

Keith Steward, Ph.D.

AI-Native Engineering Leader | Distributed SaaS Delivery

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

PROFILE

Engineering leader who builds high-performing distributed teams and turns emerging AI into reliable customer-facing software. Combines hiring, performance management, budgets, Agile delivery, and cross-functional product accountability with hands-on credibility in production LLM, agentic, voice, and AWS systems. Built and technically led an 11-engineer team delivering 70+ AI automations across more than 20 workflows, and previously led teams of up to 25. Brings the operating judgment to raise engineering throughput, develop people, and connect execution to measurable customer value.

SELECTED QUALIFICATIONS

- **People Leadership:** hiring, coaching, career development, performance reviews, manager development, budgets, and headcount planning
- **AI-Native Engineering:** AI agents, LLMs, RAG, voice interaction, coding agents, evaluation, orchestration, and MLOps
- **Delivery Accountability:** Agile execution, quality, timelines, operational reliability, standards, and rapid paths from idea to production
- **Product Partnership:** customer discovery, product roadmaps, cross-functional prioritization, enterprise SaaS, and measurable workflow value

PROFESSIONAL EXPERIENCE

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

Own AI product strategy, architecture, engineering delivery, hiring, budget, and operations while remaining hands-on in platform development.

- Recruited, coached, and technically led 11 engineers, establishing Agile practices and mentoring the team in AI-assisted development with tools including Codex.
- Built a production Generative AI platform supporting 70+ automations across more than 20 workflows using LLMs, RAG, agents, voice interaction, Python, PostgreSQL/PGVector, and AWS.
- Delivered the initial production platform in approximately eight months and accelerated selected workflows by up to 50x while maintaining 99.9% uptime.
- Owned a \$900,000 budget, product roadmap, customer discovery, release management, AWS operations, security, and cross-functional coordination.
- 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 an 11-person organization including a manager, with responsibility for hiring, coaching, performance reviews, bonus allocation, and a \$600,000 budget.
- Directed Agile delivery across security, data, platform, BI, and quality engineering, translating product priorities into forecasting, optimization, integrations, and releases.
- Delivered an AI-powered workforce-management SaaS product for enterprise and government customers using AWS, Python, PostgreSQL, forecasting, and optimization.

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 CambridgeSoft engineering organization delivering enterprise scientific software for major pharmaceutical customers.
- Led a five-person Dimensional Photonics group that launched an FDA-cleared connected product and its fault-tolerant AWS/Cassandra 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

engineering management • hiring • performance management • budget planning • headcount planning • Agile • AI agents • conversational AI • voice AI • LLMs • RAG • agentic engineering • AI coding agents • Codex • LangChain • LangGraph • MCP • AI evaluation • MLOps • machine learning • Python • FastAPI • REST APIs • microservices • distributed systems • AWS • Amazon Bedrock • SageMaker • PostgreSQL • PGVector • Docker • Kubernetes • CI/CD • AWS CDK • security • observability • reliability • Git • Linux