

Keith Steward, Ph.D.

AI Product & Agent Strategy Director | Hands-On Workflow Builder

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[LinkedIn](#) | IntelligentDataWorks.ai | [IDW LinkedIn](#)

PROFILE

Hands-on AI product strategist who takes agentic workflows and intelligent products from discovery and requirements through architecture, implementation, launch, evaluation, and measurable adoption. Combines product vision, user and business analysis, Python, LLMs, agents, RAG, evaluation, governance, cloud platforms, and cross-functional delivery. Personally built the core and first 80% of a production AI platform supporting 70+ automations across more than 20 workflows with 99.9% availability. Turns emerging AI capabilities into practical products, reusable patterns, and outcomes that survive beyond proof of concept.

SELECTED CAREER HIGHLIGHTS

- Built the AssistX core and first 80% of its initial application hands-on with Python, FastAPI, agents, RAG, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK.
- Owned discovery, product strategy, requirements, architecture, implementation, validation, launch, adoption, pricing, demonstrations, partnerships, and ongoing evaluation for a commercial AI platform.
- Translated 20 common workflows into 70+ production AI capabilities, accelerating selected work by up to 50x while sustaining 99.9% availability and supporting 150+ early users.
- Implemented structural and LLM-as-judge evaluation, prompt regression, human review, guardrails, prompt-injection screening, observability, auditability, model routing, and release controls.
- Aligned executives across 11 businesses around more than 50 analytics use cases and delivered a cloud data platform within ten months, reducing reporting from roughly two months to one day.
- Advised more than 200 enterprises through discovery workshops, architecture reviews, hackathons, executive briefings, and production guidance; created 170+ reusable technical assets and reference patterns.

PROFESSIONAL EXPERIENCE

Technical Co-Founder | Intelligent DataWorks | Boston, MA | Aug 2023 to Oct 2026

Built and operated a production AI platform while personally owning product strategy, architecture, implementation, evaluation, delivery, security, and cloud operations.

- Recruited and led 11 engineers selected from more than 400 applicants; established onboarding, architecture training, Agile sprints, mentoring, code review, delivery priorities, and production standards.
- Built the AssistX core and first 80% of its initial application hands-on using Python, FastAPI, LLMs, agents, RAG, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK.
- Delivered 70+ automations across more than 20 workflows, accelerating selected work by up to 50x while sustaining 99.9% availability.
- Established AI evaluation, LLM-as-judge, guardrails, observability, auditability, model routing, cost controls, security, CI/CD, release, and incident-response practices.
- Own a \$900,000 budget, staffing, product and technical roadmaps, architecture, releases, cloud operations, and executive decisions across the venture.
- Completed planned transition from operating CEO responsibilities to pursue a long-term senior AI/engineering leadership role.

Sr. Director of Engineering | SuccessKPI | Remote | Jun 2022 to Aug 2023

Built and led engineering for a new AI-powered workforce-management platform within a cloud-native enterprise SaaS company.

- Recruited and mentored eight engineers and one manager, with responsibility for performance reviews, compensation decisions, delivery standards, staffing, architecture, and roadmap execution.
- Directed a distributed Agile organization through production launch for four large customers, including the U.S. Departments of State and Education.
- Designed forecasting, machine-learning, optimization, and scheduling capabilities integrated with Amazon Connect, Genesys, and Talkdesk.

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

Built the cloud data organization and operating model supporting enterprise analytics across a \$1B+ company and 11 divisions.

- Upskilled an initial four-person analytics team and expanded it into a seven-member AWS engineering organization with additional contractors.

- Aligned executives around more than 50 use cases and delivered the first enterprise data lake within ten months, reducing reporting from roughly two months to one day.
- Owned staffing, performance reviews, architecture, delivery planning, risk, change management, executive reporting, and cross-functional priorities.

Engineering Lead, Cloud Data Privacy & AI Governance | MassMutual | Boston, MA | Nov 2020 to Aug 2021

Led architecture and engineering across privacy, governance, Responsible AI, data, and cloud initiatives in a regulated enterprise.

- Guided five initiatives spanning policy automation, model transparency, bias, drift, monitoring, human oversight, auditability, data governance, and governance APIs.
- Partnered with Enterprise Architecture and SRE on AWS, security, IAM, CI/CD, event-driven, container, and infrastructure-as-code standards.
- Delivered a cloud-native privacy platform within eight months that automated approximately 90% of a formerly manual workflow.

VP of AI/ML | NorthBay Solutions | Boston, MA | Jan 2019 to Nov 2020 | (Role ended in company-wide COVID layoff).

Recruited from AWS by the CEO to build an enterprise AI/ML consulting practice and reusable cloud delivery capabilities.

- Led an 18-person distributed engineering team delivering the Data Lake Accelerator while remaining hands-on in initial product architecture and implementation.
- Advised enterprise clients on AI, ML, data, platform strategy, architecture, and production delivery across concurrent consulting engagements.
- Combined executive advisory, staffing, reusable standards, cloud architectures, and production systems for enterprise customers.

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

Helped establish and scale AWS AI/ML and data specialist capability while advising enterprise customers on production adoption.

- Advised more than 200 enterprises across North America on AI/ML, data platforms, architecture, governance, cloud adoption, and business outcomes.
- Founded and led technical communities totaling 180+ specialists, created 170+ enablement assets, and established standards and reusable client practices.
- Delivered 36 invited presentations, trained 180+ architects, and earned AWS ML Elite Gold and Platinum recognition.

EARLIER RELEVANT EXPERIENCE

- Led an 18-person distributed engineering team through architecture and delivery of a reusable AWS Data Lake Accelerator for enterprise customers.
- Led a 25-person team, including managers, through development and commercial launch of CambridgeSoft's Biological Notebook.

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

AI product strategy • product discovery • requirements • product roadmaps • workflow transformation • agentic workflows • AI agents • LLMs • RAG • deterministic systems • probabilistic systems • AI evaluation • LLM-as-judge • prompt regression • human-in-the-loop review • Responsible AI • AI governance • Python • FastAPI • REST APIs • LangChain • LangGraph • MCP • PostgreSQL • PGVector • vector databases • embeddings • AWS • Amazon Bedrock • SageMaker • Google Vertex AI • OpenAI • Anthropic Claude • Microsoft Copilot • Docker • Kubernetes • AWS CDK • CI/CD • Git • observability • security • privacy • product analytics • executive communication • prototyping