

Keith Steward, Ph.D.

AI Governance & Responsible AI Advisor | Generative AI Platform Builder

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PROFILE

AI governance and GenAI platform leader who helps organizations move from informal AI interest to controlled, auditable adoption. Brings hands-on experience with governance requirements intake, data privacy, responsible AI architecture, stakeholder review, and policy-aligned cloud delivery. At MassMutual, led engineering across five Data Privacy and AI Governance initiatives and delivered a cloud-native privacy platform automating roughly 90% of manual work. At Intelligent DataWorks, built a production GenAI platform powering 70+ automations across 20+ workflows.

SELECTED AI GOVERNANCE EVIDENCE

- **Governance intake and lifecycle support:** led MassMutual work spanning requirements intake, governance services, enterprise metadata, adaptive policy, privacy-rights workflows, and AI Governance & Ethics architecture.
- **Cross-functional coordination:** partnered with product, enterprise architecture, site reliability, privacy, business, and executive stakeholders to translate requirements into practical controls and delivery plans.
- **Responsible GenAI operations:** founded Intelligent DataWorks and delivered AssistX, combining LLMs, RAG, AI agents, evaluation-minded workflow design, and AWS cloud infrastructure.
- **Documentation and enablement:** created 170+ AWS technical enablement assets, trained 180+ solution architects, and presented 36+ formal AI, ML, and analytics sessions.
- **Reporting and process improvement:** reduced TriMark cross-ERP reporting cycles from roughly two months to one day while establishing cloud data governance foundations.

PROFESSIONAL EXPERIENCE

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

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

- Architected and helped build AssistX, a production-grade GenAI assistant platform delivering 70+ AI automations across more than 20 HR and business workflows using LLMs, RAG, AI agents, and AWS cloud infrastructure.
- Built and technically led an 11-engineer Agile development organization while remaining hands-on in AI architecture, cloud engineering, system integration, and platform development.
- Delivered the first commercial release within eight months, achieving hundreds of user signups at launch and accelerating selected HR workflows by up to 50x compared with manual processing.
- Designed reusable platform foundations for AI orchestration, vector search, workflow automation, backend services, cloud operations, and multi-tenant SaaS delivery.
- Initiated strategic acquisition discussions regarding IDW's AI platform as part of a planned transition to a senior AI/engineering leadership role.

Head of Cloud Software & Technical Leadership, Data, Privacy and AI Governance | MassMutual | Boston, MA | Nov 2020 - Aug 2021

Joined to establish cloud-native engineering capabilities supporting enterprise Data Privacy, AI Governance, and Responsible AI initiatives.

- Led hands-on architecture and implementation across five Data & AI Governance projects, including privacy-rights management, enterprise metadata, adaptive policy, governance APIs, and AI governance architecture.
- Partnered with product managers, enterprise architecture, and site reliability teams to capture requirements, define AWS-based architectures, and organize agile delivery with CI/CD and test-driven practices.
- Provided technical guidance to the AI Governance & Ethics organization on MLOps and Responsible AI architecture, including model transparency, bias detection, drift monitoring, and SageMaker-based governance approaches.
- Delivered MassMutual's first cloud-native Privacy Rights Management platform within eight months, automating approximately 90% of a previously manual workflow for CCPA, CPRA, GDPR, and related privacy regulations.

Sr. Director of Engineering, Workforce Management Service | SuccessKPI | Chantilly, VA | Jun 2022 - Aug 2023

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

- Directed a distributed engineering team through agile development cycles to build AI-driven forecasting, optimization, scheduling, and analytics capabilities on AWS.
- Translated detailed product requirements into AWS architecture, algorithms, work breakdown, sprint execution, and quality practices for a new production SaaS platform.
- Delivered the initial production platform within six months, onboarding flagship enterprise customers including a major government services organization.

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

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

- Worked with Marketing, Supply Chain, Finance, and senior business stakeholders to gather, validate, and prioritize more than 50 analytics use cases and KPIs.
- Defined and secured support for an AWS-based enterprise data strategy, then grew a four-person analytics group into a seven-member AWS engineering and analytics function.
- Delivered TriMark's first enterprise AWS data lake within seven months, reducing cross-ERP reporting from roughly two months of manual effort to one day.

VP AI/ML | NorthBay Solutions | Jan 2019 - Nov 2020

Role ended in company-wide COVID layoff.

Recruited from AWS to establish NorthBay's AI/ML consulting practice and reusable cloud AI delivery capabilities.

- Advised enterprise customers including Dun & Bradstreet, Harvard Business School, Invesco, Carnival Cruise Lines, and Scholastic on AI, ML, data strategy, and AWS solution architecture.
- Pitched and received CEO approval for an AWS Data Lake + ML Accelerator SaaS product, built the initial working system hands-on, and led remote engineering toward customer demonstrations.
- Delivered Dun & Bradstreet's first AWS Neptune graph database aggregating complex business hierarchy data.

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

Helped establish and scale AWS enterprise AI/ML and analytics specialist capabilities during early adoption of machine learning and SageMaker.

- Advised more than 200 enterprise customers on AI adoption, machine learning, data lakes, cloud analytics, and production AWS architectures.
- Created and led AWS technical field communities for Big Data & Analytics and AI/ML, growing the AI/ML community to more than 80 global specialists.
- Created 170+ technical enablement assets, trained 180+ solution architects, and earned AWS ML Elite Gold and Platinum recognition.

EDUCATION

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

TECHNOLOGIES

Generative AI • Responsible AI • AI Governance • AI Lifecycle • AI Agents • RAG • LangChain • LangGraph • OpenAI API
Claude • AWS Bedrock • Evals • Model Governance • Model Transparency • Bias Detection • Drift Detection • MLOps
Data Governance • Auditability • Privacy Rights Management • CCPA • CPRA • GDPR • IAM • AWS SageMaker
Amazon S3 • AWS Lambda • API Gateway • EventBridge • AWS Glue • AWS CDK • ECS/Fargate • Kubernetes
PostgreSQL • PGVector • Python • FastAPI • SQL • Spark • EMR • Data Lakes • Dashboards • Workflow Automation