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Salesforce Hiring Team

Re: Director, AI & Tooling

Dear Salesforce Hiring Team,

Improving customer-facing AI agents through rigorous evaluation, observability, retrieval architecture, and prompt or planner optimization closely matches the systems I have built and operated.

At Intelligent DataWorks, I personally built the core and first 80% of AssistX using Python, FastAPI, RAG, agents, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK, then led 11 engineers through production delivery. The platform supports 70+ automations across more than 20 workflows with 99.9% availability.

I established structural and LLM-as-judge evaluation, synthetic-data testing, prompt regression, guardrails, prompt-injection screening, observability, model routing, caching, cost controls, release gates, rollback, and incident practices. At AWS, I advised more than 200 enterprises on AI, data, and cloud architecture; at MassMutual, I worked across privacy, governance, auditability, bias, drift, and human oversight.

Intelligent DataWorks completed its planned operating transition in October 2026. I would welcome a discussion about translating customer interaction data into dependable agent improvements and helping a multidisciplinary team deliver measurable AI quality, reliability, and business outcomes.

Sincerely,

Keith Steward, Ph.D.