WALTER DUNCAN

DIRECTOR OF DATA SCIENCE

(801)245-0658 | www.linkedin.com/in/leeduncanstat | lee@smartxltools.com

**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, DATA SCIENCE**

AT&T | 2015 – Present

Senior data science leader with demonstrated results building and developing teams to deliver breakthrough business value. Focus areas have included: predictive modeling, automated analytics, and generative AI transformation.

**Key Highlights**

* Founded and led large senior-level teams of data scientists, fostering a high-performance culture of experimentation and business alignment. Teams led include customer care analytics (82), predictive insights (20), and generative AI transformation (16).
* Owned insights, targets, and planning for top-level CX metric (NPS), and related KPIs, guiding improvements in customer experience.
* Developed generative AI call transcript insight extraction for over 9 million calls per month, reducing ambiguity in customer experience and influencing crucial business decisions.
* Identified $500M in generative AI use case value with 200% IRR over 5 years.
* Oversaw development of machine learning models delivering $300M in annual value, driving improvement in areas such as churn, marketing strategy, and capital expenditure.
* Critical member of AI Governance and Review Board, contributing to strategic and ethical oversight.
* Led many solution design and brainstorming sessions to map advanced modeling approaches and align with stakeholder goals.

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

Senior data science executive with 20 years of experience delivering business transformation through AI, statistical modeling, and experimentation. Proven record leading high-impact teams of up to 80+ senior-level data scientists, driving billions in enterprise value. Expert in A/B testing, predictive modeling, and forecasting to inform product, marketing, and pricing strategies. Experienced in fast-paced, high-growth environments with deep cross-functional collaboration.

**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

Machine Learning

Deep Learning

A/B Testing

Design of Experiment

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

Cultural Awareness

**EXPERIENCE (cont.)**

**MANAGER, SIX SIGMA PROJECTS**

Hertz | 2011 – 2015

Directed teams of process improvement analysts across the largest region in the company. Delivered over 100 improvement projects annually. Defined strategic operational metrics and drove performance through business intelligence and data science.

**Key Highlights**

* Developed genetic algorithm and stochastic simulation for labor scheduling optimization.
* Trimmed $60M from rental lot labor through linear programming models. Tested in largest rental operation before expanding to deployment across enterprise.
* Rapidly improved call center queue time using analytics, queuing theory, simulation, and optimization. Developed tools for deployment. Scaled to enterprise.
* Oversaw programs certifying dozens of Green Belts and 70 Lean Six Sigma Yellow Belts in 12 months.
* Built predictive models using NPS data to identify CX pain points, informing initiatives that improved satisfaction and retention.
* Pioneered the use of AI, including machine learning, optimization, and simulation techniques.

**BUSINESS AND QUALITY ANALYST**

Utah Transit Authority | 2007 – 2011

Directed all initiatives designed to improve the quality of services offered by the business unit. Developed and maintained strategic analytical tools including predictive models, simulation, and optimization. Defined, measured, and analyzed key performance indicators to drive business focus.

**Key Highlights**

* Saved $100k annually by optimizing bus scheduling. Simultaneously improved availability for riders.
* Achieved $60k annual savings and reduced service interruptions by 28% using Lean Six Sigma methodology and stochastic simulation on maintenance workflows.
* Realized 11% service improvement through no cost solutions discovered through data analysis.
* Drove 30% claims reduction using statistical analysis of unstructured accident data.
* Conceived of and developed innovative connectivity metric and created comprehensive software user spec documentation.