

Keith Steward, Ph.D.

AI/ML Product Leader | Applied Intelligence Delivery

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PROFILE

Applied-AI product leader and hands-on architect who translates complex healthcare and enterprise workflows into prioritized, production-ready capabilities. Built a GenAI SaaS platform supporting 70+ automations across 20+ workflows, led Agile engineering and data teams, and prioritized 50+ analytics use cases and KPIs. Combines product discovery, backlog ownership, AI/ML workflows, data quality, governance, and regulated health-technology delivery to move intelligent features from concept to reliable adoption and measurable operating value.

RELEVANT TECHNOLOGIES

AI/ML product management • Agile product ownership • Backlog refinement • User stories • Acceptance criteria • Predictive analytics • Workflow automation • Data engineering • AI governance • KPI measurement • Stakeholder discovery • Healthcare technology • AWS • Python • SQL

SELECTED IMPACT

- Shipped a production GenAI platform with 70+ automations across 20+ workflows in eight months.
- Prioritized 50+ analytics use cases and KPIs across Finance, Supply Chain, Marketing, and executive stakeholders.
- Delivered a regulated cloud-connected dental platform through FDA 510(k) clearance and market launch in less than 1.2 years.
- Led AI product delivery at SuccessKPI, a private-equity-funded growth-stage SaaS company.

PROFESSIONAL EXPERIENCE

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

Own product discovery, roadmap, architecture, and Agile delivery for an applied-AI SaaS platform spanning intelligent workflows, data, and production engineering.

- Translated customer and business-process needs into prioritized product capabilities, technical requirements, acceptance criteria, and two-week sprint plans for an 11-engineer AI, data, and full-stack team.
- Architected and helped build *AssistX*, a production GenAI platform integrating LLMs, agents, RAG, APIs, enterprise data, PostgreSQL/PGVector, Python/FastAPI, and AWS services.
- Delivered the first production release in eight months and 70+ automations across 20+ HR workflows, accelerating selected work up to 50x with projected savings above \$50K annually per customer.
- Initiated strategic acquisition discussions regarding IDW's AI platform as part of a planned transition to a senior AI/engineering leadership role.

Sr. Engineering Director, Workforce Management Service | SuccessKPI | Jun 2022–Aug 2023

Owned architecture, product requirements, and delivery for an AI-powered workforce-management SaaS product at a private-equity-funded growth company.

- Converted product requirements into ML forecasting, operations-research scheduling, workflow, API, and AWS capabilities; delivered the initial production platform within six months.
- Led a seven-member Agile engineering team through backlog decisions, two-week sprints, architecture standards, testing, release planning, and enterprise delivery.

Sr. Director, Data Analytics & Operations | TriMark USA | Mansfield, MA | Aug 2021–May 2022

Led stakeholder discovery and analytics modernization across a \$1B+ enterprise with 11 acquired divisions and heterogeneous ERP systems.

- Partnered with Marketing, Supply Chain, Finance, and executives to identify and prioritize 50+ analytics use cases and KPIs, then secured support for an AWS roadmap.
- Delivered the first enterprise data lake in seven months and reduced cross-ERP reporting from roughly two months to one day—a 60x improvement.

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

Led architecture and delivery across regulated privacy and AI-governance initiatives with Product, Engineering, Architecture, SRE, and Security.

- Established requirements and patterns for model ownership, transparency, bias and drift monitoring, auditability, human oversight, security, and responsible AI.
- Delivered a cloud-native privacy platform in eight months that automated roughly 90% of a manual workflow.

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

Built an AI/ML practice and reusable enterprise data and machine-learning offerings.

- Built the first Data Lake + ML Accelerator full-stack with Python, Django, HTML, CSS, React, and AWS, then led a 24-person remote team toward delivery.

- Delivered AI, analytics, and knowledge-graph solutions for customers including Dun & Bradstreet, Harvard Business Review, and Invesco.

Sr. Specialist Solutions Architect, AI/ML, Big Data & Analytics | Amazon Web Services | Boston, MA | May 2015–Dec 2018

Served as AWS's first Senior Specialist Solutions Architect for AI/ML, guiding enterprise adoption and technical field readiness.

- Advised 200+ enterprise customers on AI/ML, data lakes, analytics, cloud architecture, and production adoption.
- Founded global technical communities of 80 and 100 specialists, trained 180+ architects, created 170+ enablement assets, and delivered 50+ conference presentations.

SELECTED LIFE SCIENCES & HEALTH TECHNOLOGY EXPERIENCE

- Helped develop Ingenuity Pathway Analysis, a commercial bioinformatics product supporting biological pathway and molecular-network analysis.
- Built scientific and cloud software across Ingenuity Systems, Wyeth Research, and CambridgeSoft, combining computational biology, enterprise data, and commercial product delivery.
- Directed software for the Lythos intraoral dental scanner through FDA 510(k) clearance and market launch, supported by a Ph.D. and postdoctoral research background in molecular biology and immunology.

EDUCATION & RECOGNITION

- Ph.D., Molecular Biology / Microbiology & Immunology, University of Western Ontario; Canadian Medical Research Council Post-Doctoral Research Fellowship.
- U.S. Patents 8,793,073 and 8,489,334; BioWizard intelligent-agent patent application.

TECHNOLOGIES

Product management • Product ownership • Applied AI • Machine learning • Predictive modeling • Decision support • Anomaly detection • Workflow automation • Agile • Scrum • User stories • Acceptance criteria • Roadmaps • KPIs • Stakeholder management • Data quality • Data lakes • ETL • Data pipelines • Analytics • AI governance • Responsible AI • Python • SQL • FastAPI • PostgreSQL • PGVector • AWS • Amazon Bedrock • SageMaker • LLMs • RAG • AI agents • LangChain • LangGraph • REST APIs • CI/CD • MLOps • Model evaluation • Observability • Security