

Keith Steward, Ph.D.

Engineering Executive | AI SaaS & Platform Architecture

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

PROFILE

Engineering executive who scales AI-powered SaaS platforms, distributed systems, and high-performing technical organizations while remaining credible in architecture and implementation. Combines production AI/ML, MLOps, cloud infrastructure, backend platforms, full-stack delivery, reliability, and engineering standards with product and customer accountability. Built an 11-engineer startup organization delivering 70+ AI automations and previously developed global AWS communities totaling 180+ specialists. Brings the technical depth and operating discipline to develop leaders, align multi-team roadmaps, and scale reliable customer solutions.

SELECTED QUALIFICATIONS

- **Engineering Strategy:** technical vision, architecture principles, roadmaps, investment priorities, metrics, and executive alignment
- **AI SaaS Platforms:** production AI/ML, LLMs, RAG, agents, MLOps, APIs, distributed systems, and cloud infrastructure
- **Organization Leadership:** multi-team coordination, manager and senior-engineer coaching, hiring, mentoring, delegation, and culture
- **Scalable Delivery:** backend and full-stack systems, CI/CD, quality, security, observability, reliability, Agile, and customer outcomes

PROFESSIONAL EXPERIENCE

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

Lead AI product strategy, architecture, engineering execution, and operations while remaining hands-on in platform development.

- Architected and helped build AssistX, a production AI platform combining Python, FastAPI, PostgreSQL/PGVector, LLMs, RAG, AI agents, APIs, LangChain, LangGraph, workflow orchestration, and AWS services.
- Delivered the first commercial release within eight months, supporting 70+ AI automations across more than 20 workflows and accelerating selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile team while contributing directly to architecture, backend services, cloud infrastructure, orchestration, evaluation, security, and platform operations.
- Established reusable foundations for voice interaction, MCP, multi-agent workflows, controlled prompts, input validation, prompt-injection protection, vector search, human review, and observability.
- Validated the platform with hundreds of user signups at launch and estimated annual customer savings of approximately \$54,000 per 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.

- Recruited and led an 11-person organization including a manager, translating product priorities into architecture, forecasting, optimization, integrations, quality, and production delivery.
- Directed Agile engineering, performance reviews, bonus allocation, a \$600,000 budget, and cross-functional work spanning security, data, platform, BI, and quality engineering.
- Delivered an AI-powered workforce-management SaaS product for enterprise and government customers using AWS, Python, PostgreSQL, forecasting, and optimization.

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.

- Prioritized 50+ analytics use cases with Finance, Marketing, Supply Chain, and technology leaders and secured support for an AWS data strategy.
- Upskilled four analysts and grew the team to seven AWS engineers with hiring, mentoring, planning, budget, risk, and delivery accountability.

- Established nightly data ingestion, cataloging, consolidation, normalization, and global querying across 11 geographically distributed ERP environments.
- Delivered the first AWS 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.

- 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

- Led a 25-person CambridgeSoft engineering team delivering enterprise scientific software for major pharmaceutical customers.
- Led a five-person Dimensional Photonics group that launched an FDA-cleared connected product and fault-tolerant cloud 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

AI/ML • AI SaaS • MLOps • LLMs • RAG • AI agents • AI evaluation • machine learning • TensorFlow • Python • FastAPI • REST APIs • microservices • distributed systems • backend platforms • full-stack systems • AWS • SageMaker • data platforms • Spark • PostgreSQL • PGVector • LangChain • LangGraph • MCP • Docker • Kubernetes • CI/CD • AWS CDK • cloud infrastructure • security • observability • reliability • Git • Linux