

# Keith Steward, Ph.D.

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

Dear Dell Technologies Hiring Team,

Dell's Services Operations AI Transformation team needs an engineer who can embed with operational groups, translate workflows into agent specifications, and carry agentic-AI use cases from discovery through secure production deployment. That is the work I have been doing hands-on while building enterprise AI products and reusable engineering practices.

At Intelligent DataWorks, I architected and helped build *AssistX*, a production platform combining LLMs, AI agents, RAG, LangChain, LangGraph, Python/FastAPI, PostgreSQL/PGVector, APIs, enterprise data, and AWS. I designed workflows that combine model reasoning with deterministic controls, tool execution, evaluation, observability, input validation, and human review. The platform delivered 70+ automations across 20+ workflows within eight months, accelerating selected work up to 50x.

My enterprise background also aligns with Dell's need for reusable standards and broad adoption. At AWS, I created 170+ technical enablement assets, trained 180+ architects, and advised 200+ customers. At MassMutual, I established governance patterns for transparency, bias and drift monitoring, auditability, security, and human oversight. At TriMark, I identified more than 50 operational analytics use cases with business stakeholders and delivered a data platform that reduced reporting from two months to one day.

I would welcome a discussion about helping Dell build production agents and the evaluation, documentation, and governance patterns needed to scale them across operations.

Sincerely,  
Keith Steward