

Keith Steward, Ph.D.

AI & Automation Engineering Leader | Intelligent Workflow Platforms

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PROFILE

AI and automation engineering leader who turns ambiguous business workflows into governed, production-grade data and GenAI solutions. Combines hands-on Python, LLM, agentic AI, data science, platform architecture, and workflow automation with multidisciplinary team leadership and senior stakeholder alignment. Built a reusable AI platform supporting 70+ automations across more than 20 workflows, with selected work accelerated up to 50x and 99.9% availability. Brings direct financial-services governance experience and the delivery discipline to scale intelligent automation responsibly.

SELECTED CAREER HIGHLIGHTS

- Architected and built a production AI platform supporting 70+ automations across more than 20 workflows, with selected work accelerated up to 50x.
- Recruited and technically led 11 engineers while owning architecture, delivery, security, operations, product priorities, and a \$900,000 budget.
- Led Responsible AI, privacy, IAM, auditability, and model-governance initiatives in a regulated financial-services environment.
- Advised more than 200 AWS enterprise customers and developed global AI/ML and data specialist communities totaling 180+ professionals.
- Delivered an enterprise data lake spanning 11 business divisions and reduced cross-ERP reporting from roughly two months to one day.

PROFESSIONAL EXPERIENCE

Technical Co-Founder & CEO | 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 70+ automations across more than 20 workflows, accelerating selected work by up to 50x and sustaining 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.

- Led architecture and engineering for a cloud-native Privacy Rights platform, automating approximately 90% of a formerly manual workflow.
- Advised the AI Governance and Ethics organization on Responsible AI, model transparency, bias detection, drift monitoring, and governance using SageMaker.
- Established AWS security, IAM, API, event-driven, and CI/CD patterns across five enterprise privacy and AI-governance initiatives.

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

- Built enterprise scientific and cloud applications at CambridgeSoft, including leadership of a 25-person engineering organization.
- Developed applied AI and data-enrichment systems across biotechnology and pharmaceutical software, including patented knowledge-discovery work.

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

AI engineering • data science • intelligent automation • workflow analysis • workflow optimization • Generative AI • LLMs • AI agents • RAG • LangChain • LangGraph • Python • FastAPI • REST APIs • PostgreSQL • PGVector • data extraction • data enrichment • data pipelines • predictive analytics • machine learning • AI governance • Responsible AI • model evaluation • guardrails • human-in-the-loop • observability • security • IAM • auditability • AWS • Amazon Bedrock • SageMaker • Docker • Kubernetes • AWS CDK • CI/CD • distributed systems • enterprise architecture • Agile delivery • stakeholder management • team leadership