Roberto Aguirre Guardia

AI Product & Engineering Leader · Builds and leads agentic AI platforms (agent orchestration, digital workforce, human in the loop, evals, guardrails) · Owns product vision, roadmap and business results · Led multidisciplinary teams of up to 50 · Payments and fintech · English C1

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SUMMARY

Director level AI product and engineering leader with 15+ years owning product vision, strategy and business results. Builds and operates a **production agentic AI platform** (Agent Squad) with **agent orchestration and task delegation, digital workforce automation, human in the loop and not in the loop oversight, evaluation and monitoring, and guardrails and safety controls**. Sets **multiyear vision** across product pillars, **leads and develops teams** (managed multidisciplinary teams of up to 50 with the lowest turnover of the account), and defines structure, hiring and product standards. Partners with **engineering** on scalable, API driven architecture for enterprise scale and high transaction volumes, and turns market needs into strategy with **Sales, Customer Success and Partnerships**. **Payments and fintech** background (digital credit origination). Under his leadership, **DigitalHubAssist** reached **Registered Partner status in Anthropic's partner program**. Spanish native, English C1.

EXPERIENCE

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

United States (LLC) · Remote · Agentic AI platform · Anthropic partner program

- **Owns product vision and roadmap for an agentic AI platform** (Agent Squad): agent orchestration and task delegation, digital workforce automation, **human in the loop and not in the loop** oversight and escalation, and **agent evaluation, monitoring and quality assurance**.
- Built **guardrails, safety and reliability** into the platform (deterministic verification contract, evaluation gate, observability with LangFuse and Arize Phoenix, OWASP practices for LLM), on scalable, **API driven, multitenant** architecture (Postgres, pgvector, event driven processing).
- Sets standards and develops the delivery workflow; drives **offerings and partner relationships**. Under his leadership, **DigitalHubAssist** reached **Registered Partner status in Anthropic's partner program**.

Consulting & Product Delivery Manager · **NTT DATA** — Apr 2021 · Oct 2024

Multinational (GSI Tier 1) · Financial services · Payments

- Led the largest account (Grupo AVAL) with **multidisciplinary teams of up to 50** (product analysts, developers, QA), accountable for **budget, hiring, results and standards**, with the **lowest turnover of the account**. Owned delivery of **CrediCore** (digital credit origination, a payments and fintech product) to production on Azure, with API driven integrations and a **product roadmap** that extended the platform toward mortgage lending. Managed executive stakeholders up to the bank's presidency.

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

Banking · Pensions · Insurance · Health

- Delivered **digital platforms and channels at scale**: Porvenir digital channels and a payment settlement portal (millions of users, **LATAMDIGITAL 2019 award**), with system integration and migration to Azure, coordinating multidisciplinary teams under agile and PMBOK/PMI.

SKILLS

Product leadership: multiyear product vision and strategy, roadmap across multiple pillars, leading and developing Product Managers, team structure and hiring plans, product standards and operating processes, business ownership, KPIs and success metrics

Agentic AI: agent orchestration and task delegation, digital workforce automation, human in the loop and not in the loop design, agent evaluation, monitoring and QA, guardrails, safety and compliance, LLMs, RAG, MCP, observability (LangFuse, Arize Phoenix)

Platform & payments: API driven platforms and integrations, enterprise scale and high transaction volumes, multitenant architecture, payments and fintech (digital credit origination), cloud (Azure), Docker

Leadership & collaboration: teams of up to 50, lowest turnover of the account, cross functional work with engineering, sales, customer success and partnerships, executive stakeholder management up to presidency, strategic thinking and long term direction

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