

Keith Steward, Ph.D.

Agentic Engineering Executive | AI Platforms & Operating Models

Boston, MA | 508-318-8035 | keith.steward@gmail.com

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

PROFILE

Agentic engineering executive who turns emerging AI capabilities into secure, reusable platforms and measurable operating-model change. Combines 29 years of software architecture with production agents, orchestration, retrieval, evaluation, observability, governance, cloud operations, and product judgment. Built an 11-engineer organization and a platform supporting 70+ automations across more than 20 workflows with 99.9% availability. Brings the executive communication and hands-on technical depth to develop leaders, establish paved roads, and scale responsible AI adoption across distributed teams.

SELECTED CAREER HIGHLIGHTS

- Defined and built the reusable AssistX agentic platform, integrating agents, orchestration, retrieval, tools, evaluation, guardrails, observability, security, cost controls, and human oversight.
- Built and led an 11-engineer organization while owning a \$900,000 budget, AI and product strategy, architecture, delivery standards, releases, and production operations.
- Delivered 70+ AI automations across more than 20 workflows, validated with 150+ early users and operated with 99.9% availability.
- Created global AWS technical communities totaling 180+ specialists and reusable architectures and enablement assets that accelerated enterprise adoption.
- Led privacy and responsible-AI implementation across five enterprise initiatives, embedding transparency, bias, drift, monitoring, security, and auditability controls.

PROFESSIONAL EXPERIENCE

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

Own AI and product strategy, architecture, organization design, budgets, delivery, governance, infrastructure, and production operations.

- Defined and built the reusable AssistX agentic platform spanning agents, orchestration, tool integrations, RAG, context and knowledge access, evaluation, guardrails, observability, cost controls, and human oversight.
- Recruited and technically led 11 engineers while owning a \$900,000 budget, platform investment priorities, architecture, delivery standards, releases, security, and AWS operations.
- Delivered 70+ automations across more than 20 workflows, validated with 150+ early users and operated with 99.9% availability.
- Established responsible-AI, access-control, auditability, evaluation, reliability, incident response, capacity planning, and production-support practices for reusable AI capabilities across business workflows.
- 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

Built and led engineering for an AI-powered workforce-management component of a cloud-native contact-center platform.

- Recruited and led an 11-person organization, including a manager, spanning software, data, platform, security, BI, and quality engineering.
- Owned Agile execution, architecture, operational priorities, performance reviews, team capacity, and a \$600,000 budget.
- Delivered forecasting, scheduling, optimization, analytics, APIs, integrations, and production capabilities for enterprise and government customers.

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.

- Partnered with executives and business leaders to define, prioritize, and measure more than 50 analytics use cases and KPIs.
- Delivered the first AWS enterprise data lake in seven months, integrating 11 acquired businesses and reducing reporting from roughly two months to one day.
- Upskilled an initial four-person analytics team and expanded it 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.

- Led cloud implementation across five privacy and AI-governance initiatives, partnering with Security, Legal, Data, SRE, and Enterprise Architecture.
- Embedded transparency, bias, drift, monitoring, security, auditability, and responsible-AI controls into reusable cloud patterns.
- Established serverless, container, CI/CD, infrastructure-as-code, and operational standards for regulated enterprise delivery.

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 organization delivering enterprise scientific, cloud, and platform software.
- Directed a fault-tolerant AWS/Cassandra platform for an FDA-cleared connected product in a regulated environment.

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

agentic engineering • AI strategy • platform strategy • operating-model design • Generative AI • LLMs • AI agents • multi-agent systems • LangGraph • LangChain • MCP • tool orchestration • RAG • semantic retrieval • context systems • PostgreSQL • PGVector • knowledge graphs • AI evaluation • LLM-as-judge • guardrails • human-in-the-loop • observability • Responsible AI • AI governance • security • privacy • auditability • cost controls • Python • FastAPI • REST APIs • AWS • AWS CDK • Docker • Kubernetes • CI/CD • distributed systems • developer platforms • workflow automation • organizational change • executive communication