**Lee Duncan**  
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**Hiring Manager**  
Gusto

Dear Hiring Manager,

I am excited to apply for the Head of Machine Learning and AI role at Gusto. With 20 years of experience in AI, machine learning, and data science, I have built and led high-performing teams that develop and deploy scalable ML solutions, optimize operational efficiency, and drive measurable business impact. Gusto’s mission to empower small businesses aligns with my passion for leveraging AI to create seamless, human-centric experiences.

As Assistant Vice President of Data Science at AT&T, I led AI-driven initiatives that transformed operations and monetization strategies. Key achievements include:

* Developed and scaled AI/ML models, driving billions in business value through predictive and prescriptive analytics.
* Led AI strategy and MLOps implementation, ensuring seamless deployment, monitoring, and retraining of production models.
* Managed and mentored high-performing teams, fostering a culture of innovation, collaboration, and continuous learning.
* Optimized customer interactions through AI-powered automation, enhancing user experience and operational efficiency.

Gusto’s focus on machine learning, responsible AI, and product innovation presents an exciting opportunity to apply my expertise in ML strategy, model deployment, and AI governance. My experience in building end-to-end ML platforms, collaborating with cross-functional teams, and integrating AI into business processes positions me to lead Gusto’s AI initiatives with a balance of strategic vision and hands-on execution.

I would welcome the opportunity to discuss how my experience and leadership can support Gusto’s mission. Thank you for your time and consideration—I look forward to the possibility of contributing to your team.

Sincerely,  
Lee Duncan