

Keith Steward, Ph.D.

AI Infrastructure & Technology Executive | Founding Platform Builder

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PROFILE

Hands-on technology executive who turns complex AI research and product concepts into secure, resilient production platforms. Combines company-building leadership with deep execution in distributed AWS systems, data pipelines, LLM orchestration, vector search, privacy, and model operations. Built the AssistX core and first 80% of its initial application, recruited and led 11 engineers, and delivered a platform supporting 70+ automations across 20+ workflows with 99.9% availability. Brings the judgment to set architecture, hire early teams, communicate with investors and enterprise stakeholders, and scale disciplined delivery.

SELECTED CAREER HIGHLIGHTS

- Defined company strategy, product vision, technical architecture, roadmap, budget, hiring, delivery, security, and cloud operations for a production AI platform.
- Built the AssistX core and first 80% of its initial application hands-on, then recruited and technically led 11 engineers.
- Delivered 70+ AI automations across more than 20 workflows with 99.9% availability and up to 50x acceleration for selected work.
- Established LLM orchestration, RAG, vector search, evaluation, guardrails, observability, model routing, cost controls, and release discipline.
- Advised 200+ AWS enterprise customers and translated complex AI, data, and cloud architectures for executives and technical teams.

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, 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 the initial production release within eight months and expanded it to 70+ automations across more than 20 workflows with 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

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

- Prioritized 50+ analytics use cases with Finance, Marketing, Supply Chain, and technology leaders and secured support for an AWS data strategy.
- Upskilled four analysts and grew the team to seven AWS engineers with hiring, mentoring, planning, budget, risk, and delivery accountability.
- Established nightly data ingestion, cataloging, consolidation, normalization, and global querying across 11 geographically distributed ERP environments.
- 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 the first cloud-native privacy-rights platform within eight months, automating approximately 90% of a manual workflow.
- Partnered with Enterprise Architecture and SRE on IAM, serverless patterns, managed services, infrastructure automation, resilience, and cloud operating standards.
- 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, 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 a reusable AWS Data Lake Accelerator hands-on, then directed an 18-person distributed engineering team at NorthBay Solutions.
- Architected a fault-tolerant AWS/Cassandra platform for an FDA-cleared connected product and led it through commercial launch.

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

distributed systems • AWS • AI infrastructure • data pipelines • LLM orchestration • vector databases • Generative AI • LLMs • AI agents • RAG • LangChain • LangGraph • MCP • Python • FastAPI • REST APIs • microservices • PostgreSQL • PGVector • Amazon Bedrock • SageMaker • TensorFlow • EMR • Spark • Athena • Glue • Lambda • EventBridge • Kafka • Docker • Kubernetes • AWS CDK • CI/CD • IAM • security • privacy • AI governance • AI evaluation • observability • Linux • Git