

Keith Steward, Ph.D.

Distinguished AI Engineer | AI Platform Executive | Responsible AI & ML Systems Leader

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EXECUTIVE PROFILE

Executive AI, cloud, data, and software technology leader with 25+ years creating production AI/ML, analytics, SaaS, and enterprise platforms. Operated as founder/CEO, VP AI, senior engineering director, data analytics executive, AI governance technical lead, and AWS senior specialist.

Builds AI platforms, production ML systems, responsible AI governance, evaluation frameworks, MLOps, model management, and AI products that improve job seeker and employer outcomes at scale.

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

EXECUTIVE LEADERSHIP & CORE EXPERTISE

AI Strategy & Executive Leadership: Enterprise AI strategy, technical direction, executive communication, stakeholder alignment, product strategy, responsible AI governance, measurable business impact.

Business Transformation & Delivery: Production deployment, adoption at scale, operating model change, cross-functional delivery, customer outcomes, quality improvement, ownership, technical excellence.

Generative AI: AI platforms, production ML systems, evaluation, fine tuning, context engineering, safety, deployment, ML ops, feature stores, model management, responsible AI, governance frameworks, bias mitigation, executive communication.

AI Engineering & Machine Learning: Python, LLMs, AI agents, RAG, embeddings, vector databases, evaluation design, model performance, safety, latency, cost optimization, production ML systems.

Enterprise Data & Cloud Platforms: AWS, data lakes, data pipelines, PostgreSQL/PGVector, APIs, microservices, Docker, Kubernetes, CI/CD, observability, governance, compliance.

SELECTED CAREER HIGHLIGHTS

- Founded and currently lead an enterprise Generative AI software company, delivering a reusable AI platform powering 20+ workflows and 70+ AI automations.
- Former AWS AI/ML and Big Data leader, advising 200+ enterprise customers while shaping global technical enablement programs and speaking at AWS re:Invent and AWS Summits.
- Built and scaled engineering organizations delivering enterprise AI platforms, cloud-native software, analytics, and SaaS products from concept through production.
- Led enterprise modernization initiatives that reduced executive reporting cycles from two months to one day.
- Named inventor on multiple patents and recognized technical leader with extensive experience advising executives on AI strategy, architecture, governance, and digital transformation.

PROFESSIONAL EXPERIENCE

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

Founded an applied AI SaaS company to commercialize an enterprise GenAI + business data platform. Owns AI strategy, product vision, platform architecture, engineering execution, workflow design, security posture, customer validation, and strategic transition planning.

- Established artificial intelligence platform technical direction across AI product development, evaluation, fine tuning, context, safety, deployment, innovation, ownership, technical excellence, and production ML systems.
- Created *AssistX*, a production GenAI platform for AI products using governance frameworks, model performance monitoring, bias and risk controls, responsible AI, and ethical use of AI patterns.
- Directed an 11-engineer Agile AI development team while staying hands-on with applied AI research, product strategy, architecture, Python, API development, microservices, CI/CD, cloud-native deployment, and production operations.
- Designed responsible AI governance and quality patterns spanning full lifecycle research, experimentation, production deployment, agentic systems, memory architecture, automated testing, regression evaluation, guardrails, and human-in-the-loop review.
- Established product roadmap, technical standards, commercialization assets, customer discovery narratives, adoption plans, executive-team messaging, collaboration rituals, and business-value stories for enterprise AI workflows.

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

Directed engineering, architecture, and delivery for the Workforce Management component of an AI-powered contact-center analytics SaaS platform. Converted product requirements into cloud architecture, forecasting algorithms, optimization workflows, integrations, and release plans.

- Recruited and directed a 7-member distributed engineering team building cloud infrastructure, forecasting, scheduling, visualization, enterprise integrations, and automated communication capabilities.
- Designed AI-driven forecasting, optimization, API integration, troubleshooting, customer-facing delivery, and enterprise SaaS implementation patterns across Amazon Connect, Genesys, Talkdesk, and CCaaS workflows.
- Delivered the first working WFM release within 6 months for two flagship enterprise customers and advocated early generative AI adoption across the platform.

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

Recruited to build the company's first enterprise data lake initiative across 11 ERP systems and establish enterprise analytics capability. Partnered with marketing, supply chain, finance, and executive stakeholders to prioritize analytics use cases and KPI delivery.

- Secured support for an AWS data lake strategy enabling data pipelines, analytics, governance, executive communication, and future machine learning capabilities across a \$1B+ enterprise.
- Delivered TriMark's first AWS data lake within 7 months, automating nightly ingest, cataloging, consolidation, normalization, and cross-system data integration across 11 ERPs.
- Improved cross-ERP reporting cycles from roughly two months of manual work to one day, a 60x improvement in executive insight delivery.

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

Established AWS architecture and hands-on implementation for Data and AI Governance capabilities, including privacy rights management, enterprise data catalog, adaptive policy framework, governance APIs, and AI governance initiatives.

- Coordinated product managers, enterprise architecture, privacy governance, AI governance, security stakeholders, site reliability, and developers to convert requirements into secure cloud-native architecture and production delivery.
- Provided MLOps guidance for model transparency, bias, drift detection, auditability, monitoring, lifecycle management, data residency concerns, legal constraints, and compliance evidence using Amazon SageMaker.
- Delivered a cloud-native privacy rights platform in 8 months, automating roughly 90% of a formerly manual workflow while respecting identity, privacy, and compliance boundaries.

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

Recruited out of AWS by the NorthBay Solutions CEO to head up a new AI/ML practice for enterprise customers and AWS-based product acceleration. Combined customer advisory, hands-on engineering, solution architecture, and executive delivery.

- Recruited out of AWS by the CEO to establish a new AI/ML practice for strategic accounts, cloud architecture, customer engineering, and enterprise AI delivery.
- Generated CEO approval for an AWS Data Lake + ML Accelerator SaaS initiative, built the initial working system hands-on, and directed remote engineering toward customer demonstrations.
- Departed after the 2020 COVID pandemic wiped out NorthBay's revenues and triggered a large company layoff that included this role.

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

Served as an AWS senior specialist across AI/ML, Big Data, analytics, data lakes, machine learning, and enterprise cloud adoption. Advised senior customer stakeholders and enabled AWS field teams with technical strategy, architecture, demos, and training.

- Created and grew AWS internal AI/ML and analytics technical communities, enabling 180+ global solution architects and producing 170+ technical assets for customer engineers and account teams.
- Advised 200+ enterprise customers on machine learning, AI platforms, infrastructure, ML platforms, feature store patterns, ML ops, model management platform options, and production applications.
- Presented 36+ formal AI/ML and analytics sessions, translated deep technical issues into business impact, and earned AWS ML Elite Gold and Platinum recognition.

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 large AWS and non-AWS/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

Python, SQL, Java/C++ code-reading fluency, system design, APIs, microservices, cloud-native deployment, AWS SageMaker, Bedrock, EMR, Glue, Athena, S3, Lambda, Step Functions, API Gateway, PostgreSQL/PGVector, FastAPI, Flask, Pandas, PySpark, Docker, Kubernetes, Git, CI/CD, REST APIs, SaaS architecture, enterprise integrations, data pipelines, ML platforms, model management, LLMs, AI agents, RAG, vector search, hybrid retrieval, embeddings, MLOps, observability, evaluation, responsible AI, privacy, compliance, and AI governance.