WALTER DUNCAN

SR. DIRECTOR, DATA & BUSINESS INTELLIGENCE

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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

AI and analytics executive with a proven track record of building high-performing teams and delivering measurable business impact through predictive analytics, generative AI, and advanced machine learning. Partnered closely with product, engineering, and business stakeholders to enable AI capabilities at scale and inform strategic decisions.

**Key Highlights**

* Led development of a generative AI solution analyzing over 9 million customer call transcripts per month, surfacing insights that reduced ambiguity and informed CX improvements.
* Identified $500M+ in GenAI opportunity value, projecting a 200% IRR over 5 years, directly informing AI roadmap and investment prioritization.
* Oversaw machine learning model development generating $300M+ in annual impact, improving churn prediction, marketing efficiency, and capital investment planning.
* Played a key role on the AI Governance & Review Board, shaping policies and frameworks for responsible AI development and use.
* Created a GenAI-powered approach to identify next-best actions, collaborating with cross-functional teams to enhance decision systems.
* Founded, led, and scaled teams in customer care analytics, predictive insights, and generative AI transformation.

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

AI and analytics executive with over 20 years leading data science, machine learning, and AI initiatives across enterprise and consumer-facing platforms. Proven success delivering real-time, AI-powered decision systems in production, collaborating closely with product, engineering, and design teams to embed intelligence into customer experiences. Demonstrated ability to drive enterprise-wide AI strategies, build high-performing global teams, and implement responsible AI governance. Skilled in partnering across disciplines to translate business needs into impactful, scalable AI solutions.

**EDUCATION**

**Master of Statistics,**

**Business**

U of U | SLC, UT

2010

**Bachelor of Science,**

**Mathematics**

U of U | SLC, UT

2004

**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

Governance

**EXPERIENCE (cont.)**

**MANAGER, SIX SIGMA PROJECTS**

Hertz | 2011 – 2015

Led analytics-driven process improvement initiatives across Hertz’s largest U.S. region, delivering over 100 projects annually. Combined operational expertise with AI, optimization, and simulation to drive cost savings, improve customer experience, and scale impact across the enterprise.

**Key Highlights**

* Built and deployed genetic algorithms and stochastic simulations to optimize labor scheduling, improving workforce allocation and operational agility.
* Delivered $60M in labor cost savings through linear programming models tested in Hertz’s largest rental location and expanded enterprise-wide.
* Rapidly improved call center performance via queuing theory, simulation, and optimization, dramatically reducing wait times and enhancing service quality.
* Scaled analytics-driven tools for labor and call center operations across multiple business units.
* Oversaw certification programs for 70+ Lean Six Sigma Yellow Belts and numerous Green Belts in under a year.
* Leveraged NPS and customer feedback data to develop predictive models that guided CX improvements across regional operations.
* Pioneered the use of AI, including machine learning, optimization, and simulation techniques.

**BUSINESS AND QUALITY ANALYST**

Utah Transit Authority | 2007 – 2011

Led quality and performance improvement initiatives for transit operations, applying advanced analytics, simulation, and Lean Six Sigma methodologies to optimize service delivery, reduce costs, and improve rider experience.

**Key Highlights**

* Saved $100K annually and increased service availability by optimizing bus schedules through data-driven modeling.
* Applied stochastic simulation and Lean Six Sigma to maintenance workflows, achieving $60K in annual savings and reducing service interruptions by 28%.
* Delivered 11% improvement in transit performance via no-cost, insight-driven operational changes.
* Reduced accident-related claims by 30% through statistical analysis of unstructured data, improving safety and reducing liability.
* Conceived of and developed innovative connectivity metric and created comprehensive software user specification for implementation.
* Built predictive models for maintenance absenteeism and shift demand, enabling proactive labor scheduling and improving staffing efficiency across service routes.