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Dear Hiring Team,

I am excited to apply for the Sr. Manager - Data & AI Support Engineering role at Databricks. The role's mission to scale an AI-first support engineering organization, improve enterprise Data and AI issue resolution, and combine technical depth with intelligent automation maps closely to the work I have led across *Intelligent DataWorks*, AWS, SuccessKPI, MassMutual, and NorthBay.

At *Intelligent DataWorks*, I co-founded and lead an applied AI SaaS company that built *AssistX*, a production generative AI platform using LLMs, AI agents, RAG, vector search, PostgreSQL/PGVector, LangGraph, APIs, AWS, evaluation loops, observability patterns, human-in-the-loop controls, and reusable workflow automation. I own product strategy, architecture, technical direction, operational quality, and delivery for an 11-engineer Agile team.

At AWS, I advised 200+ enterprise customers on AI/ML, Big Data, Spark/EMR, data lake architecture, distributed systems, cloud adoption, and production patterns. That experience is directly relevant to Databricks customers working through complex platform, data, analytics, AI/ML, and lakehouse issues where senior technical judgment and calm escalation leadership matter.

I can bring Databricks a rare combination: hands-on AI architecture credibility, practical support-operations instincts from enterprise SaaS delivery, governance and customer-data safety judgment, and a record of turning emerging AI capability into reusable automations, runbooks, and production workflows that improve speed, quality, and customer outcomes.

Sincerely
Keith Steward