

Keith Steward, Ph.D.

Enterprise AI Delivery Leader | Client Transformation Principal

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PROFILE

Enterprise AI delivery leader who turns ambiguous operating problems into production systems, adoption plans, and measurable business outcomes. Combines customer discovery, value framing, product delivery, agentic AI, cloud architecture, and governance with hands-on technical credibility. Built a platform supporting 70+ automations across more than 20 workflows, accelerating selected work by up to 50x, and advised 200+ AWS enterprises. Brings the judgment to align executives and delivery teams around practical AI solutions, accountable roadmaps, and sustained customer value.

SELECTED QUALIFICATIONS

- **AI Engagement Ownership:** problem definition, value hypotheses, success measures, roadmaps, delivery accountability, adoption, and outcomes
- **Executive Client Leadership:** discovery, structured problem solving, demonstrations, stakeholder alignment, decision facilitation, and trusted advisory
- **Production AI Delivery:** LLMs, AI agents, RAG, workflow automation, APIs, cloud architecture, evaluation, observability, and governance
- **Cross-Functional Execution:** product, engineering, data, security, operations, Agile delivery, risk management, and obstacle removal

PROFESSIONAL EXPERIENCE

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

Own customer discovery, AI product direction, architecture, engineering execution, and operating outcomes while remaining hands-on.

- Translated customer workflows and business constraints into an AssistX roadmap and production platform spanning LLMs, RAG, AI agents, APIs, vector search, workflow orchestration, and AWS.
- Delivered the first commercial release within eight months; the platform supports 70+ automations across more than 20 workflows and accelerates selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile team while directly guiding discovery, prioritization, architecture, engineering reviews, security, governance, evaluation, and platform operations.
- Validated hundreds of user signups at launch and estimated approximately \$54,000 in annual savings per adopting organization through workflow analysis and value modeling.
- Presented capabilities to prospective customers and partners, incorporated feedback into product direction, and maintained accountability from problem framing through deployment and adoption.
- 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 executives 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.

- 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

- Brought five commercial SaaS products to market across AI, workforce technology, bioinformatics, and regulated connected systems.
- At CambridgeSoft, partnered with product management and led a 25-person distributed team delivering enterprise scientific software for major pharmaceutical customers.

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

Enterprise AI delivery • value creation • customer discovery • problem structuring • product delivery • Agile delivery • Generative AI • LLMs • AI agents • agentic AI • RAG • LangChain • LangGraph • MCP • workflow automation • AI evaluation • AI governance • human oversight • observability • Python • FastAPI • REST APIs • PostgreSQL • PGVector • vector search • AWS • SageMaker • AWS CDK • Docker • Kubernetes • CI/CD • security • IAM • data platforms • data lakes • distributed systems • forecasting • optimization • knowledge graphs • Spark