Dear Hiring Team at Vivint,

As a seasoned AI leader with over two decades of experience in machine learning, optimization, and AI strategy, I’m excited by the opportunity to apply for the Director of AI role at Vivint. The chance to shape the future of smart home innovation—at the intersection of energy, security, and customer experience—aligns perfectly with both my professional background and personal passion for intelligent, human-centered technology.

At AT&T, I’ve led enterprise-scale data science and AI initiatives that power real-time decision systems, enable personalized customer experiences, and automate millions of interactions per month. I’ve built and led globally distributed AI teams, introduced agentic generative AI into customer care platforms, and helped shape enterprise AI governance frameworks to ensure our models are both effective and ethical. I’m equally at home collaborating with product and engineering leaders as I am rolling up my sleeves with design and prototyping teams.

What excites me most about this role is the opportunity to bring AI into everyday experiences—like energy optimization, anomaly detection, and contextual automation—and make them not only smarter but truly seamless for Vivint’s customers. My background in simulation, behavioral modeling, and reinforcement learning gives me a strong foundation to contribute to Vivint’s innovation roadmap, from predictive energy systems to person-aware security features. I also bring experience with smart home / IoT and optimized ML pipelines, positioning me well to help scale smart home AI responsibly and securely.

Vivint’s culture of innovation and its mission to proactively protect and connect people resonate deeply with me. I’d love to bring my leadership, technical depth, and strategic thinking to this next chapter—partnering with your vertical teams to build the future of the intelligent home.

I would welcome the opportunity to discuss how I can contribute to Vivint’s continued success. Thank you for considering my application.

Warm regards,

**Lee Duncan**

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