

Keith Steward, Ph.D.

Enterprise AI & Automation Director | Applied AI Enablement Leader

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PROFILE

Enterprise AI enablement leader who turns manual business processes into governed, production-ready automations while raising organizational capability. Combines hands-on agentic engineering, workflow discovery, platform architecture, responsible AI, training, and cross-functional change leadership. Built an 11-engineer team and a platform supporting 70+ automations across more than 20 workflows, accelerating selected work by up to 50x. Created global AWS practitioner communities totaling 180+ specialists and brings a practical player-coach approach to adoption, standards, and measurable operating value.

SELECTED QUALIFICATIONS

- **Enterprise AI Enablement:** opportunity discovery, operating roadmaps, adoption metrics, practitioner communities, training, coaching, and durable handoffs
- **Agentic Engineering:** AI agents, RAG, tool use, multi-agent orchestration, MCP, enterprise integrations, evaluation, and human oversight
- **Responsible AI:** governance, approved-tool standards, privacy, security, prompt controls, model transparency, bias, drift, observability, and auditability
- **Player-Coach Delivery:** hands-on architecture and coding, cross-functional workflow redesign, Agile execution, team development, and measurable outcomes

PROFESSIONAL EXPERIENCE

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

Own enterprise AI enablement, product architecture, engineering execution, governance, and adoption while remaining hands-on.

- Architected and helped build AssistX using LLMs, RAG, AI agents, LangChain, LangGraph, MCP, Python, PostgreSQL/PGVector, APIs, voice interaction, and AWS cloud services.
- Delivered the first production release within eight months; the platform supports 70+ automations across more than 20 workflows and accelerates selected work by up to 50x.
- Recruited and technically led an 11-engineer Agile team, trained engineers in architecture and AI-assisted development, and coached delivery through daily collaboration and two-week sprints.
- Mapped cross-functional HR and business workflows, built reusable automation patterns, and validated estimated annual savings of approximately \$54,000 per adopting organization.
- Implemented an AWS Bedrock AgentCore customer-service agent with CDK and established production controls including versioned prompts, input validation, prompt-injection protections, security, and governance roadmaps.
- 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 architecture and engineering for an AI-powered contact-center Workforce Management SaaS product.

- Recruited and led a seven-person distributed engineering team, translating product requirements into architecture, forecasting, optimization, integrations, and production delivery.
- Delivered the initial workforce-management SaaS release within six months and onboarded enterprise and government customers.
- Built AI-driven forecasting and operations-research capabilities integrated with Amazon Connect, Genesys, and Talkdesk while establishing Agile, testing, CI/CD, and quality practices.

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.

- Partnered across Marketing, Supply Chain, Finance, and technology leadership to identify and prioritize 50+ analytics use cases and secure support for an AWS data strategy.
- Upskilled four analysts and grew the team to seven AWS engineers through training, hiring, coaching, standards, and accountable Agile delivery.
- Delivered the first enterprise 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.

- Led cloud implementation across five privacy and AI-governance initiatives, partnering with product, Enterprise Architecture, SRE, governance, and ethics teams.
- Advised on model inventory, ownership, risk classification, transparency, bias, drift, monitoring, human oversight, security, and auditability using SageMaker and enterprise controls.
- Delivered a privacy-rights platform within eight months that automated approximately 90% of a formerly manual workflow while establishing reusable AWS, IAM, CI/CD, and CDK patterns.

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 and C-level stakeholders on AI/ML, data, cloud adoption, production architecture, and organizational enablement.
- Created global Big Data/Analytics and AI/ML Technical Field Communities totaling 180+ specialists, establishing standards, knowledge-sharing cadence, and field readiness.
- Developed 170+ technical assets, trained 180+ Solution Architects, and delivered 50+ presentations and workshops on SageMaker, TensorFlow, EMR, Athena, Spark, and emerging AI services.
- Built hands-on demonstrations and early agent architectures while earning AWS ML Elite Gold and Platinum recognition.

EARLIER RELEVANT EXPERIENCE

- Commercialized five SaaS and cloud products spanning applied AI, workforce technology, data platforms, scientific software, and regulated connected systems.
- At CambridgeSoft, partnered with product leaders and managed a 25-person distributed team delivering enterprise software and reusable training and delivery practices.

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

Enterprise AI • workflow automation • AI agents • agentic AI • multi-agent systems • LLMs • RAG • tool use • MCP • LangChain • LangGraph • Bedrock AgentCore • AI evaluation • MLOps • model monitoring • drift detection • Responsible AI • AI governance • human oversight • auditability • Python • FastAPI • REST APIs • PostgreSQL • PGVector • vector search • AWS • SageMaker • AWS CDK • EventBridge • Docker • Kubernetes • CI/CD • observability • security • IAM • data platforms • knowledge graphs • Spark • Agile delivery