

# Keith Steward, Ph.D.

Senior Leadership Technical Program Manager | Cloud, AI & Data Platform Executive | VP AI

Boston, MA | 508-318-8035 | keith.steward@gmail.com

<https://www.linkedin.com/in/keithsteward/> | <https://IntelligentDataWorks.ai> | <https://bit.ly/3Th0CFX>

## EXECUTIVE PROFILE

Technical program and engineering executive with 25+ years building AI, ML, analytics, SaaS, and cloud platforms across AWS, enterprise software, and regulated organizations.

Experienced leading complex, multi-disciplinary engineering initiatives from requirements and prioritization through architecture, execution, delivery, risk management, and measurable business outcomes.

Former AWS AI/ML and Big Data leader who advised 200+ enterprise customers and trained global solution architects on cloud transformation and production AI adoption.

Founder and CEO of *Intelligent DataWorks*, creator of *AssistX*, a production GenAI assistant platform with 70+ automations across 20+ HR and business workflows.

Career Note: Following four years at AWS, accepted three successive executive leadership opportunities to build AI, Data Analytics, and governance capabilities in organizations undergoing transformation. In 2023 co-founded *Intelligent DataWorks* to commercialize an enterprise GenAI + Business Data platform. Now seeking a long-term executive leadership opportunity following a planned strategic sale of that business.

## SELECTED CAREER HIGHLIGHTS

- Advised 200+ AWS enterprise customers on AI, machine learning, analytics, cloud platforms, and digital transformation across financial services, healthcare, telecom, aviation, and internet companies.
- Created AWS internal AI/ML and Analytics technical communities, enabling 100+ global solution architects and producing 170+ reusable technical content and training assets.
- Founded an enterprise GenAI company and delivered a production AI assistant platform within 8 months, supporting 70+ automations and workflow acceleration up to 50x.
- Built enterprise data and governance platforms at TriMark and MassMutual, including a data lake reducing reporting cycles from two months to one day.
- Repeatedly recruited into senior transformation roles to build new AI, data, cloud, and engineering capabilities under ambiguous enterprise conditions.

## EXECUTIVE LEADERSHIP & CORE EXPERTISE

### Technical Program Leadership

Complex program portfolio leadership, planning cadence, requirements planning, execution velocity, risk management, prioritization governance, resource stewardship, stakeholder communication, executive reporting, cross-functional project delivery.

### Cloud, Data & AI Strategy

Cloud transformation patterns, AWS architecture, enterprise cloud adoption, AI strategy, AI platforms, data lakes, machine learning services, developer enablement, scalable systems, cloud-native SaaS.

### Engineering Execution

Agile delivery, CI/CD, technical roadmaps, product-engineering alignment, architecture reviews, technical trade-off communication, engineering standards, observability, distributed systems, APIs, Kubernetes, Docker.

### Generative AI & Machine Learning

LLMs, AI agents, RAG, LangChain, LangGraph, SageMaker, TensorFlow, SparkML, forecasting, optimization, model transparency, bias, drift, MLOps, evaluation loops, AI workflow orchestration.

### Transformation & Stakeholder Leadership

C-suite advising, change advocacy, organization-wide adoption, customer-facing technical leadership, measurable KPI outcomes, business trend pivots, team building, mentoring, training, and executive communication.

## PROFESSIONAL EXPERIENCE

### Technical Co-Founder & CEO | *Intelligent DataWorks* inc | Boston, MA | Aug 2023 - Present

*Founded an applied AI company commercializing enterprise GenAI assistants, workflow automation, and business-data integration.*

- Designed AI strategy, technical program management cadence, planning cadence, technical roadmap, program portfolio, architecture, delivery execution, customer validation, and strategic-sale positioning.

- Architected *AssistX*, a production-grade GenAI assistant platform using LLMs, AI agents, RAG, LangChain, LangGraph, PostgreSQL/PGVector, APIs, and AWS.
- Delivered the first commercial release within 8 months, driving measurable program performance gains across 20+ workflows and 70+ AI automations.
- Recruited and technically led an 11-engineer Agile team spanning AI architecture, backend systems, cloud infrastructure, workflow orchestration, and product development.
- Established prioritization governance for AI use cases, decision making, execution velocity, resource management, and delivery trade-offs across product and engineering workstreams.
- Created reusable platform capabilities for tool-using agents, retrieval, grounding, workflow transparency, evaluation loops, cost controls, and production AI adoption.
- Translated technical trade-offs and recommendations for executives, engineers, customers, and non-technical users during roadmap and release decisions.
- Served as a change advocate, initiating pivots in product positioning and feature sequencing as customer priorities, AI capabilities, and business trends shifted.

#### **Sr. Engineering Director, Workforce Management Service | SuccessKPI | Centreville, VA | Jun 2022 - Aug 2023**

*Directed engineering for an AI-powered contact-center analytics SaaS platform serving enterprise operations teams.*

- Led complex, multi-disciplinary engineering projects from requirements planning through architecture, project schedules, risk management, development, QA, and release.
- Recruited and led a 7-member distributed engineering team building forecasting, optimization, scheduling, data visualization, and automated communication capabilities.
- Managed the project lifecycle for first WFM release within 6 months, improving execution velocity for engineering-specific programs and a new product line.

#### **Sr. Director, Data Analytics & Operations | TriMark USA | Mansfield, MA | Aug 2021 - May 2022**

*Built the company's first enterprise data lake initiative across 11 ERP systems for a \$1B+ foodservice equipment enterprise.*

- Established a strategic planning framework, portfolio reviews, prioritization, stakeholder alignment, roadmap sequencing, and key performance indicators across 50+ analytics use cases.
- Designed and secured executive support for an AWS data lake strategy enabling data engineering, analytics, resourcing decisions, resource stewardship, and future machine learning.
- Delivered the first AWS data lake within 7 months, creating organization-wide impact by improving reporting efficiency and reducing cycles from 2 months to 1 day.

#### **Technical Lead for Cloud, Data Privacy and AI Governance | MassMutual | Boston, MA | Nov 2020 - Aug 2021**

*Established cloud-native Data Privacy and AI Governance capabilities in a regulated financial services environment.*

- Directed AWS architecture and implementation across Privacy Rights Management, Enterprise Data Catalog, Adaptive Policy Framework, Governance API, and AI Governance projects.
- Coordinated cross-functional product managers, enterprise architecture, SRE, security, privacy, and engineering stakeholders through technical trade-offs and delivery decisions.
- Delivered a cloud-native Privacy Rights Management platform within 8 months, automating approximately 90% of a formerly manual regulatory workflow.

#### **VP of Machine Learning & AI | NorthBay Solutions | Boston, MA | Jan 2019 - Nov 2020**

*Recruited from AWS by the CEO to establish a new AI/ML practice and accelerate customer-facing AWS AI solutions.*

- Built AI/ML delivery capacity through customer advisory, solution architecture, hands-on engineering expertise, and program leadership for enterprise clients.
- Created an AWS Data Lake + ML Accelerator initiative approved by the CEO, then led a 24-person remote team toward customer demonstrations.
- During the 2020 COVID pandemic, NorthBay's revenues vanished and a company-wide layoff included this role.

#### **Sr. Specialist Solutions Architect AI/ML, Big Data & Analytics | Amazon Web Services | Boston, MA | May 2015 - Dec 2018**

*Advised enterprise customers and global AWS field teams on AI, machine learning, analytics, data lakes, and cloud transformation.*

- Created AWS's internal AI/ML Technical Field Community, growing it to 80+ global solution architects and subject matter experts.
- Advised 200+ enterprise customers on AI strategy, digital transformation, enterprise-grade cloud architecture, implementation risks, program trade-offs, and adoption roadmaps.
- Developed 170+ technical enablement assets and trained global field teams on SageMaker, TensorFlow, EMR, Athena, Spark, Glue, S3, Lambda, and Step Functions.

## **PATENTS / PUBLICATIONS / SPEAKING**

- United States Patent No. US 8,793,073.
- United States Patent No. US 8,489,334.
- BioWizard Intelligent Agent Architecture patent application (1998) for genomic knowledge discovery.
- Delivered 36 formal presentations on Machine Learning, Deep Learning, and Artificial Intelligence at AWS and industry events.
- AWS ML Elite Gold and AWS ML Elite Platinum awards.
- AWS re:Invent Rockstar and AWS Certification SME recognition.

## **EDUCATION**

- Ph.D., Microbiology & Immunology, University of Western Ontario, Canada, 1993.
- Hon. B.Sc., Biology, University of Western Ontario, Canada, 1986.
- Canadian Medical Research Council Post-Doctoral Research Fellowship, 1993.

## **TECHNICAL SKILLS**

Technical program management, cloud transformation, AI strategy, portfolio reviews, prioritization governance, resource management, execution velocity, planning cadence, KPI alignment, risk management, stakeholder communication, AWS, SageMaker, Bedrock, EMR, Glue, Athena, S3, Lambda, Step Functions, API Gateway, Aurora, CDK, CloudFormation, Kubernetes, Docker, data lakes, ETL/data pipelines, Python, SQL, PostgreSQL/PGVector, FastAPI, Flask, Pandas, PySpark, LLMs, AI agents, RAG, LangChain, LangGraph, TensorFlow, SparkML, MLOps, observability, CI/CD, SaaS architecture.