

Keith Steward, Ph.D.

Chief Technology Officer | AI Platform Architecture | AI & Data Executive

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EXECUTIVE PROFILE

Executive AI, data, cloud, and software technology leader with 25+ years creating production AI/ML, analytics, SaaS, and enterprise platforms. Operated as founder/CEO, VP AI, senior engineering director, data analytics executive, AI governance technical lead, and AWS senior specialist.

Solves problems involving AI delivery, customer experience transformation, consulting execution, enterprise AI adoption, and platform operations. Combines hands-on LLM/RAG architecture, cloud depth, responsible AI judgment, organization building, and C-suite advisory experience.

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

EXECUTIVE LEADERSHIP & CORE EXPERTISE

AI Strategy & Executive Leadership: Enterprise AI strategy, emerging technology transformation, product-engineering alignment, executive stakeholder advisory, technical roadmap ownership, organization building, responsible AI, AI governance.

Business Transformation & Delivery: Commercialization, operating cadence, cross-functional delivery, agile execution, strategic transition planning, enterprise adoption, operational excellence, measurable business outcomes.

Generative AI: LLMs, AI agents, agentic workflows, LangChain, LangGraph, OpenAI APIs, Anthropic Claude, RAG, embeddings, vector search, evaluation, cost controls.

AI Engineering & Machine Learning: Forecasting, predictive analytics, optimization, linear programming, model explainability, bias/drift/transparency, LLMOps, MLOps, TensorFlow, SageMaker, SparkML.

Enterprise Data & Cloud Platforms: AWS architecture, Azure-aware AI platform patterns, Databricks-adjacent Spark patterns, data lakes, ETL pipelines, APIs, PostgreSQL/PGVector, Kubernetes, Docker, CI/CD, security-aware architecture.

SELECTED CAREER HIGHLIGHTS

- Founded and directed an AI SaaS startup and 11-engineer AI organization.
- Created *AssistX*, a production GenAI assistant platform for 70+ automations across 20+ workflows.
- Built AI platform foundations spanning RAG, vector search, agentic workflows, evaluation, observability, privacy, and responsible AI controls.
- Former AWS AI/ML and Big Data leader advising 200+ enterprise customers across financial services, healthcare, industrial, and internet sectors.
- Directed regulated financial-services privacy, cloud, data, and AI governance delivery at MassMutual.
- Delivered TriMark's first AWS data lake, reducing cross-ERP reporting from roughly two months to one day.
- Commercialized AI and bioinformatics innovations that became widely adopted life-sciences products.
- Named inventor on multiple patents; earned AWS ML Elite Gold and Platinum recognition.

PROFESSIONAL EXPERIENCE

Technical Co-Founder & CEO | *Intelligent DataWorks* inc | Boston, MA | Aug 2023 - 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.

- Operated as founding Chief Technology Officer and startup CEO and technical co-founder for an AI SaaS business, validating product direction, platform architecture, scalability, technical roadmap, executive leadership, and enterprise workflow value.
- Architected *AssistX*, a production generative AI assistant platform using LLMs, AI agents, RAG, PostgreSQL/PGVector, LangChain, LangGraph, APIs, workflow orchestration, and AWS cloud services.
- Created reusable platform foundations for enterprise AI delivery, AI platform design, agentic workflow automation, stakeholder narratives, AI adoption, evaluation, observability, customer experience transformation, and customer-facing value.
- 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 team while staying hands-on in platform architecture, cloud engineering, APIs, AI orchestration, backend systems, engineering standards, and operational quality.
- Delivered the initial production release within 8 months and converted emerging LLM capability into a secure, reliable, cost-aware SaaS platform.
- Established AI product strategy, technical roadmap sequencing, executive stakeholder narratives, cross-functional implementation standards, product architecture, and commercialization assets for enterprise AI adoption.
- Positioned the business for strategic sale after validating product direction, platform architecture, and enterprise workflow value.

Sr. Engineering Director, Workforce Management Service | SuccessKPI | Centreville, VA | Jun 2022 - Aug 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 contact-center analytics, forecasting, scheduling, CCaaS integrations, workflow automation, customer experience operations, and CX delivery.
- 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 | Mansfield, MA | Aug 2021 - May 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, governance, reporting, 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 two months of manual work to one day, a 60x improvement in insight delivery.

Technical Lead for Cloud, Data Privacy and AI Governance | MassMutual | Boston, MA | Nov 2020 - Aug 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, privacy governance, AI governance, security stakeholders, site reliability, and developers to convert requirements into secure cloud-native delivery.
- Provided MLOps guidance for responsible AI, model transparency, bias, drift detection, auditability, compliance evidence, monitoring, and lifecycle management using Amazon SageMaker.
- Delivered governed delivery, privacy, security, enterprise architecture, stakeholder alignment, and production cloud implementation.

VP of Machine Learning & AI | NorthBay Solutions | Boston, MA | Jan 2019 - Nov 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.

- Recruited out of AWS by the CEO to establish a new AI/ML practice for enterprise customers, AWS-based product acceleration, and executive-level delivery.
- 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, analytics, fintech, and data architecture solutions for Dun & Bradstreet, Harvard Business School, Invesco, and other enterprise financial institutions.
- Departed after the 2020 COVID pandemic wiped out NorthBay's revenues and triggered a large company layoff that included this role.

Sr. Specialist Solutions Architect AI/ML, Big Data & Analytics | Amazon Web Services | Boston, MA | May 2015 - Dec 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 enterprise AI advisory, solution architecture, field enablement, customer-facing technical strategy, and adoption patterns.
- Presented 36+ 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., Microbiology & Immunology, University of Western Ontario, Canada, 1993.
- Hon. B.Sc., Biology, University of Western Ontario, Canada, 1986.
- Canadian Medical Research Council Post-Doctoral Research Fellowship, 1993.

TECHNICAL SKILLS

AWS SageMaker, Bedrock, EMR, Glue, Athena, S3, Lambda, Step Functions, API Gateway, Aurora, CDK, CloudFormation, ECS/Fargate, Kubernetes, Docker, EventBridge, MSK/Kafka, Macie, Control Tower, Python, SQL, PostgreSQL/PGVector, FastAPI, Flask, Pandas, PySpark, Spark, Databricks patterns, Git, CI/CD, REST APIs, distributed systems, SaaS architecture, observability, data lakes, ETL pipelines, LLMs, RAG, vector search, agentic workflows, machine learning, LLMOps, MLOps, responsible AI, privacy, security, compliance, and AI governance.