

Keith Steward, Ph.D.

Enterprise AI Platform & Governance Leader | Technical Operations

Boston, MA | 508-318-8035 | keith.steward@gmail.com

[LinkedIn](#) | IntelligentDataWorks.ai | [IDW LinkedIn](#)

PROFILE

Hands-on AI platform leader who turns emerging GenAI capabilities into secure, governed, and reliable enterprise services. Combines production AI engineering with SaaS operations, IAM, security, cost controls, observability, enablement, and client-facing architecture. Built and operates a platform supporting 70+ automations across more than 20 workflows with 99.9% availability, and advised 200+ AWS enterprise customers. Brings the practical judgment to establish operating standards, adoption metrics, reusable playbooks, and responsible AI controls without overstating direct tenant-administration experience.

CORE TECHNOLOGIES

Enterprise AI Platforms • AI Governance • Responsible AI • IAM • SaaS Operations • ChatGPT • Claude • LLMs • AI Agents • RAG • Python • FastAPI • APIs • AWS • Observability

SELECTED CAREER HIGHLIGHTS

- Built and operates a production AI platform supporting 70+ automations across more than 20 workflows with 99.9% availability.
- Established model governance, evaluation, guardrails, human oversight, security, observability, model routing, and cost-control practices.
- Advised 200+ AWS enterprise customers and created reusable reference architectures, implementation guidance, workshops, and technical enablement.
- Led enterprise privacy, IAM, Responsible AI, auditability, and model-risk controls in financial services.
- Owned platform budgets up to \$900,000, cloud operations, vendor evaluation, adoption feedback, releases, and measurable workflow outcomes.

PROFESSIONAL EXPERIENCE

Technical Co-Founder | Intelligent DataWorks | Boston, MA | Aug 2023 to Present

Build and operate a production AI platform while owning strategy, architecture, delivery, security, and cloud operations.

- Architected and built the AssistX core platform and first 80% of its initial application hands-on using Python, FastAPI, LLMs, RAG, agents, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK.
- Recruited and technically led 11 engineers while owning a \$900,000 budget, product priorities, architecture, releases, security, and operations.
- Delivered the initial production release within eight months and expanded it to 70+ automations across more than 20 workflows with 99.9% availability.
- Established evaluation, guardrails, human oversight, observability, model routing, cost controls, incident response, and release practices.
- Initiated strategic acquisition discussions regarding IDW's AI platform as part of a planned transition to a senior AI/engineering leadership role.

Senior Director of Engineering | SuccessKPI | Remote | Jun 2022 to Aug 2023

Built and led engineering for an AI-powered workforce-management component of a cloud-native contact-center SaaS platform.

- Recruited and led an 11-person organization, including a manager, spanning software, data, platform, security, BI, and quality engineering.
- Owned Agile execution, architecture, operational priorities, performance reviews, bonus allocation, team capacity, and a \$600,000 budget.
- Delivered forecasting, scheduling, optimization, analytics, APIs, and integrations for enterprise and government customers.

Senior Director, Data Analytics & Operations | TriMark USA | Mansfield, MA | Aug 2021 to May 2022

Owned enterprise data modernization for a \$1B+ organization integrating 11 acquired businesses and heterogeneous ERP systems.

- Prioritized 50+ analytics use cases with Finance, Marketing, Supply Chain, and technology leaders and secured support for an AWS data strategy.
- Upskilled four analysts and grew the team to seven AWS engineers with hiring, mentoring, planning, budget, risk, and delivery accountability.

- Established nightly data ingestion, cataloging, consolidation, normalization, and global querying across 11 geographically distributed ERP environments.
- Delivered the first AWS data lake within seven months and reduced cross-ERP reporting from roughly two months to one day.

Technical Lead, Cloud Data Privacy & AI Governance | MassMutual | Boston, MA | Nov 2020 to Aug 2021

Led architecture and hands-on implementation across five enterprise Data Privacy and AI Governance initiatives.

- Converted policy and product requirements into secure cloud architecture, APIs, automated infrastructure, testing, CI/CD, and production releases.
- Delivered the first cloud-native privacy-rights platform within eight months, automating approximately 90% of a manual workflow.
- Partnered with Enterprise Architecture and SRE on IAM, serverless patterns, managed services, infrastructure automation, resilience, and cloud operating standards.
- Guided model-governance practices for evaluation, transparency, bias, drift, monitoring, auditability, lifecycle controls, security, and human oversight.

VP of AI/ML | NorthBay Solutions | Boston, MA | Jan 2019 to Nov 2020 | (Role ended in company-wide COVID layoff).

Recruited out of AWS by the NorthBay Solutions CEO to establish a new AI/ML practice and reusable production data-and-ML capability.

- Built an AWS Data Lake and ML accelerator hands-on with Python, Django, React, APIs, and AWS, then directed a 24-person remote team toward delivery.
- Delivered an AWS Neptune knowledge graph integrating complex hierarchical enterprise data and expanded reusable cloud and AI architectures for customers.
- Advised enterprise customers on AI strategy, data platforms, knowledge graphs, solution architecture, and production implementation.

Senior Specialist Solutions Architect, AI/ML & Big Data | Amazon Web Services | Boston, MA | May 2015 to Dec 2018

Advised enterprises and AWS teams on production machine learning, distributed analytics, data platforms, and cloud adoption.

- Advised 200+ enterprises on AI/ML strategy, production architecture, SageMaker, data lakes, distributed systems, security, and scalable adoption.
- Created and led global Big Data and AI/ML communities, developing 180+ specialists through standards, mentoring, workshops, and reusable assets.
- Built a SageMaker and TensorFlow forecasting hackathon for Morgan Stanley data scientists and created 170+ technical enablement assets.
- Delivered 50+ technical presentations and workshops and earned AWS ML Elite Gold and Platinum recognition.

EARLIER RELEVANT EXPERIENCE

- Led enterprise Responsible AI, privacy, IAM, auditability, and MLOps governance for MassMutual.
- Created reusable AWS AI/ML and data accelerators and enabled global specialist communities totaling 180+ professionals.

EDUCATION & RECOGNITION

Ph.D., Molecular Biology / Microbiology & Immunology, University of Western Ontario. AWS ML Elite Gold and Platinum; AWS re:Invent Rockstar; named inventor on multiple patents.

TECHNOLOGIES

enterprise AI platforms • ChatGPT • Claude • Generative AI • LLMs • AI agents • RAG • LangChain • LangGraph • MCP • Python • FastAPI • REST APIs • workflow automation • SaaS operations • IAM • RBAC • AI governance • Responsible AI • security • privacy • auditability • guardrails • human-in-the-loop • AI evaluation • LLM-as-judge • observability • monitoring • cost controls • model routing • AWS • Amazon Bedrock • SageMaker • PostgreSQL • PGVector • Docker • Kubernetes • AWS CDK • CI/CD • incident response • vendor evaluation • technical enablement