

Roberto Aguirre Guardia

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Bogotá, Colombia · Open to relocation

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Hiring Team · Jigsaw, Google

Role: Product Manager

Re: Product Manager, Jigsaw

Jigsaw frames the problem as a divide: we are more connected than ever, yet many people feel cut off from the decisions and systems that shape their lives. I have spent my career on the other side of that divide, inside the large and slow moving systems themselves. I led the digitalization of the Judicial Branch of Colombia, across institutions that had never shared a process. I led the modernization of the digital channels of Porvenir, a pension fund of millions of users, so people could see and settle what they had saved for retirement. I launched a health e-commerce platform, and a digital credit origination platform for a bank whose process for approving a loan was fragmented and slow. The work was always the same: turn a system people were subject to into one they could actually use. That is what drew me to this role rather than to another product job.

On the craft the role asks for, I take technical products from conception to launch and own them through the full lifecycle. At Banco Popular I owned a credit origination platform end to end, with total responsibility and only partial control, since the architects I depended on did not report to me and the bank's president was pressing on budget and time. I broke the migration into phases to land early wins instead of moving everything at once, and I escalated the dependencies to the president from day one instead of waiting until they became blockers. It shipped, and those early wins earned the bank's confidence to fund a roadmap toward mortgage lending. Today I work on AI and ML powered products directly: I lead a Health AI platform built on LLMs, and I build with RAG, agents and the Anthropic and OpenAI APIs every day, with a multi agent system of my own design running our real operations in production. I am not a manager who reads about generative AI. I build it.

Two things I would rather you hear from me than discover later. Most of my product work was done from the delivery side, leading the teams that defined and shipped these platforms for banks, funds and public institutions, rather than as an in house product manager at a technology company, and my generative AI work runs in production on real operations rather than being served to a large external user base. What I would bring instead is a perspective your team is unlikely to have in the room: I have built technology for agency in Latin America, where the gap between a system and the people it governs is not theoretical. If Jigsaw wants that lens on its products, I would be glad to talk. Thank you for your time.

Best regards,

Roberto Aguirre Guardia