

Keith Steward, Ph.D.
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Dear Hiring Team,

I am excited to apply for the AI Outcome Customer Engineer, Forward Deployed Engineering role at Google. The posting's emphasis on ai outcome, customer engineer, forward deployed engineering, enterprise architecture, technical debugging, engineering liaison, pre-sales, post-sales, technical evaluation, strategic accounts, adoption, rapid activation maps directly to my AWS customer-engineering background and my current work building production enterprise GenAI systems.

At *Intelligent DataWorks*, I co-founded and lead an applied AI SaaS company that built *AssistX*, a production GenAI assistant platform using LLMs, AI agents, RAG, vector search, PostgreSQL/PGVector, LangGraph, APIs, and AWS. I own architecture, roadmap sequencing, debugging, evaluation, stakeholder messaging, and execution while technically directing an 11-engineer Agile team.

At AWS, I advised 200+ enterprise customers and internal field teams on AI/ML, Big Data, data lakes, SageMaker, TensorFlow, EMR, Spark, Glue, Athena, S3, Lambda, and production adoption patterns. That experience is directly relevant to a role bridging account teams, customer engineering, product engineering, and delivery.

My strongest fit is practical technical authority: I can read code, diagnose ambiguous implementation failures, translate systemic blockers into product-level feature requests, and explain deep integration issues in business terms for executives and customer teams.

Sincerely
Keith Steward