Roberto Aguirre Guardia

Engineering & Delivery Manager · 15+ years building and leading software teams in transnational software factories · Led multidisciplinary teams of up to 50 (developers, analysts, QA) with the lowest turnover of the account · Budget, roadmap and delivery ownership · Servant leadership · Azure, CI/CD, TypeScript · English C1

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SUMMARY

Engineering and delivery manager with 15+ years leading software teams inside transnational software factories (NTT DATA, VASS, GlobalHitss, Tecnocom). Started his career as a **programmer**, so he is technical enough to dive into complex problems, ask the right questions and guide teams through them. Led **multidisciplinary teams of up to 50** (developers, analysts, QA) and delivered the **lowest turnover of the account** through servant leadership, hiring and development plans. Owns **team vision and roadmap, budget, performance and results**, and drives delivery **end to end** (quality, stability, scalability, performance and production support), working across architecture, QA and solutions teams. Enterprise cloud on **Azure**, with CI/CD and DevOps practices. Based in Bogotá. Spanish native, English C1.

EXPERIENCE

Head of AI, Innovation & Product · **DigitalHubAssist** Oct 2024 · Present

United States (LLC) · Remote · Engineering & AI products · Anthropic partner program

- **Leads engineering and delivery of AI products** (Agent Squad, MedicalHubAssist) end to end: sets the technical roadmap, dives hands on into complex problems, and ships with **CI/CD, containerized delivery (Docker), automated testing and observability**. Uses **AI assisted development** (Claude Code and similar assistants). Under my leadership, **DigitalHubAssist** reached **Registered Partner status in Anthropic's partner program**.

Engineering & Delivery Manager · **NTT DATA** Apr 2021 · Oct 2024

Multinational (GSI Tier 1) · Bogotá · Financial services

- Ran the **software factory for the office's largest account** (Grupo AVAL) with **multidisciplinary teams of up to 50** (developers, analysts, QA). Accountable for **budget, performance, hiring and results**, with **development plans** for team members and the **lowest turnover of the account**. Defined roadmap and vision, drove delivery to **production** (CrediCore, digital credit origination on Azure) and escalated only when needed, up to the bank's presidency. Directed a major **RPA** program.

Project / Delivery Manager · **VASS · GlobalHitss · Tecnocom** 2012 · 2021

Banking · Insurance · Health · Public sector

- Led **delivery of critical web platforms and digital channels** across sectors with multidisciplinary teams (developers, QA): Porvenir digital channels (**LATAMDIGITAL 2019 award**), the Colombian Judicial Branch portal (BID funded), Colsanitas commerce portal. Migrated transactional systems to **Azure**, under PMBOK/PMI and Scrum, with a focus on stability, testability and performance.

SKILLS

Engineering leadership: team vision and roadmap, hiring and team building, performance reviews and development plans, budget and results accountability, servant leadership, lowest turnover of the account, teams of up to 50, exposure to complex decision making

Delivery & operations: delivery end to end, quality, testability, stability, scalability and performance, production support investigation and resolution, agile (Scrum), collaboration across architecture, QA and solutions teams

Technical fluency: engineering background (started as a programmer), TypeScript, Node.js, React, SQL, REST APIs and integrations, automated testing; AI assisted development (Claude Code and similar assistants); builds AI products (agents, GenAI, RAG)

Cloud & DevOps: Azure ecosystem, Docker and containerized delivery, CI/CD, DevOps practices, Git, PostgreSQL

Education & languages: Systems Engineering (U. de Lima), MBA (Tecnológico de Monterrey) · banking, insurance, health, public sector · Spanish native · English C1

EDUCATION

Systems Engineering · **Universidad de Lima** (Top Third) · MBA + Specialization in Business Strategy and Policy, Tecnológico de Monterrey