

Keith Steward, Ph.D.

Enterprise Data & AI Executive | AI Transformation Leader

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PROFILE

Enterprise AI and data-platform leader who turns strategy into governed production systems, measurable adoption, and reusable organizational capability. Combines hands-on GenAI, agentic workflow, RAG, cloud data architecture, governance, privacy, and security depth with executive advisory and team-building experience. Built an 11-engineer AI organization and a platform supporting 70+ automations across 20+ workflows, while advising 120+ AWS AI/ML customers and delivering data modernization outcomes. Brings the judgment to connect data, analytics, AI, operating models, and business impact in regulated environments.

SELECTED QUALIFICATIONS

- **Enterprise Data & AI Strategy:** Data & AI strategy, business strategy, AI adoption, operating models, roadmap planning, executive communication, stakeholder management, and measurable ROI
- **AI & Analytics Platforms:** Artificial Intelligence, Generative AI, advanced analytics, RAG, agents, LangChain, LangGraph, MLOps, evaluation, observability, and workflow automation
- **Cloud Data Foundations:** Data Engineering, data architecture, enterprise data platforms, cloud data platforms, APIs, data lakes, knowledge graphs, data pipelines, AWS, and PostgreSQL
- **Governance & Regulated Delivery:** data governance, Responsible AI, data security, privacy, auditability, human oversight, healthcare technology, HIPAA-informed controls, and senior-leader development

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 AWS, advised 120+ customers on AI/ML strategy and architecture, trained 180+ solution architects, created 170+ enablement assets, and delivered 36 invited AWS and industry presentations.
- At MassMutual, led privacy and AI-governance initiatives spanning model transparency, bias, drift, monitoring, auditability, human oversight, security, data governance, and cloud architecture.
- At Dimensional Photonics, led delivery of an FDA-cleared digital-health product and its fault-tolerant AWS/Cassandra platform with HIPAA-informed controls.

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

Data & AI strategy • Data Engineering • Analytics • Artificial Intelligence • Generative AI • advanced analytics • AI adoption • cloud data platforms • enterprise data platforms • data architecture • data governance • Responsible AI • MLOps • data security • healthcare technology • patient outcomes • operational efficiency • ROI • LLMs • RAG • AI agents • agentic workflows • LangChain • LangGraph • MCP • AI evaluation • observability • workflow automation • Python • SQL • FastAPI • REST APIs • PostgreSQL • PGVector • data lakes • knowledge graphs • AWS • Amazon Bedrock • SageMaker • AWS CDK • Docker • CI/CD • security • privacy