

Keith Steward, Ph.D.

AI Transformation Executive | Applied AI Platform Leader

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EXECUTIVE PROFILE

AI and technology executive who turns emerging AI into production platforms, stronger engineering organizations, and measurable operating leverage. Keith has built applied AI products from zero to launch, led portfolio-scale cloud and data modernization, coached technical leaders, and advised more than 200 enterprise AWS customers on AI, ML, analytics, and architecture. He combines executive operating judgment with hands-on AI platform development, helping organizations modernize teams, standards, software delivery, governance, and reusable capabilities while moving quickly from strategy to working systems.

SELECTED CAREER HIGHLIGHTS

- Founded Intelligent DataWorks and led 0-to-1 development of AssistX, a production Generative AI platform delivering 70+ automations across 20+ HR and business workflows with RAG, agents, evals, voice navigation, and AWS deployment.
- Recruited, trained, and led an 11-engineer AI development team selected from more than 400 applicants while personally owning product strategy, architecture, coding, delivery, cloud operations, security, and customer validation.
- Advised 200+ AWS enterprise customers on AI/ML, big data, data lakes, and cloud adoption; founded AWS technical communities that trained 180+ solution architects.
- Established AI, data, cloud, and governance capabilities across SuccessKPI, NorthBay, TriMark, and MassMutual, including a 60x reporting-cycle improvement and 90% privacy-workflow automation.

PROFESSIONAL EXPERIENCE

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

Co-founded an applied AI SaaS company building enterprise AI assistants that combine Generative AI, business data, workflow automation, and operational guardrails for HR and business functions.

- Defined AI strategy, product vision, architecture, roadmap, budget priorities, hiring plan, operating cadence, and release execution for a bootstrapped AI platform organization.
- Architected and built the AssistX platform with Python, FastAPI, PostgreSQL/PGVector, LangChain, LangGraph, RAG, LLM evaluation, prompt/version controls, synthetic test data, Docker, AWS CDK, and production cloud operations.
- Converted 20+ HR workflows into 70+ AI capabilities, including resume evaluation, employee support, labor-law Q&A; across 50 states, semantic retrieval, and deterministic workflow orchestration; selected workflows run up to 50x faster than manual work.
- Recruited and mentored 11 AI engineers through agile delivery, code reviews, architecture training, AI-assisted development practices, and two-week sprint execution.
- Initiated strategic acquisition discussions regarding IDW's AI platform as part of a planned transition to a senior AI/engineering leadership role.

Sr. Director of Engineering | SuccessKPI | Chantilly, VA / Remote | Jun 2022 - Aug 2023

Recruited to build and lead engineering for a new AI-powered Workforce Management component inside a cloud-native contact-center analytics SaaS platform.

- Built, coached, and managed a distributed engineering group of 10 engineers and one manager spanning forecasting, scheduling, optimization, analytics, quality, security, and platform delivery.
- Directed architecture and agile delivery of WFM capabilities on AWS, integrating machine learning, operations-research optimization, Amazon Connect, Genesys, Talkdesk, Aurora PostgreSQL, and enterprise deployment requirements.
- Delivered the first production platform for large customers including the U.S. Department of State, Avon, De'Longhi, and the Department of Education.

Sr. Director, Data Architecture & Operations | TriMark USA | Mansfield, MA | Aug 2021 - May 2022

Led enterprise data modernization for a \$1B+ distributor with 11 acquired divisions and heterogeneous ERP systems.

- Defined an AWS data strategy with executive stakeholders; prioritized 50+ analytics use cases and expanded the cloud data team to seven AWS-focused engineers and contractors.
- Delivered the company's first AWS data lake and data catalog across 11 ERPs within seven months, reducing cross-business reporting from roughly two months to one day.

Engineering Lead for Cloud Data Privacy & AI Governance | MassMutual | Boston, MA | Nov 2020 - Aug 2021

Recruited to establish cloud-native engineering capabilities for enterprise Data Privacy, AI Governance, and Responsible AI initiatives.

- Led architecture across privacy rights, enterprise metadata, governance APIs, policy automation, and AI-governance infrastructure using AWS managed services, CI/CD, IAM, and serverless design.
- Served as technical advisor to AI Governance & Ethics on MLOps, model transparency, bias detection, drift monitoring, auditability, and Responsible AI patterns with Amazon SageMaker.

- Delivered MassMutual's first cloud-native privacy-rights platform in eight months, automating approximately 90% of a manual workflow.

VP of AI/ML | NorthBay Solutions | Boston, MA | Jan 2019 - Nov 2020 (Role ended in company-wide COVID layoff).

Recruited out of AWS by the CEO to establish an enterprise AI/ML consulting practice and reusable cloud/data/ML product capability.

- Created the Data Lake Accelerator concept, secured CEO approval, built the first working system, and directed a 16-person offshore team to finalize it.
- Advised enterprise customers including Dun & Bradstreet, Harvard Business School, 1091 Media, and Invesco on AI strategy, data architecture, AWS data lakes, graph databases, and production machine learning.

Sr. Specialist Solutions Architect, AI/ML and Big Data | Amazon Web Services | Boston, MA | May 2015 - Dec 2018

Promoted from Big Data specialist to AWS's first senior AI/ML specialist solution architect during the early adoption of Amazon SageMaker and managed AI services.

- Advised 200+ enterprise customers on AI/ML, data lakes, EMR, Spark, SageMaker, cloud architecture, and analytics adoption across financial services, healthcare, telecommunications, manufacturing, aviation, and technology.
- Founded AWS technical communities for Big Data & Analytics and AI/ML, training 180+ solution architects, creating 170+ enablement assets, and earning ML Elite Gold and Platinum recognition.

EDUCATION, PATENTS & RECOGNITION

Ph.D., Molecular Biology / Microbiology & Immunology, University of Western Ontario. Canadian Medical Research Council Post-Doctoral Research Fellowship. Named inventor on U.S. Patent Nos. 8,793,073 and 8,489,334 plus BioWizard intelligent-agent architecture patent application. AWS ML Elite Gold, ML Elite Platinum, re:Invent Rockstar, and AWS Certification SME.

TECHNOLOGIES

AI strategy • AI transformation • AI-native operating models • AI-first SDLC • Generative AI • LLMs • AI agents • RAG • LangChain • LangGraph • evals • model governance • observability • Responsible AI • Python • FastAPI • REST APIs • AWS • SageMaker • EMR • Spark • PySpark • Athena • Glue • Lambda • EventBridge • API Gateway • CDK • Docker • Kubernetes • PostgreSQL • PGVector • Redshift • Neptune • Kafka • data lakes • CI/CD • IAM • security • architecture standards • technology governance • technical roadmaps • MLOps • workflow automation