

Roberto Aguirre Guardia

Business Analysis and Solution Delivery · Solutions from Idea to Production · Requirements and Solution Scope Management · Business Process Modeling · Communication with Top Management · MBA · 15+ years

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PROFILE

Senior analyst and delivery leader with **15+ years in the IT industry**, working from global services firms for their enterprise clients. I **define solutions from idea to production**: I analyze capability gaps and pain points, turn them into **business needs, requirements and solution scope**, and follow them through to **acceptance**, applying **systems thinking and functional decomposition** to fragmented processes and managing **requirements conflicts and scope changes** in regulated environments. Proven **communication with top management**, up to the president of a bank, and with **large audiences** as a founding professor and corporate summit speaker. **Agile** on the full **SDLC**. Systems Engineer with an **MBA**. Spanish native, professional English.

EXPERIENCE

Head of AI & Digital Transformation · DigitalHubAssist LLC

Oct 2024 · Present

Remote · GenAI / SaaS Platform · Health

- **Business need to solution**: direct **MedicalHubAssist**, an AI platform for healthcare built on LLMs, voice transcription and automated teleconsultation for critical clinical workflows, defining what gets built and in what order; the venture was recognized by **Revista DINERO** for its value in Colombia and LATAM.
- **Digitalization trends, first hand**: build with LLMs, RAG, agents and the **Anthropic and OpenAI APIs** and run a multi agent system in production on our real operations. Under my leadership the company reached **Registered Partner status in Anthropic's partner program**.

Consulting Manager · NTT DATA Colombia

Apr 2021 · Oct 2024

Bogotá, Colombia · Finance domain (Grupo AVAL) · Global services firm

- **Capability gap to solution, in production (Banco Popular)**: credit origination was split across **fragmented applications**, one obsolete and one without vendor support, with high response times and cost. I led the team that defined and built a **modular digital origination platform with scoring**, integrated with internal and external systems, and the migration to a **transversal BPM/BPO process** without breaking the live operation.
- **Scope, requirements conflicts and stakeholders**: with **total responsibility and only partial control**, since the architects I depended on did not report to me, I sequenced the solution in **phases to land early wins** and escalated dependencies to the **bank's president** from day one instead of reporting them once blocked. It shipped, and earned the bank's confidence to build a roadmap toward mortgage lending.
- Led the office's largest account, up to **30 people**, under **C level executive governance**, with its **lowest attrition**; restored the viability of the **Promigas** program by resolving critical conflicts at closing, recognized at corporate level.

Project Manager · Digital Channels and Platforms · VASS (2018-21) · GlobalHitss (2015-18)

2015 · 2021

Bogotá, Colombia · Pensions · Health · Insurance

- Led the modernization of the digital channels of **Porvenir**, a pension fund of **millions of users**, including its payment settlement self service portal and the cloud migration of critical transactional portals → **LATAMDIGITAL 2019** award. Delivered the **Colsanitas health e-commerce portal** with a significant improvement in conversion and team productivity. Recognized internationally by **Liferay** as an expert in its digital experience platform.

Digital Transformation Lead · Tecnocom Colombia

Aug 2012 · Nov 2015

Bogotá, Colombia · Public Sector

- Led digitalization and innovation for the **Judicial Branch of Colombia** under a **PMBOK/PMI** framework, integrating technology and interinstitutional cooperation across multiple public institutions.

EDUCATION, TEACHING & RECOGNITION

MBA · Tecnológico de Monterrey · Systems Engineering, U. de Lima (Top Tercile) · Founding

2004 · 1999

Professor, Innovation chair, Project Management graduate program, U. Sergio Arboleda · Graduate lecturer, U. Externado de Colombia · **Speaker**, CLARO Technology Summit

SKILLS

Business Analysis · Requirements Management

Solutions from Idea to Production

Solution Scope · Change · Acceptance Criteria

Business Process Optimization & Modeling · BPM

Systems Thinking · Functional Decomposition

Requirements Prioritization · Conflict Resolution

Stakeholder & Top Management Communication

Workshops · Knowledge Sharing · Training

Agile · SDLC · PMI/PMBOK framework

Finance · Health · Pensions · Public Sector

Digitalization Trends · GenAI · LLMs · RAG · Agents · MBA · Professional English