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September 12, 2026

Point Hiring Team

Re: Technical Lead Manager

Dear Point Hiring Team,

Building customer-facing AI agents while staying close to code, architecture, and production quality closely matches how I lead applied AI engineering teams.

At Intelligent DataWorks, I architected and built the AssistX core platform and the first 80% of its initial application using Python, FastAPI, LLMs, RAG, agents, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK. I then technically led 11 engineers while remaining hands-on with reviews, deployments, debugging, security, and operations. The platform supports 70+ automations across more than 20 workflows and sustains 99.9% availability.

I established agent orchestration, tool use, guardrails, human oversight, LLM-as-judge evaluation, observability, model routing, cost controls, and release practices. I also translate user and domain-expert needs into roadmaps and reusable capabilities; selected automations accelerate work by up to 50x. At AWS, I advised 200+ enterprises and developed specialist communities totaling 180+ people.

My direct conversational-agent work is strongest in text and workflow automation rather than telephony infrastructure, but the underlying production-agent disciplines transfer directly. Intelligent DataWorks is pursuing a strategic acquisition, and I am seeking a long-term operating role elsewhere. I would welcome a discussion about shipping reliable agent experiences while developing a focused senior team.

Sincerely,

Keith Steward, Ph.D.