

Keith Steward, Ph.D.

Senior AI Platform Product Leader | Technical Product Management

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PROFILE

Technical product leader who turns complex AI, platform, and enterprise requirements into secure products, clear roadmaps, and measurable customer value. Combines hands-on product management with deep engineering credibility across APIs, distributed systems, AWS, governance, security, 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 customer signals, technical tradeoffs, and cross-functional alignment to grow developer and enterprise platform adoption.

SELECTED CAREER HIGHLIGHTS

- Owned product vision, customer discovery, requirements, roadmap, priorities, architecture, releases, and operations for the AssistX reusable 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 won 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