

Keith Steward, Ph.D.

Agentic AI Transformation Director | AI-Enabled Engineering Strategist

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PROFILE

Agentic AI transformation leader who redesigns software-development workflows, operating practices, and governance to improve productivity, quality, and time to market. Combines hands-on AI platform delivery with current-state assessment, future-state architecture, change leadership, executive alignment, and measurable adoption. Built a production platform supporting 70+ automations across 20+ workflows and developed AWS communities totaling 180+ specialists. Brings practical judgment to move AI-enabled product development from scattered experiments into a durable, governed operating model.

TECHNICAL FOCUS

Agentic AI • AI agents • Codex • LLMs • workflow automation • AI governance • CI/CD • TDD • AWS • MLOps • observability • Responsible AI • human oversight • Agile delivery • Lean principles

SELECTED QUALIFICATIONS

- **AI-Native PDLC Transformation:** current-state assessment, future-state operating models, architecture, tooling, processes, talent, skills, and governance
- **Change & Adoption:** executive alignment, communications, training, practitioner communities, coaching, roadmap ownership, and implementation
- **Value Realization:** productivity, quality, time-to-market, milestone governance, KPIs, risk management, and outcome measurement
- **Technical Credibility:** hands-on agentic AI, AI-assisted coding, cloud platforms, software architecture, Agile, TDD, CI/CD, and production delivery
- **Enterprise Enablement:** practitioner communities, reusable standards, technical training, mentoring, executive workshops, and cross-portfolio alignment

PROFESSIONAL EXPERIENCE

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

Own agentic-AI architecture, AI-assisted engineering practices, platform delivery, governance, and adoption while remaining hands-on.

- Architected and helped build AssistX with LLMs, RAG, agents, LangChain, LangGraph, MCP, Python, APIs, PostgreSQL/PGVector, and AWS services.
- Mentored engineers in Codex and AI-assisted development; more than 50% of the product was created with code-generation technologies.
- Delivered the first production release within eight months; 70+ automations span more than 20 workflows and accelerate selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile team while establishing architecture, CI/CD, security, controlled prompts, input validation, and governance practices.
- Translated workflow assessments into reusable capabilities and validated estimated annual savings of approximately \$54,000 per adopting organization.
- 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.

- Converted complex product requirements into architecture, forecasting and optimization algorithms, work breakdown, testing, CI/CD, and Agile releases.
- Recruited and led a seven-person distributed engineering team and delivered the first workforce-management SaaS release within six months.
- Introduced early LLM applications while strengthening engineering quality, automated deployment, and cross-functional product execution.

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.

- Assessed business and technology constraints across 11 acquired divisions, prioritized 50+ use cases, and secured executive alignment around an AWS transformation roadmap.
- Upskilled four analysts, grew the team to seven AWS engineers, and established Agile delivery, planning, risk, budget, and change-management practices.
- Delivered the first enterprise 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.

- Led implementation across five privacy and AI-governance initiatives, aligning Product, Enterprise Architecture, SRE, governance, and ethics stakeholders.
- Established cloud, CI/CD, IAM, auditability, monitoring, transparency, bias, drift, and human-oversight practices using AWS and SageMaker.
- Delivered a privacy-rights platform within eight months that automated approximately 90% of a manual workflow.

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.

- Created global Big Data and AI/ML communities totaling 180+ specialists, using standards, training, communications, and governance to accelerate adoption.
- Developed 170+ technical assets, trained 180+ Solution Architects, and delivered 50+ presentations and workshops on emerging cloud and AI capabilities.
- Advised 200+ enterprises and senior executives on AI, data, cloud strategy, implementation roadmaps, organizational enablement, and production architecture.

EARLIER RELEVANT EXPERIENCE

- Commercialized five software and cloud products spanning AI, workforce technology, scientific software, and regulated connected systems.
- At CambridgeSoft, led a 25-person distributed team through enterprise software delivery and reusable engineering practices for major pharmaceutical customers.
- At Dimensional Photonics, combined hands-on cloud architecture with team leadership to launch an FDA-cleared connected product, establishing reliable AWS operations, integration patterns, monitoring, analytics, and delivery discipline under a demanding commercial schedule.

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

Agentic AI • AI agents • Codex • AI-assisted software development • LLMs • RAG • LangChain • LangGraph • MCP • workflow automation • AI evaluation • MLOps • AI governance • Responsible AI • human oversight • observability • Python • FastAPI • REST APIs • AWS • SageMaker • AWS CDK • CloudFormation • Docker • Kubernetes • CI/CD • TDD • automated testing • Agile delivery • Lean principles • change management • roadmap ownership • KPI management • risk management • security • IAM