highlights

- Developed genetic algorithm and stochastic simulation for labor scheduling optimization.
- Trimmed \$60M from rental lot labor through linear programming models. Tested in largest rental operation before expanding to deployment across enterprise.
- Rapidly improved call center queue time using analytics, queuing theory, simulation, and optimization. Developed tools for deployment. Scaled to enterprise.
- Oversaw programs certifying dozens of Green Belts and 70 Lean Six Sigma Yellow Belts in 12 months.
- Broadly improved customer sentiment by leveraging NPS data for predictive modeling.
- Pioneered the use of AI, including machine learning, optimization, and simulation techniques.

BUSINESS AND QUALITY ANALYST

Utah Transit Authority | 2007 – 2011

Directed all initiatives designed to improve the quality of services offered by the business unit. Developed and maintained strategic analytical tools including predictive models, simulation, and optimization. Defined, measured, and analyzed key performance indicators to drive business focus.

Key Highlights

- Saved \$100k annually by optimizing bus scheduling. Simultaneously improved availability for riders.
- Achieved \$60k annual savings and reduced service interruptions by 28% using Lean Six Sigma methodology and stochastic simulation on maintenance workflows.
- Realized 11% service improvement through no cost solutions discovered through data analysis.
- Drove 30% claims reduction using statistical analysis of unstructured accident data.
- Conceived of and developed innovative connectivity metric and created comprehensive software user spec documentation.