

Keith Steward, Ph.D.

AI Transformation Executive | Intelligent Automation Leader

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[LinkedIn](#) | IntelligentDataWorks.ai | [IDW LinkedIn](#)

PROFILE

AI transformation executive who turns ambiguous operating problems into governed, production-grade AI systems and measurable business outcomes. Combines hands-on LLM, agentic workflow, Python, SQL, cloud, data-platform, regulated healthcare, and automation depth with executive influence across privacy, governance, finance, HR, and operations stakeholders. Built an 11-engineer team and a platform supporting 70+ automations across 20+ workflows, while previously advising 200+ AWS enterprises. Brings the judgment to quantify opportunities, ship working systems, and make AI adoption auditable.

SELECTED QUALIFICATIONS

- **AI Transformation:** process discovery, process mapping, cycle time analysis, quantified roadmaps, ROI cases, adoption, measurement, AI literacy, and executive communication
- **Production Automation:** LLM-based workflows, agentic tooling, RAG, workflow orchestration, reporting automation, LLM APIs, orchestration frameworks, and data pipelines
- **Governance & Regulated Systems:** HIPAA, privacy, auditability, audit logging, acceptable use, human oversight, AI evaluation, security, and incident response
- **Data & Platform Foundations:** Python, SQL, cloud architecture, access controls, data lineage, vector search, vendor evaluation, cost control, observability, and cross-functional influence

PROFESSIONAL EXPERIENCE

Technical Co-Founder & CEO | Intelligent DataWorks | Boston, MA | Aug 2023 to Oct 2026

Lead AI product strategy, architecture, engineering execution, and operations while remaining hands-on in platform development.

- Architected and helped build AssistX, a production AI platform combining Python, FastAPI, PostgreSQL/PGVector, SQL, LLMs, AI agents, RAG, APIs, workflow orchestration, evaluation, and AWS services.
- Delivered the first commercial release within eight months, supporting 70+ AI automations across more than 20 HR and business workflows and accelerating selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile organization while contributing directly to backend services, cloud infrastructure, orchestration, data pipelines, security, and operations.
- Established reusable foundations for controlled prompts, input validation, prompt-injection protection, human review, observability, model selection, cost controls, and multi-tenant SaaS delivery.
- Implemented Labor Law retrieval for all 50 states and an AI-driven marketing automation system integrating SuiteCRM, SendGrid, and custom workflow logic.
- 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

Directed engineering and architecture for an AI-powered contact-center Workforce Management SaaS product.

- Recruited and led an eight-engineer team plus a manager delivering ML forecasting, operations-research optimization, scheduling, analytics, visualization, and automated communications on AWS.
- Translated product requirements into cloud architecture, algorithms, data flows, APIs, work breakdown, testing, CI/CD, and iterative production releases.
- Designed forecasting models to predict call volumes and linear-programming workflows to generate staffing schedules for large contact-center operations.
- Delivered the working production platform for four enterprise and government customers, including State Department, Department of Education, Avon, and De'Longhi.

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.

- Prioritized 50+ analytics use cases with Finance, Marketing, Supply Chain, and technology leaders and secured support for an AWS data strategy.
- Upskilled four analysts and grew the team to seven AWS engineers with hiring, mentoring, planning, budget, risk, and delivery accountability.

- Established nightly data ingestion, cataloging, consolidation, normalization, and global querying across 11 geographically distributed ERP environments.
- Delivered the first AWS data lake within seven months and reduced 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.

- Converted policy and product requirements into secure cloud architecture, APIs, automated infrastructure, testing, CI/CD, and production releases.
- Delivered the first cloud-native privacy-rights platform within eight months, automating approximately 90% of a manual workflow.
- Partnered with Enterprise Architecture and SRE on IAM, serverless patterns, managed services, infrastructure automation, resilience, and cloud operating standards.
- Guided model-governance practices for evaluation, transparency, bias, drift, monitoring, auditability, lifecycle controls, security, and human oversight.

Vice President, 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.

- Proposed an AWS Data Lake and ML accelerator, built the initial full-stack platform hands-on using Python, Django, React, APIs, and AWS, then directed an 18-person remote team toward customer demonstrations.
- Advised enterprise customers including Dun & Bradstreet, Harvard Business School, 1091 Media, and Invesco on AI strategy, data platforms, knowledge graphs, APIs, and production AWS architecture.
- Delivered an AWS Neptune knowledge graph integrating complex hierarchical enterprise data and expanded reusable cloud and AI architectures for customers.

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

- At Dimensional Photonics, led delivery of an FDA-cleared digital-health product and its fault-tolerant AWS/Cassandra platform with HIPAA-informed controls.
- At Wyeth Research, developed pharmaceutical bioinformatics software supporting gene-pathway analysis and scientific discovery.
- At Ingenuity Systems, helped create Ingenuity Pathway Analysis, a widely adopted knowledge-based bioinformatics product.

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

AI transformation • intelligent automation • process discovery • workflow automation • ROI analysis • Generative AI • LLMs • agentic workflows • AI agents • RAG • LangChain • LangGraph • MCP • AI evaluation • LLM-as-judge • human-in-the-loop • AI governance • Responsible AI • HIPAA • privacy • auditability • observability • prompt-injection screening • Python • SQL • FastAPI • REST APIs • PostgreSQL • PGVector • data pipelines • data lakes • AWS • Amazon Bedrock • SageMaker • AWS CDK • Docker • CI/CD • security • access controls • CRM • SuiteCRM