

# Keith Steward, Ph.D.

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

Dear Salesforce Hiring Team,

Building enterprise-grade agents requires more than a compelling prototype: orchestration, reliable tool use, grounded retrieval, evaluation, guardrails, observability, and disciplined production operations must work together. I have been solving that exact engineering problem hands-on while building and operating an agentic-AI platform.

At Intelligent DataWorks, I architected and built the AssistX core platform using Python, FastAPI, LangGraph, LangChain, PostgreSQL/PGVector, LLM APIs, RAG, agents, and AWS. Its multi-step workflows combine model reasoning with deterministic controls, tool execution, validation, evaluation, observability, and human review. I also built and deployed a customer-service agent using AWS Bedrock AgentCore, Strands, and AWS CDK. The platform reached production within eight months and now supports 70+ automations across 20+ workflows.

Earlier, I built cloud data and ML systems directly before leading their broader delivery. At MassMutual, I established production governance patterns spanning transparency, drift, auditability, security, and human oversight. At AWS, I advised 200+ enterprise customers, created 170+ technical assets, and trained 180+ architects—experience that supports both independent ownership and constructive technical coaching.

Intelligent DataWorks is pursuing a strategic acquisition, and I am seeking a long-term operating role elsewhere. I would welcome a discussion about contributing this production agent engineering experience to reliable, scalable autonomous systems.

Sincerely,  
Keith Steward