**Walter (Lee) Duncan**  
lee@smartxltools.com  
(801) 245-0658  
June 16, 2025

**Hiring Team**  
PEMCO Mutual Insurance Company  
Seattle, WA

Dear Hiring Team at PEMCO,

I’m writing to express my strong interest in the Director, Analytics & AI role at PEMCO. As a seasoned leader in AI, analytics, and machine learning, I’m excited about the opportunity to help PEMCO unlock new levels of operational excellence, customer insight, and responsible innovation.

Over the past two decades, I’ve led data science and AI transformation across multiple organizations. At AT&T, I founded the Generative AI Transformation Team, driving enterprise-wide initiatives across call centers, marketing, and field operations. My experience includes deploying large language models, developing AI governance frameworks, and building high performing cross-functional teams. With a strong track record leading enterprise analytics strategy, AI-driven process transformation, and predictive modeling across marketing, product, and service operations, I’ll bring a pragmatic and strategic lens to PEMCO’s next stage of data innovation.

PEMCO’s mission to combine deep community roots with advanced technology deeply resonates with me. I’m drawn to your values of trust, inclusion, and curiosity, and I see a powerful opportunity to bring scalable, human-centered AI solutions that elevate your customer experience and profitability. I would be honored to bring my experience to a company so clearly committed to both innovation and people.

Thank you for considering my application. I welcome the chance to speak further about how I can contribute to PEMCO’s mission.

Sincerely,  
Walter (Lee) Duncan  
lee@smartxltools.com  
(801) 245-0658]  
<https://www.linkedin.com/in/leeduncanstat/>

**P.S.** I’d love to share how my team processed 9 million monthly call transcripts with generative AI to deep and extensive customer insights. It’s one of many examples of how I turn AI into real business results.