

Keith Steward, Ph.D.

Technical Lead | Sr. AI Engineer | AI Platform Architect

Boston, MA | 508-318-8035 | keith.steward@gmail.com

<https://www.linkedin.com/in/keithsteward/> | <https://IntelligentDataWorks.ai> | <https://bit.ly/3Th0CFX>

PROFILE

Senior AI technologist and architect with 25+ years creating production AI/ML, analytics, SaaS, cloud, and enterprise software systems. Combines hands-on LLM, RAG, agentic workflow, prototype development, solution architecture, AI governance, security, and AWS engineering depth with practical judgment from founder, VP AI, senior engineering, and AWS specialist roles. Created a production GenAI assistant platform for 70+ automations across 20+ HR workflows and advised 200+ AWS enterprise customers. Solves enterprise AI discovery, proof-of-concept, standards, guardrail, adoption, and responsible implementation problems where emerging AI must become practical business value.

Career Note: Following four years at AWS, I accepted three successive executive leadership opportunities to build new AI, Data Analytics, and governance capabilities in organizations undergoing significant transformation. In 2023 I founded *Intelligent DataWorks* inc. to commercialize an enterprise GenAI + Business Data platform, and I am now seeking a new AI opportunity following a planned strategic transition of that business.

CORE EXPERTISE

Hands-on AI technology lead combining AI discovery, rapid prototyping, reusable architecture patterns, responsible AI, secure adoption, and production engineering judgment.

Generative AI: LLMs, RAG, retrieval techniques, prompt engineering, orchestration, agentic workflows, copilots, human-in-the-loop systems, evaluation, guardrails.

AI Strategy and Prototyping: AI opportunity discovery, technical experimentation, proof-of-concepts, reference implementations, adoption patterns, technical tradeoffs, executive advisory.

Governance and Security: responsible AI, governance, compliance, risk management, operational feasibility, security-aware architecture, data privacy, AI standards.

Cloud and Software Engineering: AWS architecture, SaaS platforms, APIs, Python, PostgreSQL/PGVector, FastAPI, LangChain, LangGraph, CI/CD, observability, MLOps.

SELECTED CAREER HIGHLIGHTS

- Founded and directed an AI startup and 11-engineer AI organization.
- Created *AssistX*, a production GenAI assistant platform for 70+ automations across 20+ HR workflows.
- Supported AI and analytics adoption across 200+ AWS enterprise customers.
- Created AWS AI/ML technical communities and trained 180+ global solution architects.
- Delivered TriMark's first AWS data lake, reducing cross-ERP reporting from roughly 2 months to 1 day.
- Technically directed Data Privacy and AI Governance cloud engineering at MassMutual.
- Implemented commercial software products including the globally adopted Ingenuity Pathway Analysis platform.
- Earned AWS ML Elite Gold and Platinum recognition; named inventor on multiple patents.

Technical Co-Founder & CEO | *Intelligent DataWorks inc* | 2023 to Present

Founded an applied AI SaaS company to commercialize an enterprise GenAI + business data platform. Owns AI strategy, product vision, platform architecture, engineering execution, workflow design, security posture, customer validation, and strategic transition planning.

- Architected *AssistX*, a production-grade generative AI assistant platform using LLMs, AI agents, RAG, PostgreSQL/PGVector, LangChain, LangGraph, APIs, workflow orchestration, and AWS cloud services.
- Created reusable AI platform foundations for agentic workflows, RAG grounding, vector search, evaluation loops, observability, human-in-the-loop quality, secure data handling, and production adoption.
- Produced 70+ AI automations across 20+ HR and business workflows, improving selected workflows by up to 50x versus manual execution.
- Directed an 11-engineer Agile AI development team while staying hands-on in product architecture, roadmap execution, cloud engineering, backend systems, AI orchestration, and platform operations.
- Delivered the initial production release within 8 months and converted emerging LLM capability into a durable SaaS platform.
- Established AI product strategy, roadmap sequencing, stakeholder narratives, adoption plans, commercialization assets, and business-value messaging for enterprise AI workflows.
- Applied Python, PostgreSQL/PGVector, FastAPI, AWS, LLM APIs, RAG, agentic workflows, and evaluation practices to production AI workflows.
- Initiated strategic acquisition discussions with HR technology companies regarding IDW's AI platform, with plans to pursue a future senior AI leadership opportunity with another company.

Sr. Engineering Director, Workforce Management Service | *SuccessKPI* | 2022 to 2023

Directed engineering, architecture, and delivery for the Workforce Management component of an AI-powered contact-center analytics SaaS platform. Converted product requirements into cloud architecture, forecasting algorithms, optimization workflows, integrations, and release plans.

- Recruited and directed a 7-member distributed engineering team building AWS-based forecasting, scheduling, visualization, and automated communication capabilities.
- Designed AI-driven forecasting, optimization, workflow automation, API integration, analytics, and product delivery patterns for enterprise SaaS and customer-facing operations.
- Delivered the first working WFM release within 6 months for two flagship enterprise customers and advocated early generative AI adoption across the platform.

Sr. Director, Data Analytics & Operations | *TriMark USA* | 2021 to 2022

Recruited to build the company's first enterprise data lake initiative across 11 ERP systems and establish enterprise analytics capability. Partnered with marketing, supply chain, finance, and executive stakeholders to prioritize analytics use cases and KPI delivery.

- Secured support for an AWS data lake strategy enabling data engineering, analytics, and future machine learning capabilities across a \$1B+ enterprise.
- Delivered TriMark's first AWS data lake within 7 months, automating nightly ingest, cataloging, consolidation, and normalization across 11 ERPs.
- Improved cross-ERP reporting cycles from roughly 2 months of manual work to 1 day, a 60x improvement in insight delivery.

Technical Lead for Cloud, Data Privacy and AI Governance | *MassMutual* | 2020 to 2021

Established AWS architecture and hands-on implementation for Data and AI Governance capabilities, including privacy rights management, enterprise data catalog, adaptive policy framework, governance APIs, and AI governance initiatives.

- Coordinated product managers, enterprise architecture, governance, site reliability, and developers to convert requirements into secure cloud-native architecture, sprint plans, CI/CD, and production delivery.
- Provided MLOps guidance for model transparency, bias, drift detection, auditability, monitoring, and lifecycle management using Amazon SageMaker.
- Delivered a first cloud-native privacy rights platform in 8 months, automating roughly 90% of a formerly manual workflow.

VP of Machine Learning & AI | NorthBay Solutions | 2019 to 2020

Recruited out of AWS by the NorthBay Solutions CEO to head up a new AI/ML practice for enterprise customers and AWS-based product acceleration. Combined customer advisory, hands-on engineering, solution architecture, and executive delivery.

- (COVID triggered company-wide layoffs including my role)
- Recruited out of AWS by the NorthBay Solutions CEO to head up a new AI / ML practice for enterprise customers and AWS-based product acceleration.
- Generated CEO approval for an AWS Data Lake + ML Accelerator SaaS initiative, built the initial working system hands-on, and directed remote engineering toward customer demonstrations.
- Delivered AI/ML and analytics solutions for Dun & Bradstreet, Harvard Business School, Invesco, and other enterprise customers.

Sr. Specialist Solutions Architect AI/ML, Big Data & Analytics | Amazon Web Services | 2015 to 2018

Served as an AWS senior specialist across AI/ML, Big Data, analytics, data lakes, machine learning, and enterprise cloud adoption. Advised senior customer stakeholders and enabled AWS field teams with technical strategy, architecture, demos, and training.

- Created and grew AWS internal AI/ML and analytics technical communities, enabling 180+ global solution architects and producing 170+ technical assets.
- Advised 200+ enterprise customers on AI strategy, ML, data lake architecture, SaaS adoption, governance, security-aware architecture, SageMaker, TensorFlow, Glue, Athena, S3, Lambda, and production patterns.
- Presented 50+ formal AI/ML and analytics sessions and earned AWS ML Elite Gold and Platinum recognition.

PATENTS / PUBLICATIONS / SPEAKING

- United States Patent No. US 8,793,073.
- United States Patent No. US 8,489,334.
- BioWizard Intelligent Agent Architecture patent application (1998) for genomic knowledge discovery.
- Delivered 36 formal presentations on Machine Learning, Deep Learning, and Artificial Intelligence at large AWS and non-AWS/industry events.
- AWS ML Elite Gold and AWS ML Elite Platinum awards.
- AWS re:Invent Rockstar and AWS Certification SME recognition.

EDUCATION

- Ph.D., Molecular Biology / Microbiology & Immunology, University of Western Ontario, Canada.
- Hon. B.Sc., Microbiology & Immunology, University of Western Ontario, Canada.
- Canadian Medical Research Council Post-Doctoral Research Fellowship.

TECHNOLOGIES

LLMs • RAG • prompt engineering • evaluation • observability • Python • CI/CD

REST APIs • AI agents • LangChain • LangGraph • OpenAI APIs • Anthropic Claude

PostgreSQL/PGVector • FastAPI • AWS • Kubernetes • Docker • SQL • MLOps

data lakes • distributed systems • SaaS architecture