

Roberto Aguirre Guardia

Product Manager · Quality Assurance for AI Augmented Content Production · Human Oversight of Gen AI Output · Healthcare Domain · Bilingual EN/ES · MBA

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PROFILE

Operations and product leader who treats quality as a **designed in system, not a final checkpoint**. I direct a **multi agent content production operation** in production, where coordinated agents handle generation and **QA**, and where I set the standards for how AI work is produced and **reviewed under human oversight** before it ships, for accuracy and consistency. My domain is **healthcare**: I lead an AI platform for the health sector, a regulated and sensitive category. Across **15+ years** I have built the review discipline and process rigor that protect delivery quality across multidisciplinary teams. **Data informed, process led and proactive**. Spanish native, professional English, based in Bogotá.

EXPERIENCE

Head of AI · Product & Engineering · DigitalHubAssist LLC Oct 2024 · Present
Remote · Healthcare AI · Multi Agent Content & Software Production

- ▶ **Human oversight of Gen AI output:** direct a production operation where **coordinated agents generate and QA content**, and apply human oversight to AI generated and AI assisted output, **reviewing for accuracy and consistency** before it is delivered.
- ▶ **Quality built into the workflow:** define how the agents produce and how their output is checked, with **traceability and monitoring (Langfuse)** so review happens throughout the process, not only at the end.
- ▶ **Regulated / sensitive domain:** lead **MedicalHubAssist**, an AI platform for healthcare, recognized by **Revista DINERO**; under my leadership the company reached **Registered Partner status in Anthropic's partner program**.

Consulting Manager · Delivery Quality · NTT DATA Colombia Apr 2021 · Oct 2024
Bogotá, Colombia · Tier-1 Global Consultancy · Regulated Sector (Banking)

- ▶ **Owned end to end delivery** for the office's largest account across simultaneous projects, teams of up to **30 people** (including QA), with the **lowest attrition in the entire account**.
- ▶ Brought the **delivery and quality discipline** a regulated banking environment demands; reported quality, risk and progress to **executive committees**.

Project Manager · Digital Content & Web Delivery · GlobalHitss (2015-18) · VASS (2018-21) 2015 · 2021
Bogotá, Colombia · E-commerce · Digital Channels

- ▶ Delivered the **Colsanitas health e-commerce portal** and the modernization of **Porvenir** digital channels (millions of users) with design and engineering teams, owning **delivery readiness** across web content and channels → **LATAMDIGITAL 2019**.

Digital Transformation Lead · Tecnocom Colombia Aug 2012 · Nov 2015
Bogotá, Colombia · Public Sector

- ▶ Led digitalization projects under a **PMBOK/PMI process framework**, enforcing standards, schedules and interinstitutional compliance across public entities.

EDUCATION

MBA · Tecnológico de Monterrey Mexico · 2004

Systems Engineering · Universidad de Lima Peru · 1999 · Top Tercile

Founding Professor · Innovation Chair (Project Management) · U. Sergio Arboleda · Graduate level
Graduate lecturer, U. Externado

SKILLS

Quality Assurance as a Designed In System

Human Oversight of Gen AI Output

AI Content Generation Workflows

Review Discipline & Process Rigor

Compliance in Regulated Delivery (Banking · Health)

Regulated / Sensitive Categories (Healthcare)

Quality & Risk Reporting · Data Informed

Multidisciplinary Teams (Dev · QA · UX)

Process & Continuous Improvement

Onboarding & Standards Documentation

MBA · Systems Engineering

Spanish native · Professional English