**Walter Duncan**

[lee@smartxltools.com](mailto:lee@smartxltools.com) | (801) 245-0658 | [linkedin.com/in/leeduncanstat/](https://www.linkedin.com/in/leeduncanstat/)

April 30, 2025

**Hiring Committee**

Pie Insurance

Dear Hiring Committee,

I’m excited to apply for the Vice President, Enterprise Technology role at Pie Insurance. With over two decades of leadership experience driving enterprise-wide AI, analytics, and systems transformation, I bring a proven track record of modernizing complex technology ecosystems, enabling scalable growth, and delivering quantifiable value. Your mission to streamline operations and reduce cost through automation, AI, and intelligent systems aligns perfectly with the transformation work I've led across functions like CX, marketing, strategy, and operations.

At AT&T, I led the transformation of analytics and AI capabilities across a multilayered organization of over 80 technical experts. I championed the integration of AI-driven insights into core business systems, created a generative AI program that replaced costly manual processes with scalable intelligence, and delivered over $300M in recurring value. These solutions weren’t theoretical—they were built, adopted, and scaled across functions, with measurable results like a $4M annual savings from decommissioning a legacy insight review program and enabling 100% transcript-based sentiment analysis.

Beyond the systems themselves, I’ve co-led governance boards to ensure secure and ethical AI implementation, partnered with IT architecture teams to modernize infrastructure, and developed future-focused operating models that brought strategy, talent, and technology into alignment. I’ve worked in fast-paced, complex environments—and helped them move faster, smarter, and leaner.

Pie’s focus on people-first transformation and bold, scalable innovation is exactly the kind of environment where I thrive. I would welcome the opportunity to contribute to your technology roadmap, help lead the next wave of growth, and ensure your systems are ready for what’s next.

Thank you for considering my application. I look forward to the possibility of speaking with you.

Warm regards,

Walter Duncan