

Keith Steward, Ph.D.

Enterprise Technology Executive | Workforce Platforms & AI Transformation

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PROFILE

Enterprise technology leader who connects workforce priorities with product strategy, AI, data, cloud architecture, and measurable execution. Combines executive advisory, roadmap and investment decisions, enterprise integration, vendor judgment, team building, and stable platform operations with direct workforce-management and HCM experience. Built an 11-person organization delivering AI-powered forecasting, scheduling, optimization, analytics, and integrations, and created a production AI platform supporting 70+ automations across more than 20 workflows. Brings a business-outcome perspective for modernizing workforce technology while improving reliability, adoption, and decision quality.

SELECTED CAREER HIGHLIGHTS

- Built and led an 11-person organization delivering an AI-powered workforce-management SaaS product spanning forecasting, scheduling, optimization, analytics, APIs, and enterprise integrations.
- Owned strategy, roadmaps, architecture, vendor and build-versus-buy decisions, budgets up to \$900,000, staffing, delivery, security, reliability, and measurable outcomes.
- Integrated HCM, ERP, CRM, workforce, data, and cloud systems through APIs, events, data platforms, and governed enterprise architecture.
- Advised 200+ AWS enterprise customers and developed global technical communities totaling 180+ professionals through executive guidance, standards, workshops, and enablement.
- Built a production AI platform supporting 70+ automations across more than 20 workflows, with selected work accelerated up to 50x and 99.9% availability.

PROFESSIONAL EXPERIENCE

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

Build and operate a production AI platform while owning strategy, architecture, delivery, governance, security, and cloud operations.

- Architected and built the AssistX core platform and first 80% of its initial application hands-on using Python, FastAPI, LLMs, RAG, agents, PostgreSQL/PGVector, APIs, Docker, AWS, and CDK.
- Recruited and technically led 11 engineers while owning a \$900,000 budget, product priorities, architecture, releases, security, and operations.
- Delivered 70+ automations across more than 20 workflows, accelerating selected work by up to 50x and sustaining 99.9% availability.
- Established evaluation, guardrails, human oversight, observability, model routing, cost controls, incident response, and release practices.
- 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 to Aug 2023

Built and led engineering for an AI-powered workforce-management component of a cloud-native contact-center SaaS platform.

- Recruited and led an 11-person organization, including a manager, spanning software, data, platform, security, BI, and quality engineering.
- Owned Agile execution, architecture, operational priorities, performance reviews, bonus allocation, team capacity, and a \$600,000 budget.
- Delivered forecasting, scheduling, optimization, analytics, APIs, and HCM/workforce integrations for enterprise and government customers.

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

Established the enterprise data strategy, engineering team, architecture, roadmap, and operating capability across a fragmented multi-division environment.

- Aligned executives around more than 50 analytics use cases and secured funding for an AWS data-lake strategy and delivery roadmap.
- Upskilled an analytics team with no prior AWS experience and expanded it to seven cloud data engineers.
- Delivered the first enterprise data lake across 11 divisions in seven months, reducing cross-ERP reporting from roughly two months to one day.

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

Led architecture and hands-on implementation across five enterprise Data Privacy and AI Governance initiatives.

- Led architecture and engineering across five enterprise Data Privacy and AI Governance initiatives spanning privacy rights, enterprise metadata, policy automation, and governance APIs.
- Advised the AI Governance and Ethics organization on model transparency, bias, drift, ownership, risk classification, monitoring, human oversight, and auditability.
- Established AWS security, IAM, API, event-driven, and CI/CD patterns while coordinating Product, Enterprise Architecture, SRE, governance, and delivery teams.

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

Recruited out of AWS by the NorthBay Solutions CEO to establish a new AI/ML practice and reusable production data-and-ML capability.

- Built an AWS Data Lake and ML accelerator hands-on with Python, Django, React, APIs, and AWS, then directed a 24-person remote team toward delivery.
- Delivered an AWS Neptune knowledge graph integrating complex hierarchical enterprise data and expanded reusable cloud and AI architectures for customers.
- Advised enterprise customers on AI strategy, data platforms, knowledge graphs, solution architecture, and production implementation.

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

Advised enterprises and AWS teams on production machine learning, distributed analytics, data platforms, and cloud adoption.

- Advised 200+ enterprises on AI/ML strategy, production architecture, SageMaker, data lakes, distributed systems, security, and scalable adoption.
- Created and led global Big Data and AI/ML communities, developing 180+ specialists through standards, mentoring, workshops, and reusable assets.
- Built a SageMaker and TensorFlow forecasting hackathon for Morgan Stanley data scientists and created 170+ technical enablement assets.
- Delivered 50+ technical presentations and workshops and earned AWS ML Elite Gold and Platinum recognition.

EARLIER RELEVANT EXPERIENCE

- Led a 25-person engineering organization delivering enterprise scientific and cloud products for major customers.
- Directed software and cloud delivery for an FDA-cleared connected healthcare product, aligning product, engineering, quality, security, and business priorities.

EDUCATION & RECOGNITION

Ph.D., Molecular Biology / Microbiology & Immunology, University of Western Ontario. AWS ML Elite Gold and Platinum; AWS re:Invent Rockstar; named inventor on multiple patents.

TECHNOLOGIES

workforce technology • HCM integration • workforce management • forecasting • scheduling • optimization • workforce analytics • AI strategy • Generative AI • LLMs • AI agents • workflow automation • data strategy • data platforms • enterprise applications • ERP integration • CRM integration • REST APIs • event-driven architecture • distributed systems • cloud architecture • AWS • Amazon Bedrock • SageMaker • Python • FastAPI • PostgreSQL • data lakes • analytics • predictive analytics • AI governance • data governance • privacy • security • IAM • auditability • MLOps • observability • CI/CD • Agile delivery • product management • roadmap planning • vendor management • KPI definition • executive communication