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Lightspeed Commerce Hiring Team

Re: Senior Director, Agentic Engineering

Dear Lightspeed Commerce Hiring Team,

Building a company-wide agentic engineering platform and operating model closely matches the work I have led across production AI, enterprise architecture, developer enablement, and organizational change.

At Intelligent DataWorks, I defined and built AssistX as a reusable agentic platform spanning orchestration, retrieval, tools, evaluation, guardrails, observability, security, cost controls, and human oversight. I recruited and technically led 11 engineers, owned a \$900,000 budget and production operations, and delivered 70+ automations across more than 20 workflows with 99.9% availability. The platform has been validated with more than 150 early users.

My broader record combines platform depth with adoption at scale. At AWS, I advised 200+ enterprises and created global technical communities totaling 180+ specialists, along with reusable architectures and enablement assets. At MassMutual, I led cloud implementation across five privacy and AI-governance initiatives, embedding transparency, bias, drift, monitoring, security, and auditability. At TriMark, I aligned more than 50 use cases and integrated data from 11 acquired businesses.

I bring 29 years of architecture experience, executive communication, product judgment, and a hands-on understanding of production agentic systems. Intelligent DataWorks is pursuing a strategic acquisition, and I am seeking a long-term operating role elsewhere. I would welcome a conversation about building Lightspeed's paved road for responsible, high-impact agentic engineering.

Sincerely,

Keith Steward, Ph.D.