

# Roberto Aguirre Guardia

AI Agent & Conversational AI Specialist · Prompt Engineering · Process Automation & Governance · Enterprise Delivery (Tier-1 GSI) · Azure Cloud Migration · MBA

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## PROFILE

AI leader who **designs, develops, deploys and continuously improves conversational AI agents** in production every day: LLMs, **prompt engineering**, RAG knowledge bases, API integrations and **agent performance monitoring**. I pair that with **enterprise delivery** from inside a Tier-1 GSI: I translate business requirements into scalable solutions, run stakeholder workshops, quantify efficiency gains and set governance and best practices. Systems Engineer with an **MBA**, functional command of **Azure**, and a consultative mindset focused on **business process optimization** and responsible AI. Professional English.

## EXPERIENCE

**AI Agent & Automation Lead · DigitalHubAssist LLC** Oct 2024 · Present  
*Remote · Conversational AI · Process Automation*

- ▶ **Design, develop, test and deploy AI agents** and conversational assistants that answer process and system questions and **automate repetitive, manual activities**, using LLMs, **prompt engineering** and function calling over API integrations.
- ▶ Build and maintain **RAG knowledge repositories** the agents draw on to give accurate, grounded responses; continuously refine templates and best practices.
- ▶ Own **governance and performance**: monitor agent behavior, quality and adoption with traceability (Langfuse), run QA and testing procedures, and enforce responsible, secure AI.
- ▶ Under my leadership, DigitalHubAssist reached **Registered Partner status in Anthropic's partner program**; MedicalHubAssist recognized by **Revista DINERO**.

**Consulting Manager · Enterprise Delivery · NTT DATA Colombia** (Tier-1 GSI) Apr 2021 · Oct 2024  
*Bogotá, Colombia · Process Excellence & Stakeholders*

- ▶ Partnered with business, IT and process stakeholders on the office's largest account to **identify automation opportunities**, analyze processes and **translate requirements** into scalable solutions, up to **C level**.
- ▶ Led delivery teams of up to 30 people with the **lowest attrition** in the account; quantified benefits and drove **continuous improvement** and adoption.

**Project Manager · VASS · GlobalHitss** 2015 · 2021  
*Bogotá, Colombia · Azure · Enterprise Platforms*

- ▶ Led enterprise digital platforms and the **cloud migration to Azure** of critical transactional portals (Porvenir → **LATAMDIGITAL 2019**), coordinating integrations across systems.

## EDUCATION

**MBA · Tecnológico de Monterrey** Mexico · 2004  
**Systems Engineering · Universidad de Lima** Peru · 1999 · Top Tercile

## SKILLS

AI Agent Development & Deployment

Conversational AI Design

Prompt Engineering

Intelligent Workflow Automation

Knowledge Management (RAG)

API Integration Concepts

AI Governance & Responsible AI

Performance & Adoption Metrics

Business Process Mapping

Data Analytics & Reporting

Azure · Cloud Integration

Stakeholder Engagement & Workshops

Spanish native · English professional