

# Roberto Aguirre Guardia

AI Enablement & Operations · Claude / Anthropic Ecosystem · Adoption & Onboarding · Custom Skills, Agents & Prompts · Analytics & Documentation

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## PROFILE

Operator who lives inside the **Claude / Anthropic ecosystem** every day: I build **custom skills, agents and prompts** in production, track their adoption with analytics, and keep the SOPs and documentation current as the practice evolves. I pair that with years of **enablement and teaching**, as a founding professor I have onboarded professionals to new tools and helped them shift how they work, and with the **operational discipline** to run review queues without dropping items, follow through on action items and synthesize usage data into short, actionable memos. Strong written communication, high quality bar, comfortable escalating strategic calls rather than guessing. Professional English.

## EXPERIENCE

**AI Operations & Enablement Lead · DigitalHubAssist LLC** Oct 2024 · Present

Remote · GenAI / AI Native operation

- ▶ Build and maintain **custom Claude skills, agents and prompts** used in production; run the **review and quality queue** on what the team ships, with deduplication, approvals and escalation of the complex cases.
- ▶ Keep **SOPs, skills documentation and process docs current** as the program evolves, and continuously refine **templates and best practices**.
- ▶ Pull and **synthesize usage and health analytics** from agent monitoring and traceability (Langfuse) into short memos that flag what is working, what has stalled and the next step.
- ▶ Under my leadership, DigitalHubAssist reached **Registered Partner status in Anthropic's partner program**; MedicalHubAssist, our healthcare AI product, recognized by **Revista DINERO**.

**Founding Professor · Innovation Chair · U. Sergio Arboleda** Graduate level

Enablement · Onboarding · Adoption

- ▶ Founded and teach the **Innovation** chair at graduate level (also a graduate lecturer at U. Externado): I **onboard professionals to new tools and methods**, run the mindset shift and help them structure decisions and question assumptions, the exact muscle behind adoption 1:1s.

**Consulting Manager · NTT DATA Colombia** Apr 2021 · Oct 2024

Bogotá, Colombia · B2B Services

- ▶ Ran the office's largest account with **operational discipline**: tracked delivery status, reviewed the **quality** of work from teams of up to 30 people, and escalated with clear context.
- ▶ Achieved the **lowest attrition** in the account by keeping people supported and unblocked; consistent, on time status communication to stakeholders up to C level.

**Project Manager · VASS · GlobalHitss** 2015 · 2021

Bogotá, Colombia · Digital Platforms & E-commerce

- ▶ Coordinated multidisciplinary delivery for enterprise digital programs (Porvenir → **LATAMDIGITAL 2019** award; Colsanitas e-commerce), running schedules, materials and follow up end to end.

## EDUCATION

**MBA · Tecnológico de Monterrey** Mexico · 2004

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

## SKILLS

AI Tools (Claude · ChatGPT)

Custom Skills · Prompts · Agents

AI Adoption & Onboarding (1:1)

Enablement & Training

Review Queues & Quality Checks

SOPs & Documentation

Analytics Synthesis & Memos

Operational Discipline & Follow Through

Strong Written Communication

Light Project Management

Spanish native · English professional