

Keith Steward, Ph.D.
Boston, MA | 508-318-8035 | keith.steward@gmail.com

Dear Hiring Team,

I am excited to apply for the Managing Director, CX AI Delivery role at TELUS Digital. The posting's emphasis on transformation, ai platform, agentic, cloud, aws, cto, customer experience, cx, delivery, consulting maps closely to my AI platform, cloud, data, and executive delivery background.

At *Intelligent DataWorks*, I co-founded and lead an applied AI SaaS company that built *AssistX*, a production generative AI platform using LLMs, AI agents, RAG, vector search, PostgreSQL/PGVector, LangGraph, APIs, and AWS. I own strategy, architecture, evaluation, stakeholder messaging, and execution while technically directing an 11-engineer Agile team.

That work builds on AWS experience advising 200+ enterprise customers, SuccessKPI experience shipping AI-powered forecasting and workflow applications, MassMutual experience in privacy and AI governance, and NorthBay experience building a new AI/ML practice after being recruited out of AWS by the CEO.

I can bring practical executive judgment, hands-on AI architecture credibility, and a record of turning emerging AI capability into production systems for CX AI delivery, enterprise consulting credibility, AI platform execution, and customer-facing transformation.

Sincerely
Keith Steward