

Roberto Aguirre Guardia

Project & Program Delivery Director · 15+ Years Professional Services for External Clients · Complex Projects into Business Solutions · ERP/SCM Project Experience (Oracle, early career) · Waterfall & Agile · Global Delivery · Systems Engineer + MBA

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SUMMARY

Project and program delivery director with 15+ years in professional services, leading complex projects for **external, strategic clients** and **turning business challenges into solutions**. I own **integrated project plans, budget and P&L, and course correction**, report status to **client leadership (C Suite)**, and run **Waterfall and Agile** across a **portfolio** of projects with **globally sourced teams** (Tier 1 GSI delivery model). Early in my career I was **Project Manager on an Oracle ERP project (materials logistics, SCM module)** and worked in **SAP Business One presales**. Systems Engineer with an **MBA**.

EXPERIENCE

Consulting Manager · Program Delivery for Strategic Clients (Banking) · **NTT DATA** Apr 2021 · Oct 2024
Tier 1 global technology consultancy (global delivery model) · Financial services (Grupo AVAL)

- Owned the office's **largest account** (up to **50 people**; full **P&L**) as the **primary client contact**. Directed **CrediCore**, a digital credit origination product on Azure for Banco Popular, from plan to production, **turning a complex business challenge into a delivered solution**. I managed **budget and course corrections**, escalated dependencies to the **bank's presidency (C Suite) from day one**, and delivered under **full accountability with partial control**. In **Promigas** I recovered a program in crisis, a turnaround that **positively affected the financial posture** of the engagement, recognized at the corporate level.

Digital Delivery Lead / Project Manager · Complex Projects, Regulated Sectors · **VASS (2018-21)** · 2012 · 2021
GlobalHitss (2015-18) · **Tecnocom (2012-15)**
Pensions · Health · Public Sector

- Led delivery of digital programs for external clients, tailoring **Waterfall and Agile** to each project. Modernised a pension fund's digital channels and its self serve payment settlement portal (Porvenir, millions of users; **LATAMDIGITAL 2019** award), with migration to Azure; delivered a digital commerce portal for a health insurer (Colsanitas); and ran the digital transformation of Colombia's Judicial Branch, coordinating **multiple external public institutions** to keep delivery aligned.

Head of AI & Digital Transformation · Delivery Leadership (SaaS) · **DigitalHubAssist LLC** Oct 2024 · Present
Remote · GenAI/SaaS platform

- Lead **end to end delivery** of a SaaS platform with continuous CI/CD, coordinating engineering to meet business requirements. I bring a current, hands on command of **AI tooling** to accelerate documentation, analysis and delivery. Under my leadership the company reached **Registered Partner status in Anthropic's partner program**.

Early Career · ERP/SCM · **Oracle ERP & SAP Business One** Pre 2012

- Project Manager** on an **Oracle ERP project** in the **materials logistics (SCM) module**; and **presales** for a **SAP Business One** partner, scoping and demonstrating the ERP solution to prospects.

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

Project / Program Management · Professional Services	Complex Projects for Strategic Clients · Business to Solutions
ERP/SCM Project Experience (Oracle, early career) · SAP B1 Ecosystem	Budget & P&L · Course Correction
C Suite Client Reporting & Leadership	Waterfall & Agile · Portfolio & Multi Project Delivery
Globally Sourced / Global Delivery Teams	Systems Engineer + MBA + Specialization in Business Strategy