

Keith Steward, Ph.D.

Vice President, Enterprise AI Transformation | AI Strategy & Value Executive

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PROFILE

Enterprise AI transformation executive who converts emerging capabilities into governed platforms, operating-model improvements, and measurable adoption. Combines executive advisory, AI strategy, responsible-AI governance, portfolio prioritization, and hands-on platform delivery with experience advising 200+ enterprises. Built an 11-engineer organization that shipped a production GenAI platform within eight months, supporting 70+ automations across more than 20 workflows. Brings the judgment to align investments, business owners, technology teams, risk controls, and workforce readiness around durable enterprise value.

SELECTED QUALIFICATIONS

- **AI Strategy & Value:** enterprise roadmaps, opportunity prioritization, business cases, portfolio governance, KPIs, adoption, and value realization
- **Transformation Leadership:** operating-model redesign, cross-functional programs, executive advisory, stakeholder accountability, and organizational change
- **Governed AI Delivery:** GenAI platforms, automation, responsible AI, privacy, security, compliance, observability, and production scaling
- **Workforce Readiness:** AI literacy, technical communities, coaching, standards, reusable patterns, enablement, and data-driven decision making

PROFESSIONAL EXPERIENCE

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

Lead AI product strategy, architecture, engineering execution, and operations while remaining hands-on in platform development.

- Architected and helped build AssistX, a production GenAI platform combining Python, FastAPI, PostgreSQL/PGVector, LLMs, RAG, AI agents, APIs, LangChain, LangGraph, workflow orchestration, and AWS services.
- Delivered the first commercial release within eight months, supporting 70+ AI automations across more than 20 workflows and accelerating selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile team while setting the platform roadmap, prioritizing use cases, and contributing directly to architecture, security, governance, and operations.
- Established reusable controls for multi-agent workflows, RAG, prompt validation, prompt-injection protection, observability, evaluation, human review, and responsible deployment.
- Translated customer and operational needs into an AI portfolio spanning knowledge work, customer service, document processing, decision support, and workflow automation.
- 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

Directed architecture and engineering for an AI-powered contact-center Workforce Management SaaS product.

- Recruited and led a seven-person distributed team delivering forecasting, optimization, scheduling, analytics, and automated communications on AWS.
- Translated product requirements into architecture, algorithms, APIs, testing, CI/CD, operations, and two-week Agile releases.
- Designed forecasting and linear-programming capabilities that converted contact-center demand and staffing constraints into operational schedules.
- Delivered the first working release within six months for two flagship enterprise customers and expanded the platform to additional large organizations.

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 a 25-person distributed CambridgeSoft team delivering enterprise scientific SaaS and regulated customer programs across the United States, United Kingdom, India, and Spain.
- Built and operated an award-winning, fault-tolerant AWS platform for regulated connected-health technology with APIs, security, monitoring, analytics, and enterprise integrations.

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

Generative AI • LLMs • AI agents • agentic workflows • RAG • enterprise transformation • AI strategy • AI governance • Responsible AI • automation • advanced analytics • value realization • KPIs • executive dashboards • operating models • change management • portfolio management • business cases • stakeholder management • risk management • security • privacy • compliance • AWS • Amazon Bedrock • Bedrock AgentCore • LangChain • LangGraph • Python • FastAPI • PostgreSQL • PGVector • REST APIs • MLOps • AI evaluation • CI/CD • Docker • Kubernetes • data lakes • Spark • EMR • Snowflake • Redshift • observability • enterprise integration