

Keith Steward, Ph.D.

AI/ML Engineering Manager | Product & Platform Systems

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

PROFILE

Hands-on AI/ML engineering manager who leads senior teams across user-facing product capabilities and foundational machine-learning platforms. Combines distributed cloud systems, production LLM and RAG features, retrieval, MLOps, evaluation, observability, clinical safety, and disciplined execution. Built the AssistX core and first 80% of its initial application while recruiting and leading 11 engineers, enabling 70+ automations across more than 20 workflows with 99.9% availability and regulated healthcare delivery experience. Connects engineering quality, clinical safeguards, platform leverage, and rapid product delivery.

SELECTED CAREER HIGHLIGHTS

- Built the core and first 80% of a production AI application hands-on, then recruited and led 11 engineers through architecture, delivery, releases, and operations.
- Designed reusable LLM, agent, RAG, vector-retrieval, evaluation, observability, model-routing, and workflow-orchestration platform capabilities.
- Established automated metrics, synthetic testing, LLM-as-judge, human review, guardrails, bias/drift awareness, and production incident practices.
- Directed cloud software for an FDA-cleared healthcare product and led privacy and AI-governance engineering in regulated financial services.
- Balanced user-facing workflow delivery with long-term platform architecture, reliability, security, cost, and technical-debt priorities.
- Built distributed cloud systems using Python, FastAPI, APIs, PostgreSQL/PGVector, AWS, containers, infrastructure as code, and CI/CD.
- Connected strategy, architecture, delivery evidence, operational telemetry, risk controls, team capability, and business outcomes through transparent technical reviews and accountable decision gates.

PROFESSIONAL EXPERIENCE

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

Build and operate a production AI platform while owning strategy, architecture, delivery, governance, security, and cloud operations.

- Architected and built the AssistX core platform and first 80% of its initial application hands-on using Python, FastAPI, LLMs, RAG, agents, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK.
- Recruited and technically led 11 engineers while owning a \$900,000 budget, product priorities, architecture, releases, security, and operations.
- Delivered 70+ automations across more than 20 workflows, accelerating selected work by up to 50x and sustaining 99.9% availability.
- Established evaluation, guardrails, human oversight, observability, model routing, cost controls, incident response, and release practices.
- 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 SaaS 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, bonus allocation, team capacity, and a \$600,000 budget.
- Delivered forecasting, scheduling, optimization, analytics, APIs, and integrations for enterprise and government customers.

Senior Director, Data Analytics & Operations | TriMark USA | Mansfield, MA | Aug 2021 to May 2022

Established the enterprise data strategy, engineering team, architecture, roadmap, and operating capability across a fragmented multi-division environment.

- Aligned executives around more than 50 analytics use cases and secured funding for an AWS data-lake strategy and delivery roadmap.
- Upskilled an analytics team with no prior AWS experience and expanded it to seven cloud data engineers.

- Delivered the first enterprise data lake across 11 divisions in seven months, reducing cross-ERP reporting from roughly two months to one day.

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 architecture and engineering across five enterprise Data Privacy and AI Governance initiatives spanning privacy rights, enterprise metadata, policy automation, and governance APIs.
- Advised the AI Governance and Ethics organization on model transparency, bias, drift, ownership, risk classification, monitoring, human oversight, and auditability.
- Established AWS security, IAM, API, event-driven, and CI/CD patterns while coordinating Product, Enterprise Architecture, SRE, governance, and delivery teams.

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

- Built an AWS data-and-ML accelerator and delivered enterprise AI/ML consulting solutions with reusable cloud architectures and production implementation guidance.
- Developed commercial AI, bioinformatics, and scientific software, including patented knowledge-discovery systems.

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

AI/ML engineering management • distributed backend systems • Python • FastAPI • REST APIs • AWS • GCP Vertex AI • LLMs • NLP • RAG • search relevance • vector retrieval • MLOps • model deployment • AI observability • AI evaluation • LLM-as-judge • human-in-the-loop • hallucination mitigation • bias detection • feature pipelines • PostgreSQL • PGVector • Docker • Kubernetes • CI/CD • HIPAA • clinical safety • privacy • security • technical coaching