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Genesys Hiring Team

Re: Principal AI Solutions Architect, Customer Success

Dear Genesys Hiring Team,

Genesys needs an architect who can turn enterprise objectives into agentic systems that reach production, integrate across complex environments, and improve through measurable feedback. That is the lifecycle I have owned hands-on.

At Intelligent DataWorks, I personally built the AssistX core and first 80% of its initial application with Python, FastAPI, agents, RAG, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK. The platform supports 70+ automations across more than 20 workflows, accelerated selected work by up to 50x, and sustained 99.9% availability.

I implemented evaluation, prompt regression, human review, guardrails, prompt-injection screening, observability, auditability, model routing, release controls, and incident response. At AWS, I advised more than 200 enterprises on AI/ML, data platforms, security, governance, and production cloud adoption while creating 170+ reusable technical assets.

My direct platform experience is broader enterprise AI rather than Genesys Cloud specifically, but the agent orchestration, integration, conversational-AI, governance, and customer-advisory work is directly transferable. Intelligent DataWorks completed its planned operating transition, and I am seeking a long-term role where I can move enterprise AI from prototype to sustained value.

Sincerely,

Keith Steward, Ph.D.