

Christopher Daigle

pcjdaigle@gmail.com

quantchris.com | github.com/christopherdaigle/

linkedin.com/in/christopherdaigle

AI & Data Science leader with 5+ years driving enterprise AI strategy in P&C insurance • Deployed 10+ production AI solutions with documented ROI across two major insurers • Track record of 99% cost reduction while exceeding quality targets • Defined multi-year AI roadmaps influencing \$14M+ in investment • C-suite presence translating technical strategy into business outcomes • US Army veteran with 9-years defense industry leadership experience

Professional Experience

Arch Capital Services LLC. – Director of AI & Automation Engineering

Sep 24 – Pres.

Lead AI solution delivery and strategy across multiple lines of business. Directly manage 4 data scientists; define AI standards, frameworks, and tooling adopted by 30+ person initiatives with enterprise wide impact; partner with business operations, IT, and manage vendor partnerships

- **GenAI Production:** Established agentic development methodology where AI agents augment and accelerate solution creation, not just serve as the final product, used across multiple organizations. Deployed 11 production solutions (OpenAI, Gemini, Claude, etc.) across agentic, foundation, and transfer-learning architectures through both code-first and low-code paradigms
- **Operational Impact:** Achieved 35%+ no-touch processing and 95%+ data entry efficiency of the remaining 65% of submissions across 6 lines of business - Professional Liability, Executive Assurance, Healthcare, Excess and Surplus Casualty, and two Property lines
- **Enterprise AI Standards:** Architect and build reference AI frameworks, evaluation methodology, and development tooling adopted enterprise-wide; deliver 4+ concurrent production initiatives while maintaining 5+ deployed solutions
- **Strategic Planning:** Scope initiatives for feasibility, resource requirements, and ROI alignment to develop multi-year roadmaps; align team capacity to strategic priorities; manage AI-product vendor relationships (technical advocacy, platform feedback, issue escalation); negotiate deliverables with C-Suite and cross-functional partners
- **Change Leadership:** Transformed hiring pipeline from data analysts to AI scientists; improved team engagement and cross-functional capability through structured knowledge sharing
- **Executive Presence:** Present technical roadmaps and ROI metrics to C-suite; negotiate deliverables and timelines with business operations leaders, IT partners, and external vendors

The Hartford Financial Services Group, Inc. – Director of Data Science

Jul 20 – Sep 24

Generative AI Factory - Organization Lead

Dec 23 – Sep 24

Founding leader responsible for production GenAI science serving 22,000+ employees. Led 7 direct reports across data science, data engineering, product, prompt engineering, and ML engineering. Responsible for \$14M annual budget (headcount, infrastructure, vendor costs, etc.)

- **Enterprise Strategy:** Defined multi-year GenAI roadmap by partnering with business leaders and line-of-business data science teams to identify opportunities, prioritize against enterprise initiatives, and align capacity and budget
- **Responsible AI Governance:** Established federated and centralized GenAI operating model; defined science and technology standards; championed governance framework for ethical AI deployment
- **Financial Performance:** Reduced planned capital spend from \$2.4M annual to ~\$2,400 (99% reduction) through architectural optimization and vendor negotiations while exceeding quality targets
- **Solution Delivery:** Architected and deployed RAG (OpenAI) application for Middle and Large Commercial Underwriter Guidelines; achieved ~7-second latency, >95% positive user feedback; created repeatable pattern for additional lines of business resulting in a 95% reduction in effort for underwriters to determine appropriate underwriting guidelines

Artificial Intelligence Factory - Director of Data Science

May 22 – Dec 23

Technical lead for NLP and GenAI introducing capabilities that evolved enterprise AI strategy

- **Solution Delivery:** Developed and deployed RAG application in 4-weeks by collaborating with ethics and legal for responsible AI compliance (FLAN-T5-XXL), leading a team of 5 specialists, integrating with legacy systems; deployed sentiment analysis (RoBERTa) in 1 week; deployed topic model (LDiA) improving survey coverage 10x
- **Technical & Thought Leadership:** Presented to C-Suite and audiences of 500+; delivered training across individual contributors to senior leaders; published materials for technical and non-technical technical personas; consulted on AI investment venture evaluations and negotiations; identify areas of opportunity for language AI solutions while driving customers to the right solution if a simpler one would fit
- **Organizational Leadership:** negotiated roadmap among line-of-business data science leaders; account for headcount budgeting and compute cost for data science solution development

Claims Data Science, Workers Compensation - Senior Data Scientist

Jul 20 – May 22

- **Model Management:** Developed 4 and maintained 9 predictive models for Workers Compensation Data Science
- **Process Standardization:** Established peer-review, version control, and Agile standards; created an MVP framework that reduced model build time from >1-month to 1-day

Pratt & Whitney – Manager, Data Scientist

Jan 19 – Jul 20

- Established the analytics department for Commercial Engines Aftermarket Supply Chain

Boise Analytics – Partner, COO & Chief Data Scientist

Dec 17 – Jan 19

- Managed 43 B2B relationships; led 20 data scientists in startup environment

Leadership Foundation

9 years of military and defense industry experience including sergeant-level personnel leadership and GS-15E (O-6/Colonel equivalent) managing international flight operations, logistics, and leading cross-functional teams in austere environments

Skills

Leadership: Enterprise AI Strategy • Cross-Functional Team Management • Strategic Planning & Execution • Vendor Management • Talent Acquisition & Development • Change Management

Domain: P&C Insurance • Underwriting • Claims • Responsible AI Governance • Regulatory Compliance

Quantitative: Foundation Models / Transfer Learning • Agentic AI • RAG Architecture • Natural Language Processing (NLP) • Machine Learning • Statistical Analysis & Predictive Modeling • Supervised & Unsupervised & Deep Learning

Technology: AWS & Azure & DataBricks • HuggingFace & OpenAI & Anthropic & Cytora • Python • SQL • Git & GitHub • Bash / Unix / Shell • SciKit-Learn & StatsModels • SpaCy • PyTorch • NLTK

Awards

TDAC Visionary Award 2023, The Hartford, 2023 awarded to top-2% of employees and celebrates the innovative solution introduced by a team which showcases their ability to bring fresh ideas and drive transformative change, ultimately propelling our company forward

Special Award – Innovation Award, Pratt & Whitney, awarded to 5 of ~240,000 UTC employees annually

Claims Insight Board (2x) – The Hartford, Chief Executive Claims Officer for (1) invention of algorithm with broad and deep business impact; (2) NLP model excellence

Additional Awards: Global Speciality, Workers Compensation, MLOps, Multiple C-Suite Leaders

Education

MS, Quantitative Economics (STEM), University of Connecticut, CT (Maj. GPA 3.95)

Certificate, SAFe Scrum Master (SSM - 92474883-9992; expired 2021), Scaled Agile