WALTER DUNCAN

VICE PRESIDENT OF ANALYTICS

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**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

**EXPERIENCE**

**ASSISTANT VICE PRESIDENT, ADVANCED ANALYTICS**

AT&T | 2015 – 2024

Analytics executive with a track record of building and scaling high-impact teams across AI, BI, ML, and product analytics. Developed enterprise-wide data and analytics strategies, embedded real-time analytics into operations and product experiences, and delivered over $300M in recurring annual value. Partnered closely with executive leaders to drive decisioning, automation, and strategic insight. Known for combining hands-on leadership with long-term vision.

**Key Highlights**

* Built and scaled enterprise analytics functions from scratch, leading a team of 80+ data scientists, data engineers, and analytics professionals across predictive insights, customer care analytics, and generative AI transformation.
* Led the development of a generative AI solution analyzing 9M+ customer call transcripts monthly, surfacing insights that reduced ambiguity and directly informed customer experience and product design decisions.
* Identified $500M+ in generative AI opportunity value with 200% IRR over five years and shaped the strategic roadmap and executive investment decisions.
* Oversaw ML model development delivering $300M+ in recurring annual value, including churn prediction, capital planning, and marketing optimization.
* Introduced a GenAI-driven recommendation system integrated with live decision systems to enhance personalization and operational responsiveness.
* Served on the AI Governance & Review Board, establishing policies for responsible AI use, risk mitigation, and enterprise-wide alignment.

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

Seasoned analytics executive with over 20 years of experience leading data-driven transformations across complex, high-impact organizations. Proven success in building and scaling analytics teams, modernizing data capabilities, and embedding strategic insights into decision-making processes. Adept in AI, machine learning, business intelligence, and product analytics, with a strong ability to translate data into clear, actionable strategies. Known for driving measurable business outcomes, fostering cross-functional collaboration, and aligning analytics initiatives with long-term organizational goals.

**EDUCATION**

**Master of Statistics,**

**Business**

U of U | SLC, UT

2010

**Bachelor of Science,**

**Mathematics**

U of U | SLC, UT

2004

**SKILLS**

**Technical**

AI/ML Strategy

Generative AI

Machine Learning

Predictive Modeling

Time Series & Forecasting

Simulation

Automation

Python

SQL

Tableau

Cloud (AWS, Azure)

**Insights & Analytics**

Data Strategy

Business Intelligence

Inference

Experimentation

Dashboarding & Visualization

**Problem Solving**

Leas Six Sigma

Data-Driven Insights

Innovation

**Business Acumen**

Strategic Planning

Communication

Storytelling

Collaboration

**Leadership**

Org Design

Team Building & Scaling

Mentorship

Governance

Project & Portfolio Management

**EXPERIENCE (cont.)**

**MANAGER, SIX SIGMA PROJECTS**

Hertz | 2011 – 2015

Built and scaled analytics-driven process improvement across Hertz’s largest U.S. region, leading a high-volume portfolio of 100+ initiatives annually. Applied optimization, simulation, and AI techniques to improve scheduling, staffing, and customer experience. Collaborated cross-functionally to deliver insights that shaped productized tools, drove operational decisions, and scaled efficiency solutions enterprise-wide.

**Key Highlights**

* Led a team of 16 process analysts and provided dotted-line leadership to 70+ embedded analysts across operations, aligning improvement initiatives with regional and corporate goals.
* Developed and deployed a genetic algorithm and stochastic simulation model to optimize labor scheduling, improving coverage while reducing costs.
* Identified $60M+ in annual cost savings using linear programming for workforce planning. Productized into a decision-support tool for managers.
* Built analytics-based tools to reduce call center queue times, leveraging simulation, queuing theory, and optimization. Scaled platform nationwide.
* Scaled analytics-driven tools for labor and call center operations across multiple business units.
* Pioneered use of machine learning, optimization, and simulation to enable scalable, repeatable analytics workflows and improve service operations.

**BUSINESS AND QUALITY ANALYST**

Utah Transit Authority | 2007 – 2011

Led data-driven performance and quality improvement initiatives for transit operations. Built predictive and optimization tools to enhance scheduling, resource planning, and service delivery. Applied advanced analytics and simulation in low-data environments to drive measurable gains in efficiency and rider experience.

**Key Highlights**

* Optimized ops scheduling using simulation and data modeling, saving $100K annually and increasing service availability.
* Applied Lean Six Sigma and stochastic simulation to maintenance workflows, cutting interruptions 28% and saving $60K per year.
* Delivered 11% transit performance improvement through low-cost, insight-driven operational changes.
* Reduced accident-related claims by 30% via statistical analysis of unstructured safety data.
* Developed a transit connectivity metric, including software and user specs.
* Created predictive models for absenteeism and labor demand.