

Keith Steward, Ph.D.

Platform Engineering Leader | Cloud Reliability & Automation

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

PROFILE

Player-coach engineering leader who scales reliable cloud platforms while developing strong SRE, security, automation, and infrastructure teams. Combines 15 years of AWS experience with deep Linux, Kubernetes, infrastructure-as-code, observability, CI/CD, and distributed-systems delivery. Built and operated production SaaS and AI platforms, led teams up to 24, and developed global AWS communities totaling 180+ specialists. Brings the hands-on judgment to reduce operational toil, strengthen service reliability, and align platform investment with customer and business outcomes.

SELECTED CAREER HIGHLIGHTS

- Built and operated production cloud platforms spanning SaaS, AI, data, APIs, security, observability, automated AWS infrastructure, capacity planning, release controls, and operational troubleshooting.
- Led technical teams up to 24 people and developed global AWS specialist communities totaling 180+ engineers and architects.
- Delivered a production AI platform supporting 70+ automations across more than 20 workflows with 99.9% availability.
- Established infrastructure-as-code, CI/CD, monitoring, security, testing, release, and operational practices across complex platforms.
- Modernized enterprise cloud and data environments while improving reliability, delivery speed, operational efficiency, engineering standards, stakeholder visibility, and the repeatability of complex production releases.

PROFESSIONAL EXPERIENCE

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

Build and operate a production AI platform while leading engineering, infrastructure, delivery, and service reliability.

- Recruited, trained, and technically led 11 engineers while remaining hands-on with cloud architecture, coding, deployments, security, and operations.
- Built the platform with Python, FastAPI, PostgreSQL/PGVector, Docker, APIs, AWS, CDK, CI/CD, monitoring, and automated releases.
- Delivered 70+ automations across more than 20 workflows while sustaining 99.9% availability and accelerating selected work by up to 50x.
- Established evaluation, guardrails, observability, incident response, cost controls, capacity planning, and production operating 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 integrations for enterprise and government customers.

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.

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

- Directed an AWS/Cassandra platform for an FDA-cleared connected product, integrating device data with fault-tolerant cloud services.
- Led a 25-person CambridgeSoft engineering organization delivering enterprise scientific and cloud software.

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

platform engineering • cloud infrastructure • AWS • Linux • Kubernetes • Docker • infrastructure as code • AWS CDK • CloudFormation • CI/CD • deployment automation • observability • monitoring • reliability • availability • incident response • capacity planning • security • IAM • distributed systems • microservices • event-driven architecture • REST APIs • FastAPI • Python • PostgreSQL • data platforms • data pipelines • S3 • Lambda • ECS Fargate • EventBridge • Kafka • Git • Agile delivery • AI-assisted engineering • Codex • SageMaker • Amazon Bedrock