Roberto Aguirre Guardia

Forward Deployed Engineer · Embedded inside enterprise customers to integrate fragmented, legacy systems into production · Builds agentic AI hands on (LLMs, RAG, multi agent orchestration) · Owns the problem end to end under real constraints · English C1

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SUMMARY

Engineer and consultant who has spent a career **forward deployed inside enterprise customers** in banking, government, health and utilities, turning **fragmented, legacy systems into production software** under real constraints. Started as a **software developer** and grew through global software factories (NTT DATA, VASS, GlobalHitss, Tecnocom), always **embedded with the client** and owning the problem **end to end**, from discovery to a system running in production. Today builds **agentic AI hands on**: **multi agent orchestration, LLMs, RAG (pgvector), MCP** and **AI governance and observability**, shipped to production. Comfortable with **high ambiguity and partial control**, fluent translating between **business stakeholders up to C level** and the engineering that delivers. MBA. Spanish native, English C1. Open to relocation.

EXPERIENCE

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

USA (LLC) · Remote · Building AI in production

- Builds in production **Agent Squad**, an **enterprise multi agent orchestration platform**: coordinated autonomous agents (dev, QA, PMO, research, architecture) with **LLMs, RAG (pgvector) and MCP**, and **AI governance** (evaluation, observability with Langfuse and Arize Phoenix, guardrails, verification by evidence). Hands on across the stack (Node.js, React, TypeScript, Python), with **cost aware model selection** and CI/CD.
- Directs **MedicalHubAssist**, a production AI platform for healthcare: LLMs, **voice transcription**, automated teleconsultation and **automation of critical clinical processes**; multi language (i18n) product.
- Under my leadership, **DigitalHubAssist reached Registered Partner status in Anthropic's partner program**.

Consulting Manager · **NTT DATA** — Apr 2021 · Sep 2024

Enterprise account (Grupo AVAL) · Banking, regulated

- **Forward deployed as delivery lead inside the bank** for the office's largest account, with multidisciplinary teams of up to **50 people** and the **lowest attrition on the account**; owned budget, financial KPIs and schedules.
- **CrediCore (Banco Popular), the textbook forward deployed problem:** took a **digital credit origination hub** split across **fragmented legacy applications** (one obsolete, one without vendor support) with high latency and cost, and **integrated it into a modern, modular platform to production without breaking live operations**. Delivered in **phases for early wins**, escalated cross team dependencies to the **bank's presidency** from day one to reduce risk, and shipped, with the early wins earning a product roadmap toward mortgage lending. **Total responsibility with partial control**, resolved by hands on delivery and executive stakeholder management.
- Recovered the **operational and financial viability** of the **Promigas** project (utilities), with transactional portal development, resolving critical close out conflicts; also directed an important **RPA automation** project.

Project Manager · **VASS** — Apr 2018 · Apr 2021

Pensions & Financial · Digital Channels

- Led the **modernization of Porvenir's digital channels** (pension fund) and the **self service payment settlement portal**, and supervised the **migration of critical transactional portals to cloud (Azure)**. Technical reference on digital experience platforms (Liferay), coordinating high performing multidisciplinary teams.

Project Manager · **GlobalHitss** — Dec 2015 · Mar 2018

Health & Financial

- Delivered digital transformation projects for the health and finance sectors, solving complex problems in live business processes. Highlights: **Colsanitas ecommerce portal** and **Cardif landing**, with significant gains in conversion and team productivity.

Digital Transformation Lead · **Tecnocom** — Aug 2012 · Nov 2015

Public sector (Justice)

- Delivered the **Judicial Branch of Colombia portal, a project funded by the IDB (Inter American Development Bank)**, under **PMBOK/PMI**, with interinstitutional cooperation across multiple public entities, a regulated government environment.

Early career · **Software Developer, then Project Manager** before 2012

Global software factories · Services and IT

- Started as a **software developer** and grew inside transnational software factories, the base of a hands on engineering career. PM on an **Oracle ERP logistics and materials (SCM)** project.

TECHNICAL & DELIVERY

Forward deployed delivery: embedded with enterprise customers, discovery to production, high ambiguity and partial control, end to end ownership, executive stakeholder management (up to C level and bank presidency), regulated sectors (banking, government, health, utilities)

AI & agents: multi agent orchestration, LLMs, RAG, pgvector, MCP, prompt engineering, AI governance (evaluation, observability with Langfuse and Arize Phoenix, guardrails), cost aware model selection, from demo to production

Engineering & integration: Node.js, React, TypeScript, Python (scripting, ETL, automation), SQL and PostgreSQL, REST APIs and integration with existing systems, cloud (Azure), CI/CD, builds with Claude Code

Data & systems: enterprise data integration, legacy modernization, digital experience platforms (Liferay), payments and credit origination (fintech)

Ways of working & languages: Agile/Scrum, PMI/PMBOK, Jira, Azure DevOps, Linear · Spanish native · English C1

RECOGNITION & TEACHING

Awards & recognition: LATAMDIGITAL 2019 award (Porvenir digital channels) · internationally recognized expert by Liferay (DXP vendor) · Revista DINERO recognition for MedicalHubAssist's value in Colombia and LATAM

Speaking & teaching: speaker at the CLARO Technology Summit on digital transformation · Innovation professor who created the chair in the Project Management Specialization at Universidad Sergio Arboleda · master's lecturer at Universidad Externado de Colombia

EDUCATION

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