

Keith Steward, Ph.D.

Agentic AI Delivery Leader | AWS Data Platforms & Production Engineering

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

PROFILE

Hands-on AI and data delivery leader who takes enterprise programs from discovery and architecture through production operation and measurable adoption. Combines agentic AI, RAG, evaluation, Responsible AI, AWS data platforms, APIs, cloud modernization, MLOps, governance, budgeting, staffing, and executive communication. Led distributed teams as large as 25, advised 200+ enterprises, and currently directs 11 engineers supporting 70+ automations across more than 20 workflows with 99.9% availability, disciplined risk controls, and reliable production operations.

SELECTED CAREER HIGHLIGHTS

- Led global and distributed engineering organizations across AI, data, cloud, product, architecture, and operations, with responsibility for staffing, budgets, roadmaps, risks, dependencies, governance, and executive reporting.
- Built and operated production agentic AI systems spanning multi-agent workflows, RAG, embeddings, vector databases, APIs, evaluation, guardrails, observability, security, CI/CD, and incident response.
- Advised 200+ enterprise customers on AWS AI/ML, data modernization, cloud architecture, governance, and adoption; created global specialist communities totaling 180+ professionals and 170+ technical assets.
- Delivered enterprise data lakes, ETL pipelines, privacy platforms, analytics systems, and cloud-native applications in regulated environments, with direct AWS architecture and implementation depth.
- Built the AssistX core and first 80% of its initial application hands-on, then led 11 engineers around 70+ production automations across more than 20 workflows with 99.9% availability.
- Translates architecture, delivery status, technical risk, operating metrics, and business outcomes into clear decisions for executives, clients, architects, engineers, product owners, and governance stakeholders.

PROFESSIONAL EXPERIENCE

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

Lead an AI engineering organization while remaining hands-on in platform architecture, implementation, delivery, governance, and operations.

- Recruited and led 11 engineers selected from more than 400 applicants; established onboarding, architecture training, Agile sprints, mentoring, code review, delivery priorities, and production standards.
- Built the AssistX core and first 80% of its initial application hands-on using Python, FastAPI, LLMs, agents, RAG, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK.
- Delivered 70+ automations across more than 20 workflows, accelerating selected work by up to 50x while sustaining 99.9% availability.
- Established AI evaluation, LLM-as-judge, guardrails, observability, auditability, model routing, cost controls, security, CI/CD, release, and incident-response practices.
- Own a \$900,000 budget, staffing, product and technical roadmaps, architecture, releases, cloud operations, and executive decisions across the venture.
- Initiated strategic acquisition discussions regarding IDW's AI platform as part of a planned transition to a senior AI/engineering leadership role.

Sr. Director of Engineering | SuccessKPI | Remote | Jun 2022 to Aug 2023

Built and led engineering for a new AI-powered workforce-management platform within a cloud-native enterprise SaaS company.

- Recruited and mentored eight engineers and one manager, with responsibility for performance reviews, compensation decisions, delivery standards, staffing, architecture, and roadmap execution.
- Directed a distributed Agile organization through production launch for four large customers, including the U.S. Departments of State and Education.
- Designed forecasting, machine-learning, optimization, and scheduling capabilities integrated with Amazon Connect, Genesys, and Talkdesk.

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

Built the cloud data organization and operating model supporting enterprise analytics across a \$1B+ company and 11 divisions.

- Upskilled an initial four-person analytics team and expanded it into a seven-member AWS engineering organization with additional contractors.
- Aligned executives around more than 50 use cases and delivered the first enterprise data lake within ten months, reducing reporting from roughly two months to one day.

- Owned staffing, performance reviews, architecture, delivery planning, risk, change management, executive reporting, and cross-functional priorities.

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

Led architecture and engineering across privacy, governance, Responsible AI, data, and cloud initiatives in a regulated enterprise.

- Guided five initiatives spanning policy automation, model transparency, bias, drift, monitoring, human oversight, auditability, data governance, and governance APIs.
- Partnered with Enterprise Architecture and SRE on AWS, security, IAM, CI/CD, event-driven, container, and infrastructure-as-code standards.
- Delivered a cloud-native privacy platform within eight months that automated approximately 90% of a formerly manual workflow.

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

Recruited from AWS by the CEO to build an enterprise AI/ML consulting practice and reusable cloud delivery capabilities.

- Led an 18-person distributed engineering team delivering the Data Lake Accelerator while remaining hands-on in initial product architecture and implementation.
- Advised enterprise clients on AI, ML, data, platform strategy, architecture, and production delivery across concurrent consulting engagements.
- Combined executive advisory, staffing, reusable standards, cloud architectures, and production systems for enterprise customers.

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

Helped establish and scale AWS AI/ML and data specialist capability while advising enterprise customers on production adoption.

- Advised more than 200 enterprises across North America on AI/ML, data platforms, architecture, governance, cloud adoption, and business outcomes.
- Founded and led technical communities totaling 180+ specialists, created 170+ enablement assets, and established standards and reusable client practices.
- Delivered 36 invited presentations, trained 180+ architects, and earned AWS ML Elite Gold and Platinum recognition.

EARLIER RELEVANT EXPERIENCE

- Led a 25-person team, including managers, through development and commercial launch of CambridgeSoft's Biological Notebook for pharmaceutical and biotechnology customers.
- Managed cloud and device-software engineering for an FDA-cleared connected dental product, including a sub-team manager and an AWS/Cassandra production platform.

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

delivery leadership • budgeting • risk management • executive reporting • agentic AI • multi-agent systems • LLMs • RAG • embeddings • vector databases • LangChain • LangGraph • MCP • Python • data governance • data quality • data lineage • data modernization • data lakes • ETL/ELT • AWS • S3 • Glue • Redshift • Lambda • SageMaker • IAM • CloudWatch • APIs • microservices • Docker • Kubernetes • AWS CDK • CI/CD • MLOps • observability • Responsible AI