

Roberto Aguirre Guardia

AI Operations & Automation Leader · Ships Enterprise AI Agent Systems in Production · Leads a Team of AIs (Agent Squad, Claude Code) · LLM APIs, Process Automation & SQL · Consulting + Fintech/Payments · Systems Engineer + MBA

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SUMMARY

AI operations and automation leader with **15+ years** turning **high friction, manual processes** into automated systems. I **ship enterprise AI agent systems in production**: I built **Agent Squad**, a **multi agent system, a team of AIs** that automates operational workflows, using **Claude Code and LLM APIs** (Anthropic, OpenAI). I **map and redesign operational workflows** and prioritise them into an automation roadmap. Structured **strategic thinker** with a **bias for action under ambiguity**, a consulting and **fintech/payments** background, and the technical acumen to **translate between business and engineering** (SQL). Systems Engineer with an **MBA** and a **Specialization in Business Strategy and Policy**.

EXPERIENCE

Head of AI & Digital Transformation · AI Operations & Automation · **DigitalHubAssist LLC** Oct 2024 · Present
Remote · GenAI/SaaS platform (Anthropic partner program)

- ▶ **Lead AI operations end to end**: I built and run **Agent Squad**, a **multi agent system in production, a team of AIs** that automates operational workflows, using **Claude Code and LLM APIs** (Anthropic, OpenAI). I **identify high friction, manual processes** and automate them with **agents and workflow orchestration** (Inngest). I keep the systems observable with **monitoring, traceability (Langfuse)** and **governed CI/CD**, and I track the AI landscape to guide how the team adopts new AI capabilities. Under my leadership the company reached **Registered Partner status in Anthropic's partner program**.

Consulting Manager · Operational Process Redesign & Automation (Banking) · **NTT DATA** Apr 2021 · Oct 2024
Tier 1 global technology consultancy · Financial services (banking, Grupo AVAL)

- ▶ Owned the office's **largest account** (banking; up to **50 people**; full **P&L**). Directed **CrediCore**, a **digital credit origination product on Azure** for Banco Popular: I **mapped a fragmented, high friction origination process** and **redesigned it into a transversal BPM/BPO**, removing bottlenecks without breaking the live operation. I **prioritised the work into phases** for early wins, made **high stakes decisions with partial control**, and escalated dependencies to the **bank's presidency from day one**. In **Promigas** (utilities) I recovered a program in crisis, recognized at the corporate level.

Digital Transformation Lead / Project Manager · Process Digitisation & Payments (Regulated Sectors) · **VASS (2018-21) · GlobalHitss (2015-18) · Tecnocom (2012-15)** 2012 · 2021
Pensions · Health · Public Sector

- ▶ Delivered digital automation across regulated sectors. Modernised a **pension fund's** digital channels and shipped its **self serve payment settlement portal** (Porvenir, millions of users; **LATAMDIGITAL 2019** award), automating a manual settlement process, with migration to **Azure**. Delivered a **digital commerce portal** for a health insurer (Colsanitas). Ran the **process digitisation of Colombia's Judicial Branch**, coordinating multiple public institutions.

EDUCATION & TEACHING

Systems Engineering · **U. de Lima** (Top Third) · MBA + Specialization in Business Strategy and Policy, Tecnológico de Monterrey · Founding Professor of Innovation, U. Sergio Arboleda

CORE COMPETENCIES

AI Operations & Automation · Enterprise Systems in Production

Team of AIs · Multi Agent Systems (Agent Squad, Claude Code)

LLM APIs (Anthropic, OpenAI) · Agent & Workflow Design

Operational Workflow Mapping & Redesign · Automation Roadmap

Prioritisation · Bias for Action under Ambiguity

SQL · Business to Engineering Translation

Consulting + Fintech/Payments · B2B SaaS

Strategic Thinking · MBA + Specialization in Business Strategy