Christopher Daigle

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AI Science & Engineering Leader | Insurance & Financial Services

AI Strategy & Operating Models • Organizational Enablement • Generative & Agentic AI • AI Governance & Evaluation

Builds the organizations, operating models, and standards that take AI from pilot to production, and sets the rules for when an AI decision is trusted, reviewed, or escalated. At Arch, leads agentic AI for submission extraction and clearance and sets coding agent standards across the analytics organization. Before that, founded The Hartford's generative AI organization with a $14M budget. Partners with executives from VP to C-suite on where to invest and how the work should change.

PROFESSIONAL EXPERIENCE

Arch Capital Services LLC — Sep 2024 – Present

Associate Vice President, AI Engineering — *Apr 2026 – Present*

Lead agentic AI for submission intake, from extraction to clearing, declining, or escalating each broker submission, with a growing team of scientists and engineers and the vendor and business unit relationships behind it. With eight team leaders, set coding agent standards and adoption strategy for Strategic Analytics, which serves every business unit and actuarial.

- **Enablement:** Lead the coding agent Center for Enablement for Strategic Analytics, raising frequent use among about 175 developers from 20% to 60% in five months and enabling a 57% increase in projects taken on
- **Enterprise Standards:** Extended AI-assisted development guardrails and code quality standards across the company
- **Shared Capability:** Established an extraction capability now used by five teams, including non-technical project managers, cutting prompt development for new products from four months to three hours
- **Investment Case:** Secured approval to automate submission clearance with agentic AI, building the case on a proof of concept that measured cost and performance
- **Executive Partnership:** Advise executives from VP to C-suite on AI strategy and prepare AI material for the board

Director, AI & Automation Engineering — *Sep 2024 – Apr 2026*

Led a team of scientists and engineers delivering AI for submission intake across six business units, holding the vendor and business unit relationships and partnering with IT and Operations.

- **Operating Capacity:** Freed capacity equal to about 40 full-time staff by cutting data entry from 30 minutes to about one minute on about 200,000 submissions a year
- **Process Redesign:** Shifted every clearance analyst from data entry to exception review by redefining clearance procedures with operations
- **Risk & Oversight:** Set human review rules with business leaders, whose required checks cap one unit's no-touch processing at 40% where AI performance alone would leave 98% untouched
- **Talent Strategy:** Redesigned hiring for AI & Automation Engineering from data analyst to AI scientist profiles, moving Strategic Analytics to add Canada-based hiring to a nearly all-offshore model

The Hartford Financial Services Group, Inc. — Jul 2020 – Sep 2024

Director of Data Science, Generative AI Factory — *Dec 2023 – Sep 2024*

Founded and led the enterprise generative AI (GenAI) organization, with a $14M annual budget covering headcount and compute and seven direct reports across data science, data engineering, product, prompt engineering, and MLOps.

- **Operating Model:** Designed the enterprise GenAI operating model, dividing work between a central team and the business units, and established responsible-use governance
- **Portfolio Management:** Negotiated the GenAI roadmap with line-of-business leaders, steering each request to the simplest solution that would meet it
- **Enterprise Scale:** Scaled the RAG application for Middle and Large Commercial underwriting guidelines from MVP to enterprise flagship, cutting underwriter research effort 95% and setting the pattern for other lines of business
- **Run Cost:** Delivered the solution at a projected annual run cost of about $2,400, against $2.4M for the competing build, through architecture and retrieval design while exceeding quality targets

Director of Data Science, Artificial Intelligence Factory — *Mar 2023 – Dec 2023*

Led NLP and GenAI for the AI Factory, the company's central AI team.

- **First Production GenAI:** Cleared first-of-their-kind licensing, legal, and governance review for open-weight foundation models, delivering the company's first GenAI system in production in four weeks
- **Talent Development:** Developed a team new to GenAI in foundation model, prompt, and cloud engineering; every member advanced in role afterward
- **Competitive Selection:** Chosen for the MVP over an outside consultancy because the methods scaled, then appointed to found the GenAI organization
- **Investment Advisory:** Evaluated AI startups for the company's strategic investment team

Senior Data Scientist, Artificial Intelligence Factory (NLP) *May 2022 – Mar 2023*

Built NLP models in the AI Factory.

- **Enterprise Adoption:** Expanded natural language processing from vendor dashboard features to production predictive models, persuading departments new to the method to add NLP projects to their roadmaps
- **Customer Insight:** Cut customer survey review time 10x and reviewed 50x more surveys with a model that groups feedback into themes, guiding customer experience investment

Senior Data Scientist, Claims Data Science (Workers Compensation) *Jul 2020 – May 2022*

- **Practice Adoption:** Reduced initial model build to one day from a prior standard of over a month by moving data science teams to a reusable development framework
- **Claims Decisions:** Developed four and maintained all nine models predicting litigation, fraud, severity, disability duration, and complexity, used to set reserves, route claims, and direct nurse case managers

Pratt & Whitney **Jan 2019 – Jul 2020**

Manager, Data Scientist *May 2019 – Jul 2020*

- Delivered $29M in annual cost avoidance with an algorithm and software that negotiators used in live supplier negotiations to assign parts to suppliers
- Helped establish the analytics department for Commercial Engines Aftermarket Supply Chain

Analytics Developer *Jan 2019 – May 2019*

- Applied clustering, time series, and classification models to inform Aftermarket Supply Chain strategy

Boise Analytics **Dec 2017 – Dec 2018**

Partner, COO & Chief Data Scientist *Dec 2017 – Dec 2018*

- Led 20 data scientists and analysts and owned 43 B2B client relationships
- Built the team from the start, running operations, business development, and talent acquisition as COO

RECOGNITION

Visionary Award, The Hartford (2023) – top 2% of employees, for the company's first production GenAI system
Innovation Award, Pratt & Whitney (2019) – one of at most five given yearly across United Technologies' roughly 240,000 employees, for the $29M supplier negotiation algorithm
Claims Insight Board, The Hartford (2021) – from the Chief Claims Officer, for inventing the Volatility Index, an algorithm that surfaced overlooked high-cost claims

SKILLS

Leadership: Enterprise AI Strategy • Operating Models • AI Portfolio Prioritization & Investment Evaluation • Headcount & Budget Planning • Organizational Enablement • Change Management • Talent Development • Vendor Management
AI & Generative Systems: Agentic & Multi-Agent Systems • Foundation Models • RAG • NLP • Model Evaluation • MLOps
Statistical & Machine Learning: Econometrics • Statistical Inference • Time Series & Forecasting • GLMs • Tree Ensembles & Boosting • Clustering • Experimental Design
Domain & Governance: P&C Insurance • Underwriting • Claims • Submission Lifecycle • Responsible AI • Model Risk Controls
Platforms: Python • SQL • AWS • Azure AI Foundry • Databricks • LangGraph • PyTorch

RESEARCH & TEACHING

Economics Instructor and PhD Student, University of Connecticut (2016 – 2018) – taught quantitative economics during two years of doctoral coursework on fellowship
Economics Research Assistant, Boise State University (2014 – 2016) – econometric research, chiefly on state education funding for Idaho policy

LEADERSHIP FOUNDATION

Nine years in military and defense aviation, from sergeant flying large-scale unmanned aircraft in Iraq and Afghanistan to lead pilot for a defense contractor, accountable for flight operations, personnel, and logistics abroad

EDUCATION

MS, Quantitative Economics – University of Connecticut
BA, Economics, Quantitative Emphasis, cum laude – Boise State University Honors College; Outstanding Graduate, the College of Business and Economics' highest student honor; minors in Mathematics and Applied Mathematics