

Keith Steward, Ph.D.

Enterprise AI Executive | AI Strategy, Platforms & Responsible AI

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EXECUTIVE PROFILE

AI and data executive who turns fragmented business needs, data, and emerging technology into governed production platforms and measurable operating results. Combines enterprise AI strategy with hands-on architecture, product leadership, and organization building, including an 11-engineer GenAI team and global technical communities of 80–100 specialists. Delivered a production AI platform with 70+ automations across 20+ workflows, and advised 200+ enterprises on AI, ML, analytics, and cloud adoption. Brings the executive communication, commercial judgment, and responsible-AI discipline to scale useful AI across a portfolio of digital businesses.

SELECTED CAREER HIGHLIGHTS

- Built AssistX, a production Generative AI platform supporting 70+ automations across 20+ workflows; shipped the initial release within eight months and accelerated selected workflows by up to 50×.
- Recruited and technically led an 11-engineer AI, software, cloud, and DevOps organization while owning product vision, platform architecture, delivery, commercialization, and operating cadence.
- Advised 200+ AWS enterprise customers on AI/ML, data lakes, analytics, and cloud adoption; founded and led global AI/ML and Big Data technical communities of 80–100 specialists.
- Delivered TriMark's first enterprise data lake across 11 acquired businesses, reducing cross-ERP reporting from roughly two months to one day—a 60× improvement.
- Led enterprise AI Governance, Responsible AI, and privacy engineering at MassMutual, including model transparency, bias, drift, auditability, and a platform that automated roughly 90% of a manual privacy workflow.

EXECUTIVE LEADERSHIP & CORE EXPERTISE

Enterprise AI strategy: use-case portfolios, roadmaps, investment priorities, operating models

AI product & platform delivery: 0→1 productization, architecture, production operations, lifecycle management

Organizations & talent: recruiting, managers, distributed teams, mentoring, accountability

Data & Responsible AI foundations: pipelines, data lakes, governance, privacy, model monitoring, auditability

Executive influence: boards and C-suite, investors, customers, product leaders, technical teams

PROFESSIONAL EXPERIENCE

Technical Co-Founder & CEO | Intelligent DataWorks, Inc. | Boston, MA | Aug 2023–Present

Co-founded an applied-AI SaaS company building enterprise assistants that combine Generative AI, business data, and workflow automation.

- Defined company AI strategy, product vision, architecture, operating plan, and commercialization roadmap; led 0→1 development from concept through production launch.
- Architected and led delivery of AssistX using LLMs, AI agents, RAG, LangChain, LangGraph, PostgreSQL/PGVector, Python, FastAPI, AWS, and modern MLOps patterns.
- Recruited and directly managed an 11-engineer Agile organization across AI/ML, full-stack software, cloud, and DevOps while remaining hands-on in architecture, coding, product management, and operations.
- Delivered the first production release in eight months, powering 70+ AI capabilities across 20+ workflows and accelerating selected tasks by up to 50×; hundreds of users signed up at launch.
- 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-Aug 2023

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

- Built and led a distributed seven-member engineering team delivering forecasting, optimization, scheduling, analytics, and workflow capabilities on AWS.
- Delivered the first production platform within six months and onboarded major enterprise and government customers, including the U.S. Department of State.
- Designed machine-learning forecasting and operations-research optimization integrated with Amazon Connect, Genesys, and Talkdesk.

Senior Director, Data Analytics & Operations | TriMark USA | Mansfield, MA | Aug 2021-May 2022

Recruited to modernize enterprise data and analytics across a \$1B+ organization with 11 acquired divisions and heterogeneous ERP systems.

- Defined the AWS-based enterprise data strategy and secured executive support and funding by partnering with marketing, supply chain, finance, and senior leaders on 50+ use cases and KPIs.
- Expanded and upskilled a four-person analytics team into a seven-member AWS engineering and analytics organization, establishing hiring, mentoring, planning, risk, budget, and delivery practices.
- Delivered the company's first enterprise data lake within seven months, automating ingestion, cataloging, consolidation, and normalization across 11 ERPs.
- Reduced cross-enterprise reporting from roughly two months of manual effort to one day—a 60× improvement in insight delivery.

Engineering Lead, Cloud Data Privacy & AI Governance | MassMutual | Boston, MA | Nov 2020-Aug 2021

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

- Led AWS architecture and implementation for Privacy Rights Management, Enterprise Data Catalog, Adaptive Policy Framework, Governance API, and related governance services.
- Advised the AI Governance & Ethics organization on MLOps, model inventory, ownership, risk classification, transparency, bias detection, drift monitoring, human oversight, testing, and auditability.
- Delivered a production privacy-rights platform within eight months that addressed CCPA, CPRA, and GDPR and automated roughly 90% of a formerly manual workflow.

VP of AI/ML | NorthBay Solutions | Boston, MA | Jan 2019-Nov 2020 (Role ended in company-wide COVID layoff).

Recruited out of AWS by the NorthBay CEO to head up a new AI/ML practice and build the firm's enterprise AI consulting capability.

- Advised enterprise customers on AI and data strategy, solution architecture, data platforms, knowledge graphs, and production ML implementations using AWS.
- Pitched and won CEO approval for an AWS Data Lake + ML Accelerator SaaS product; built the initial system hands-on, then led a 24-person distributed team toward demonstrations and commercial delivery.

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

Promoted into AWS's first Senior Specialist AI/ML Solutions Architect role, helping establish enterprise AI/ML adoption and global technical enablement.

- Advised 200+ enterprises and their executives on AI strategy, ML, data lakes, analytics, architecture, governance, and production adoption across numerous industries.

- Founded and led global Big Data and AI/ML technical communities of 100 and 80 specialists, respectively; developed standards, mentored members, and created 170+ enablement assets.
- Trained 180+ Solution Architects and delivered 50+ talks at AWS re:Invent, AWS Summits, executive forums, webinars, and technical workshops.
- Built and taught solutions using SageMaker, TensorFlow, EMR, Spark, Athena, Glue, and AWS data services; earned AWS ML Elite Gold and Platinum recognition.

EDUCATION, PATENTS & RECOGNITION

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

Patents: U.S. 8,793,073; U.S. 8,489,334; BioWizard intelligent-agent architecture patent application for genomic knowledge discovery

Recognition: AWS ML Elite Gold & Platinum | AWS re:Invent Rockstar | AWS Certification SME

TECHNOLOGIES

Artificial Intelligence • Machine Learning • Generative AI • Large Language Models • AI Agents • MLOps • Model Governance • Responsible AI • Model Explainability • Bias Detection • Drift Monitoring • Evals • Data Architecture • Data Engineering • Data Lakes • Analytics • Data Governance • AWS • Amazon SageMaker • Amazon Bedrock • Python • TensorFlow • LangChain • LangGraph • Retrieval-Augmented Generation • PostgreSQL • PGVector • Vector Databases • Knowledge Graphs • Amazon Neptune • Spark • Amazon EMR • Athena • AWS Glue • Lambda • FastAPI • REST APIs • Docker • Kubernetes • CI/CD • Event-Driven Architecture • Cloud Development Kit