

Keith Steward, Ph.D.

AI Platform Executive | Clinical Intelligence Platform Builder

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EXECUTIVE PROFILE

AI platform executive who turns high-growth product mandates into production platforms, delivery systems, and teams. Combines hands-on architecture across full-stack SaaS, ML, LLMs, agentic AI, data platforms, infrastructure, and AWS with practical people leadership, hiring, roadmaps, and product execution. Built AssistX, a GenAI platform supporting 70+ automations across 20+ workflows, delivered its first release in eight months, and advised 200+ AWS enterprise customers. Brings clinical and life-science credibility plus startup operating discipline to scale AI products with the CTO.

- Architected and helped build AssistX, a production GenAI platform supporting 70+ automations across more than 20 workflows.
- Delivered AssistX's first production release within eight months while technically leading an 11-engineer Agile team.
- Led engineering for SuccessKPI's AI-powered Workforce Management SaaS platform and shipped the first production release within six months.
- Advised 200+ AWS enterprise customers on AI/ML, data, cloud, and production architecture.
- Built commercial life-science and regulated health technology products, including Ingenuity Pathway Analysis and FDA-cleared dental cloud software.

EXECUTIVE LEADERSHIP & CORE EXPERTISE

- Engineering roadmap execution, hiring, team leadership, delivery systems, and CTO-level technical partnership
- Full-stack SaaS architecture, APIs, backend services, data-intensive systems, AWS infrastructure, and platform operations
- Machine learning, LLMs, agentic AI, RAG, workflow automation, evaluation, observability, and AI governance
- High-growth startup execution, product-minded engineering, rapid release cycles, and customer-centered prioritization
- Clinical, biotechnology, regulated software, and healthcare-adjacent product context

PROFESSIONAL EXPERIENCE

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

Lead AI product strategy, architecture, engineering execution, and operations for an applied Generative AI SaaS company.

- Architected and helped build AssistX, a production GenAI assistant platform combining LLMs, AI agents, RAG, enterprise data, vector search, APIs, and deterministic orchestration to support 70+ automations across more than 20 workflows.
- Delivered the initial production release within eight months, accelerated selected workflows up to 50x, and created reusable foundations for additional enterprise domains.
- Recruited and technically led an 11-engineer Agile organization while remaining hands-on in Python services, AWS infrastructure, AI orchestration, platform integration, evaluation, and operations.

- Partnered across product, customer discovery, pricing, roadmap decisions, and executive demonstrations while prioritizing practical workflow outcomes and enterprise-ready delivery.

Senior Director of Engineering | SuccessKPI | Remote | Jun 2022 to Aug 2023

Led engineering and architecture for the Workforce Management component of an AI-powered contact-center SaaS platform.

- Built and led a distributed seven-person engineering team delivering forecasting, optimization, scheduling, analytics, and workflow capabilities on AWS.
- Translated product requirements into cloud architecture, algorithms, APIs, delivery plans, and quality practices for a data-intensive SaaS product.
- Delivered the first production platform within six months and onboarded major enterprise customers, including the U.S. Department of State.

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.

- Defined an AWS data strategy and roadmap with Finance, Marketing, Supply Chain, and technology leaders across more than 50 prioritized analytics use cases.
- Upskilled a four-person analytics group and grew it into a seven-member AWS engineering and analytics function with mentoring, planning, budget, risk, and delivery accountability.
- Delivered the company's first AWS data lake within seven months, automating nightly ingest, cataloging, normalization, and cross-ERP querying; reduced reporting from roughly two months to one day.

Head of Cloud Software & Technical Leadership, Data, Privacy & AI Governance | MassMutual | Boston, MA | Nov 2020 to Aug 2021

Established cloud-native engineering capabilities across five Data Privacy and AI Governance initiatives.

- Led architecture and hands-on engineering for Privacy Rights Management, enterprise metadata, governance APIs, and policy-automation initiatives using AWS cloud-native patterns.
- Delivered MassMutual's first cloud-native privacy-rights platform within eight months, automating approximately 90% of a formerly manual CCPA, CPRA, and GDPR workflow.
- Advised AI Governance & Ethics on MLOps, model transparency, bias, drift, SageMaker, technical controls, auditability, and Responsible AI architecture.

VP of AI/ML | NorthBay Solutions | Boston, MA | Jan 2019 to Nov 2020

Established an enterprise AI/ML consulting practice and reusable AWS data-lake and machine-learning platform capability. Role ended in company-wide COVID layoff.

- Advised enterprise customers on AI, data, cloud, knowledge-graph, and production ML architecture, including Dun & Bradstreet, Harvard Business School, and Invesco.
- Proposed an AWS Data Lake and ML accelerator, built the initial system hands-on, and led a distributed 24-person team toward customer demonstrations and commercial delivery.

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

Helped establish AWS's specialist AI/ML organization while advising enterprises on production AI, analytics, and cloud adoption.

- Advised 200+ enterprise customers across healthcare, financial services, manufacturing, technology, and other industries on AI/ML, data lakes, distributed analytics, architecture, and adoption strategy.
- Founded and led global technical field communities for Big Data and AI/ML, growing the AI/ML community to more than 80 specialists while developing standards, enablement, and technical leadership.
- Trained 180+ AWS solution architects and delivered 50+ presentations on SageMaker, TensorFlow, EMR, Spark, Athena, data platforms, and AI architecture.

EARLIER RELEVANT EXPERIENCE

Earlier life-science and health-technology work includes CambridgeSoft, Wyeth Research, and Ingenuity Systems, spanning cloud laboratory software, pharmaceutical bioinformatics, regulated platforms, and the original development of Ingenuity Pathway Analysis, a globally adopted commercial product.

PATENTS, RECOGNITION & SPEAKING

Named inventor on U.S. Patents 8,793,073 and 8,489,334 and the BioWizard genomic knowledge-discovery patent application. AWS ML Elite Gold and Platinum; AWS re:Invent Rockstar; 36+ invited industry and AWS presentations.

EDUCATION

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

TECHNOLOGIES

Full-stack SaaS • backend services • APIs • Python • FastAPI • SQL • PostgreSQL • PGVector • data-intensive systems • data platforms • data lakes • AWS • AWS SageMaker • AWS Bedrock • Lambda • Step Functions • API Gateway • Docker • Kubernetes • CI/CD • Machine Learning • Generative AI • LLMs • Agentic AI • AI agents • multi-agent systems • RAG • LangChain • LangGraph • OpenAI API • Anthropic Claude • MLOps • LLMOps • evaluation • observability • Responsible AI • AI governance • workflow automation • clinical informatics • bioinformatics • regulated software • HIPAA