

Keith Steward, Ph.D.

AI Platform Leader | Cloud Engineering Manager

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

PROFILE

AI platform and engineering leader who builds reusable cloud foundations, develops teams, and moves intelligent systems into reliable production. Combines AWS architecture, distributed systems, Kubernetes, MLOps, security, observability, and developer enablement with hands-on AI delivery. Built an 11-engineer organization and shipped a platform supporting 70+ automations across more than 20 workflows in eight months. Brings the technical judgment and operating discipline to align roadmaps, remove delivery barriers, strengthen engineering standards, and scale secure enterprise AI capabilities.

SELECTED QUALIFICATIONS

- **AI Platform Leadership:** roadmaps, reusable services, developer enablement, model lifecycle, production deployment, and adoption
- **Cloud & Infrastructure:** AWS, distributed systems, Kubernetes, containers, APIs, event-driven architecture, scalability, and multi-tenancy
- **Engineering Management:** hiring, coaching, performance, Agile delivery, architecture reviews, risk management, and stakeholder communication
- **Operational Excellence:** CI/CD, testing, security, governance, observability, incident readiness, reliability, and continuous improvement

PROFESSIONAL EXPERIENCE

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

Lead hands-on AI product architecture, engineering execution, and production operations for a reusable enterprise AI platform.

- Architected and helped build AssistX with Python, FastAPI, PostgreSQL/PGVector, LLMs, RAG, AI agents, APIs, LangChain, LangGraph, workflow orchestration, and AWS.
- Delivered the first commercial release within eight months; the platform supports 70+ automations across more than 20 workflows and accelerates selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile team while remaining hands-on in architecture, cloud infrastructure, backend services, code reviews, security, evaluation, and platform operations.
- Established reusable platform foundations for multi-agent workflows, model and prompt controls, input validation, vector search, human review, and observability.
- 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

Directed architecture and engineering for an AI-powered contact-center Workforce Management SaaS product.

- Recruited and led a seven-person distributed team delivering ML forecasting, optimization, scheduling, analytics, and automated communications on AWS.
- Translated product requirements into architecture, algorithms, APIs, testing, CI/CD, operations, and two-week Agile releases.
- Delivered the first working release within six months for two flagship enterprises and expanded the platform to additional large organizations.

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

Owned enterprise data modernization for a \$1B+ organization integrating 11 acquired businesses and heterogeneous ERP systems.

- Prioritized 50+ analytics use cases and built a seven-member AWS engineering and analytics team through hiring, mentoring, and upskilling.
- Delivered the first AWS data lake within seven months and reduced 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.

- Converted policy and product requirements into secure cloud architecture, APIs, automated infrastructure, testing, CI/CD, and production releases.

- Delivered a cloud-native privacy-rights platform within eight months, automating approximately 90% of a manual workflow.
- Guided model-governance practices for evaluation, transparency, bias, drift, monitoring, auditability, lifecycle controls, security, and human oversight.

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, APIs, and cloud services, then directed a 24-person remote team toward delivery.
- Advised enterprise customers on AI strategy, data platforms, knowledge graphs, solution architecture, and production implementation.
- Delivered reusable cloud and ML architectures spanning distributed data, analytics, graph systems, and machine-learning workloads.

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 and created 170+ technical enablement assets for customer and field teams.
- Delivered 50+ technical presentations and workshops and earned AWS ML Elite Gold and Platinum recognition.

EARLIER RELEVANT EXPERIENCE

- Led cloud and software delivery for an FDA-cleared connected dental system, building its fault-tolerant AWS/Cassandra platform hands-on.
- Managed managers and distributed engineering teams delivering commercial scientific and enterprise software products.
- At CambridgeSoft, led a 23-person organization delivering a commercial Biological Notebook platform for scientific and pharmaceutical customers.
- At Ingenuity Systems, helped create Ingenuity Pathway Analysis, a globally adopted knowledge-based bioinformatics product used by biotechnology, pharmaceutical, and government research organizations.
- Brought five commercial SaaS and connected-software products to market across AI, workforce technology, bioinformatics, enterprise science, and regulated digital health.
- Named inventor on multiple software patents and recognized by AWS for machine-learning leadership, technical enablement, architecture, and customer impact.

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 platforms • machine learning • MLOps • model evaluation • AI governance • AWS • SageMaker • TensorFlow • Kubernetes • Docker • distributed systems • cloud-native architecture • multi-tenant SaaS • microservices • Python • FastAPI • REST APIs • event-driven architecture • PostgreSQL • PGVector • data platforms • data lakes • Spark • EMR • LLMs • AI agents • RAG • LangChain • LangGraph • workflow orchestration • CI/CD • AWS CDK • IAM • security • observability • reliability • Git • Linux