

Keith Steward, Ph.D.

Director, AI & Innovation | Head of AI | VP Artificial Intelligence | AI Governance & Data Executive

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

<https://www.linkedin.com/in/keithsteward/> | <https://IntelligentDataWorks.ai> | <https://bit.ly/3Th0CFX>

EXECUTIVE PROFILE

AI and technology executive with 25+ years building AI, ML, analytics, SaaS, and cloud platforms across AWS, regulated enterprises, and venture-backed software companies.

Experienced translating executive priorities into AI roadmaps, responsible adoption models, measurable use cases, governance controls, and production systems.

Former AWS AI/ML and Big Data leader who advised 200+ enterprise customers and created technical communities that trained global solution architects.

Founder and CEO of *Intelligent DataWorks*, creator of *AssistX*, a production GenAI assistant platform with 70+ automations across 20+ HR and business workflows.

Career Note: Following four years at AWS, accepted three successive executive leadership opportunities to build AI, Data Analytics, and governance capabilities in organizations undergoing transformation. In 2023 co-founded *Intelligent DataWorks* to commercialize an enterprise GenAI + Business Data platform. Now seeking a long-term executive leadership opportunity following a planned strategic sale of that business.

SELECTED CAREER HIGHLIGHTS

- Designed and delivered AI roadmaps, governance capabilities, and enterprise data platforms for AWS customers, MassMutual, TriMark USA, SuccessKPI, NorthBay Solutions, and *Intelligent DataWorks*.
- Founded and currently lead an enterprise GenAI software company delivering a reusable AI assistant platform with 70+ automations and workflow acceleration up to 50x.
- Built Responsible AI and Data Privacy engineering capabilities at MassMutual, including privacy-rights automation, governance APIs, model transparency, bias, drift, and auditability guidance.
- Created AWS internal AI/ML and Analytics technical communities, enabling 100+ global solution architects and advising 200+ enterprise customers on AI adoption.
- Developed and presented one of the earliest AWS AI agent architectures at re:Invent, years before agentic AI became a mainstream enterprise priority.

EXECUTIVE LEADERSHIP & CORE EXPERTISE

AI Strategy & Executive Leadership

Enterprise AI strategy, multi-year AI roadmaps, executive stakeholder advisory, C-level communication, use-case prioritization, AI portfolio ownership, KPI and ROI frameworks, organizational transformation, innovation leadership, product-engineering alignment.

Business Transformation & Delivery

Change management, adoption planning, phased rollouts, training programs, cross-functional initiative delivery, matrixed stakeholder navigation, service-delivery operations, workflow analysis, agile delivery, team recruiting, team development.

Generative AI

LLMs, AI agents, agentic workflows, RAG, prompt and workflow design, LangChain, LangGraph, OpenAI APIs, Anthropic Claude, evaluation loops, grounding, AI cost controls, user-facing AI assistant products.

AI Engineering & Machine Learning

Machine learning strategy, forecasting, predictive analytics, optimization, TensorFlow, SageMaker, SparkML, model explainability, model transparency, bias detection, drift detection, MLOps, responsible AI operating practices.

Enterprise Data & Cloud Platforms

AWS architecture, data lakes, data governance, privacy rights workflows, data cataloging, ETL/data pipelines, cloud-native SaaS, APIs, event-driven systems, PostgreSQL/PGVector, Kubernetes, Docker, CI/CD, observability.

PROFESSIONAL EXPERIENCE

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

Founded an applied AI company commercializing enterprise GenAI assistants, workflow automation, and business-data integration.

- Designed the company's AI strategy, multi-year AI roadmap, platform architecture, delivery cadence, customer validation model, and strategic-sale positioning.

- Architected *AssistX*, a production-grade GenAI assistant platform using large language models, AI agents, RAG, LangChain, LangGraph, PostgreSQL/PGVector, APIs, and AWS.
- Created 70+ AI automations across 20+ HR and business workflows, accelerating selected workflows up to 50x versus manual processing.
- Recruited and technically led an 11-engineer Agile team spanning AI architecture, backend systems, cloud infrastructure, workflow orchestration, and product delivery.
- Established Responsible AI controls for retrieval, grounding, confidentiality, workflow transparency, ethical use, cost management, and practical deployment of AI into operational teams.
- Developed AI-enabled communication and adoption workflows combining LLMs, SuiteCRM, SendGrid, and workflow automation for early-market engagement.
- Established success metrics, ROI narratives, and measurable customer value for AI use cases across HR, professional staff, and operations workflows.
- Translated technical concepts for non-technical audiences, converting business needs into production AI features, delivery plans, and customer value.
- Delivered first commercial release within 8 months and positioned the platform for expansion into additional regulated enterprise workflow domains.

Sr. Engineering Director, Workforce Management Service | SuccessKPI | Centreville, VA | Jun 2022 - Aug 2023

Directed engineering for an AI-powered contact-center analytics SaaS platform serving enterprise operations teams.

- Translated product requirements into AI forecasting, optimization, scheduling, data visualization, architecture, and cross-functional implementation plans.
- Recruited and led a 7-member distributed engineering team through CI/CD, automated deployment, quality practices, and production release delivery.
- Delivered the first working WFM release within 6 months for enterprise customers, supporting phased rollout, adoption, training programs, and service-delivery readiness.

Sr. Director, Data Analytics & Operations | TriMark USA | Mansfield, MA | Aug 2021 - May 2022

Built the company's first enterprise data lake initiative across 11 ERP systems for a \$1B+ foodservice equipment enterprise.

- Partnered with marketing, supply chain, finance, and executive stakeholders to identify, prioritize, and measure 50+ use cases, KPIs, and business outcomes.
- Secured support for an AWS data lake roadmap enabling enterprise data engineering, analytics, governance, and future machine learning capabilities.
- Delivered the first AWS data lake within 7 months, reducing cross-ERP reporting cycles from roughly 2 months to 1 day.

Technical Lead for Cloud, Data Privacy and AI Governance | MassMutual | Boston, MA | Nov 2020 - Aug 2021

Established cloud-native Data Privacy and AI Governance capabilities in a regulated financial services environment.

- Directed AWS architecture and implementation across Privacy Rights Management, Enterprise Data Catalog, Adaptive Policy Framework, Governance API, and AI Governance projects.
- Advised AI Governance & Ethics leaders on MLOps automation, model transparency, bias detection, drift detection, SageMaker practices, and auditability.
- Delivered data privacy and regulatory compliance automation within 8 months, automating approximately 90% of a formerly manual CCPA, CPRA, and GDPR workflow.

VP of Machine Learning & AI | NorthBay Solutions | Boston, MA | Jan 2019 - Nov 2020

Recruited from AWS by the CEO to establish a new AI/ML practice and accelerate customer-facing AWS AI solutions.

- Built AI/ML delivery capacity through customer advisory, vendor diligence, solution architecture, hands-on development, and leadership for enterprise clients.
- Created an AWS Data Lake + ML Accelerator initiative approved by the CEO, then led a 24-person remote team toward customer demonstrations.
- During the 2020 COVID pandemic, NorthBay's revenues vanished and a company-wide layoff included this role.

Sr. Specialist Solutions Architect AI/ML, Big Data & Analytics | Amazon Web Services | Boston, MA | May 2015 - Dec 2018

Advised enterprise customers and global AWS field teams on AI, machine learning, analytics, data lakes, and cloud transformation.

- Created AWS's internal AI/ML Technical Field Community, growing it to 80+ global solution architects and subject matter experts.
- Advised 200+ enterprise customers on ML, deep learning, AI strategy, architecture, implementation, governance, adoption tradeoffs, and matrixed stakeholder alignment.
- Developed 170+ technical enablement assets and trained global field teams on SageMaker, TensorFlow, EMR, Athena, Spark, Glue, S3, Lambda, and Step Functions.

PATENTS / PUBLICATIONS / SPEAKING

- United States Patent No. US 8,793,073.
- United States Patent No. US 8,489,334.
- BioWizard Intelligent Agent Architecture patent application (1998) for genomic knowledge discovery.
- Delivered 36 formal presentations on Machine Learning, Deep Learning, and Artificial Intelligence at AWS and industry events.
- AWS ML Elite Gold and AWS ML Elite Platinum awards.
- AWS re:Invent Rockstar and AWS Certification SME recognition.

EDUCATION

- Ph.D., Microbiology & Immunology, University of Western Ontario, Canada, 1993.
- Hon. B.Sc., Biology, University of Western Ontario, Canada, 1986.
- Canadian Medical Research Council Post-Doctoral Research Fellowship, 1993.

TECHNICAL SKILLS

AI strategy, Responsible AI, AI governance, LLMs, AI agents, RAG, LangChain, LangGraph, OpenAI APIs, Claude, model transparency, bias detection, drift detection, MLOps, prompt/workflow design, AI adoption, change management, ROI metrics, vendor diligence, data privacy, CCPA, CPRA, GDPR, AWS, SageMaker, Bedrock, EMR, Glue, Athena, S3, Lambda, Step Functions, API Gateway, Aurora, PostgreSQL/PGVector, Python, SQL, FastAPI, Flask, Pandas, PySpark, Docker, Kubernetes, CI/CD, data lakes, workflow orchestration, SaaS architecture.