

Keith Steward, Ph.D.

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

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

September 22, 2026

Pivotal Health Hiring Team

Re: Engineering Manager, Case Strategy

Dear Pivotal Health Hiring Team,

Leading a player-coach engineering team that applies AI to complex healthcare case workflows closely matches the systems and organizations I build today.

At Intelligent DataWorks, I built the AssistX core and first 80% of its initial application using Python, FastAPI, LLMs, RAG, agents, MCP, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK. I recruited and technically led 11 engineers while owning architecture, quality, security, releases, and operations.

The platform supports 70+ automations across more than 20 workflows with 99.9% availability. I established evaluation, regression testing, guardrails, human review, observability, routing, cost, and incident controls. Earlier, I directed cloud software for an FDA-cleared healthcare product and led privacy and AI-governance engineering.

Provider reimbursement and case-strategy workflows are a new subdomain for me, but the engineering, AI, data, API, healthcare, and operational mandate is direct. I would welcome a discussion about building a pragmatic engineering culture that ships dependable customer outcomes while remaining close to architecture and code.

Sincerely,

Keith Steward, Ph.D.