

Keith Steward, Ph.D.

AI Center of Excellence Executive | Enterprise AI Platform Leader

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

PROFILE

AI executive who turns enterprise AI ambition into governed roadmaps, reusable platform assets, production GenAI systems, and measurable workflow outcomes. Combines hands-on LLM, agentic workflow, RAG, vector search, MLOps, cloud architecture, data privacy, responsible AI, and security depth with executive advisory and team-building experience. Built an 11-engineer AI organization and a platform supporting 70+ automations across 20+ workflows, while advising 120+ AWS AI/ML customers and training 180+ solution architects. Brings practical CoE judgment: strategy, standards, evangelism, delivery, and adoption.

SELECTED QUALIFICATIONS

- **AI Strategy & CoE Governance:** enterprise AI roadmaps, operating models, ethical AI governance, responsible AI, data privacy, security compliance, AI literacy, and executive evangelism
- **GenAI & Agentic Platforms:** LLM applications, agentic systems, autonomous agents, multi-agent patterns, generative workflows, RAG, vector search, LangChain, LangGraph, MCP, and MLOps
- **Reusable Enterprise Assets:** reusable AI components, toolkits, data products, APIs, workflow orchestration, SDLC optimization, platform standards, evaluation, observability, and cost controls
- **Executive & Team Leadership:** C-suite advisory, stakeholder management, storytelling, multidisciplinary AI team building, solution-architect enablement, consulting, and digital transformation

PROFESSIONAL EXPERIENCE

Technical Co-Founder & CEO | Intelligent DataWorks | Boston, MA | Aug 2023 to Oct 2026

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

- Architected and helped build AssistX, a production AI platform combining Python, FastAPI, PostgreSQL/PGVector, SQL, LLMs, AI agents, RAG, APIs, workflow orchestration, evaluation, and AWS services.
- Delivered the first commercial release within eight months, supporting 70+ AI automations across more than 20 HR and business workflows and accelerating selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile organization while contributing directly to backend services, cloud infrastructure, orchestration, data pipelines, security, and operations.
- Established reusable foundations for controlled prompts, input validation, prompt-injection protection, human review, observability, model selection, cost controls, and multi-tenant SaaS delivery.
- Implemented Labor Law retrieval for all 50 states and an AI-driven marketing automation system integrating SuiteCRM, SendGrid, and custom workflow logic.
- 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 engineering and architecture for an AI-powered contact-center Workforce Management SaaS product.

- Recruited and led an eight-engineer team plus a manager delivering ML forecasting, operations-research optimization, scheduling, analytics, visualization, and automated communications on AWS.
- Translated product requirements into cloud architecture, algorithms, data flows, APIs, work breakdown, testing, CI/CD, and iterative production releases.
- Designed forecasting models to predict call volumes and linear-programming workflows to generate staffing schedules for large contact-center operations.
- Delivered the working production platform for four enterprise and government customers, including State Department, Department of Education, Avon, and De'Longhi.

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.

Vice President, 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.

- Proposed an AWS Data Lake and ML accelerator, built the initial full-stack platform hands-on using Python, Django, React, APIs, and AWS, then directed an 18-person remote team toward customer demonstrations.
- Advised enterprise customers including Dun & Bradstreet, Harvard Business School, 1091 Media, and Invesco on AI strategy, data platforms, knowledge graphs, APIs, and production AWS architecture.
- Delivered an AWS Neptune knowledge graph integrating complex hierarchical enterprise data and expanded reusable cloud and AI architectures for customers.

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

- At AWS, advised 120+ customers on AI/ML strategy and architecture, trained 180+ solution architects, created 170+ enablement assets, and delivered 36 invited AWS and industry presentations.
- At MassMutual, led privacy and AI-governance initiatives spanning model transparency, bias, drift, monitoring, auditability, human oversight, security, data governance, and cloud architecture.
- At TriMark, aligned leaders across 11 businesses around more than 50 analytics use cases and delivered an enterprise data lake within ten months, reducing reporting from roughly two months to one day.

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

AI Center of Excellence • enterprise AI roadmap • AI operating models • ethical AI governance • Responsible AI • data privacy • security compliance • Generative AI • LLMs • agentic systems • autonomous agents • multi-agent systems • generative workflows • RAG • vector search • LangChain • LangGraph • MCP • AI evaluation • MLOps • observability • SDLC optimization • reusable AI components • workflow orchestration • data products • AWS • Google Vertex • Amazon Bedrock • SageMaker • Python • FastAPI • REST APIs • PostgreSQL • PGVector • SQL • Docker • AWS CDK • Kubernetes • CI/CD • SuiteCRM • GitHub