

Keith Steward, Ph.D.

Principal AI Platform Product Leader | Technical Product Management

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PROFILE

Principal product leader who turns complex AI and developer-platform opportunities into secure capabilities, clear roadmaps, and measurable customer value. Combines product strategy with deep engineering credibility across APIs, distributed systems, AWS, governance, analytics, and AI applications. Defined and delivered a reusable platform supporting 70+ automations across more than 20 workflows and 150+ early users. Brings the judgment to use telemetry, customer signals, technical tradeoffs, and cross-functional influence to increase platform adoption and developer productivity.

CORE TECHNOLOGIES

Platform Strategy • Product Roadmaps • AI Products • Developer Platforms • REST APIs • Enterprise Integration • AWS • Governance • Security • Analytics • Customer Discovery • Agile Delivery

SELECTED CAREER HIGHLIGHTS

- Owned product vision, customer discovery, requirements, roadmap, priorities, architecture, releases, and operations for the reusable AssistX AI platform.
- Delivered 70+ AI capabilities across more than 20 workflows, validated with 150+ early users and designed for reuse across business domains.
- Defined and secured executive support for an AWS enterprise data strategy spanning 50+ use cases, then delivered the first data lake in seven months.
- Advised 200+ AWS enterprise customers and built technical enablement ecosystems serving 180+ solution architects worldwide.

PROFESSIONAL EXPERIENCE

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

Own product vision, customer discovery, roadmap, architecture, delivery, releases, and operations for a reusable enterprise AI platform.

- Defined the AssistX platform strategy and converted customer and domain-expert input into priorities spanning 20+ workflows and 70+ AI capabilities.
- Designed the modular product, APIs, AI orchestration, data services, and cloud foundation for reuse across multiple business domains.
- Validated the platform with more than 150 early users and prospective customers while defining success measures and product improvements.
- Owned product management, architecture, delivery, a \$900,000 budget, security, AWS operations, and cross-functional execution with an 11-engineer team.
- 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.

- Recruited and led a seven-person distributed team delivering forecasting, optimization, scheduling, analytics, and automated communications on AWS.
- Translated product requirements into architecture, algorithms, APIs, testing, CI/CD, operations, and two-week Agile releases.
- Designed forecasting and linear-programming capabilities that converted contact-center demand and staffing constraints into operational schedules.
- Delivered the first working release within six months for two flagship enterprise customers and expanded the platform to additional large organizations.

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.

- Defined an AWS enterprise data strategy with marketing, supply chain, finance, and executives, prioritizing more than 50 use cases and KPIs.
- Delivered the first enterprise data lake in seven months and reduced cross-ERP reporting from approximately two months to one day.

- Expanded the initial four-person analytics team into a seven-member AWS engineering organization with additional contractors.

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.

- Converted policy and product requirements into secure cloud architecture, APIs, automated infrastructure, testing, CI/CD, and production releases.
- Delivered the first cloud-native privacy-rights platform within eight months, automating approximately 90% of a manual workflow.
- Partnered with Enterprise Architecture and SRE on IAM, serverless patterns, managed services, infrastructure automation, resilience, and cloud operating standards.
- Guided model-governance practices for evaluation, transparency, bias, drift, monitoring, auditability, lifecycle controls, security, and human oversight.

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.

- Advised 200+ enterprises on AI/ML strategy, production architecture, SageMaker, data lakes, distributed systems, security, and scalable adoption.
- Created and led global Big Data and AI/ML communities, developing 180+ specialists through standards, mentoring, workshops, and reusable assets.
- Built a SageMaker and TensorFlow forecasting hackathon for Morgan Stanley data scientists and created 170+ technical enablement assets.
- Delivered 50+ technical presentations and workshops and earned AWS ML Elite Gold and Platinum recognition.

EARLIER RELEVANT EXPERIENCE

- Delivered six commercial SaaS products across enterprise software, AI, cloud, scientific software, and regulated healthcare technology.
- Helped create Ingenuity Pathway Analysis, a globally adopted commercial bioinformatics platform.

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

product management • platform strategy • product roadmaps • customer discovery • requirements gathering • usage analytics • data analytics • AI products • developer platforms • REST APIs • FastAPI • enterprise integration • distributed systems • cloud-native architecture • AWS • Generative AI • LLMs • AI agents • RAG • workflow automation • PostgreSQL • PGVector • data pipelines • event-driven architecture • governance • Responsible AI • security • auditability • reliability • observability • CI/CD • Docker • Kubernetes • AWS CDK • Agile delivery • cross-functional leadership • enterprise SaaS • customer engagement • platform operations