

# Keith Steward, Ph.D.

## Senior AI Platform Product Leader | MLOps & Developer Enablement

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## PROFILE

Technical product and AI platform leader who turns developer needs, model capabilities, capacity constraints, and business priorities into governed roadmaps and dependable production services. Combines product strategy, MLOps, LLM lifecycle management, evaluation, observability, cloud economics, healthcare technology, and cross-functional delivery with hands-on engineering credibility. Built a shared AI platform supporting 70+ automations across more than 20 workflows and led 11 engineers. Brings the judgment to balance model quality, reliability, cost, risk, and adoption around measurable platform outcomes.

## SELECTED CAREER HIGHLIGHTS

- Owned product vision, customer discovery, roadmap, priorities, architecture, releases, and operations for the reusable AssistX AI platform.
- Built the AssistX core and first 80% of its initial application, then led 11 engineers around 70+ automations across more than 20 workflows.
- Established evaluation, synthetic testing, LLM-as-judge, guardrails, observability, model routing, token-cost controls, release discipline, and incident practices.
- Managed platform architecture, vendor and model choices, AWS capacity, delivery priorities, and a \$900,000 operating budget.
- Advised 200+ AWS enterprises and developed global AI/ML and data communities totaling 180+ professionals with 170+ enablement assets.

## 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 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 CambridgeSoft engineering organization delivering enterprise scientific and cloud software.
- Directed the AWS/Cassandra platform for an FDA-cleared connected product with regulated reliability requirements.

## **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 platform product management • product strategy • platform roadmaps • MLOps • LLM lifecycle management • model evaluation • AI observability • capacity planning • cloud cost management • platform metrics • developer experience • Generative AI • LLMs • AI agents • RAG • LangChain • LangGraph • MCP • Python • FastAPI • REST APIs • PostgreSQL • PGVector • AWS • Amazon Bedrock • SageMaker • Docker • Kubernetes • AWS CDK • CI/CD • security • Responsible AI • AI governance • reliability • release planning • stakeholder alignment • healthcare technology • HIPAA • Agile delivery